

# Managed Care Entity (MCE) & Community Mental Health Centers (CMHC)s Collaboration

Anthem.

 *CareSource*<sup>®</sup>

 MDwise

 mhs<sup>™</sup>

# What is Case Management at an MCE?

**Case Management encompasses all aspects of a member's health care.**

- ✓ Coordinating a member's medical and behavioral healthcare.
- ✓ Assisting members with securing transportation to/from medical and behavioral health appointments.
- ✓ Providing education re: disease states and medication adherence.
- ✓ Explaining each member's healthcare benefits.
- ✓ Providing information re: community resources.
- ✓ Providing crisis management to members.

# Managing high risk/high need members

- ✓ For members who have an inpatient admission, Case Managers begin intervening as soon as they are notified of the event.
- ✓ Outreach is made to the hospital social worker, discharge planner & family prior to discharge to coordinate follow up appointments.
- ✓ Notification of admission is sent to the member's PMP and the identified behavioral health provider within five (5) days of admission. *\*Written consent from the member is required when their admission is related to substance abuse. Written consent is NOT needed for mental health treatment (IC 16-39-2-6(a))*
- ✓ Once discharge occurs, a call is placed to the member, parent or guardian within 48 hours and a reminder is given about follow up appointments.
- ✓ The member is then enrolled in case management for a minimum of 90 days.

# What can a CMHC expect from an MCE?

## ✓ **Support!**

- Each case manager is available to assist the CMHC in managing the care of the member.

## ✓ **Communication!**

- Case managers call every CMHC re: admissions, readmissions, follow up appointments, and ongoing treatment.

## ✓ **Information!**

- Case managers have access to a member's healthcare profile which includes ER visits, medication adherence, medical & behavioral health services, care gaps, and future risk scores.

# What the MCE needs from the CMHC

## ✓ **Communication!**

- Case Managers need to speak with CMHCs re: follow up appointments, medication issues and overall care of the member.

## ✓ **Treatment Plans!**

- Case Managers need treatment plans that include diagnoses, medications, and other pertinent information within 5 days of the member's appointment. *\*Any treatment related to substance abuse requires a member's written consent.*

## ✓ **Timely Access to Care!**

- Members discharging from an inpatient admission need to be seen within 7 days of discharge with a master level clinician or higher.
- Outreach to member within 3 days if the follow up appointment isn't attended.

## ✓ **Collaboration with PMPs!**

- PMPs need to be informed of their patient's behavioral health needs and treatment, including diagnoses, medications, therapies, and other relevant information.

# Collaboration in Action: MOMentum

## Addiction & Recovery Support During & After Pregnancy

**MOMentum is a collaborative pilot program between 8 CMHCs, MHS, Anthem, MDWise.**

### Program Goals:

- ✓ Provide expedited access to care for opiate addicted pregnant women.
- ✓ Expand access to MAT – add prescribers at the CMHCs.
- ✓ Develop effective relationships between CMHCs and medical providers for effective referral to care.
- ✓ Decrease length of stay in NICU on average.
- ✓ Decrease long term costs through improved health outcomes.

# Sample Momentum Flyer



**Are you pregnant? Are you also using drugs or alcohol? If so, MOMENTUM is here to help.**

Your body shares food, water and air with your growing baby. Your body also shares drugs or alcohol with your baby. This can lead to Neonatal Abstinence Syndrome (NAS). NAS can happen most often from taking opioids (painkillers, heroin) during pregnancy. One to seven days after birth, the baby can go through withdrawal. Symptoms may be mild or more severe. NAS can cause serious problems for a baby. Babies with NAS can be born too small. They can have breathing problems. Babies with NAS can get upset easier and can be harder to calm down.

For the health of you and your baby, now is the best time to stop using drugs and alcohol. MOMENTUM is a program that helps you and your baby get healthy and start recovery from drug and alcohol use. The MOMENTUM staff care about you and want to help you have a healthy baby!



**The MOMENTUM program gives you:**

- **Information** Learn how drugs and alcohol affect your growing baby.
- **Medication Assisted Treatment** If you need medicine, a doctor can work with you to find what is safest for you and your baby.
- **Group Support** Share and learn from others during your pregnancy and after delivery.
- **In-home Support** Get help to your appointments and with other needs.
- **Team Approach** The staff work as one team to help you and your baby get the best care.
- **Added Help** If you have other needs, MOMENTUM can help.

**How to Begin Care with MOMENTUM**

Your doctor can refer you to the MOMENTUM program. You will be asked to sign a Release of Information form to complete the referral. A MOMENTUM staff person will call you to schedule your care!

**PLEASE NOTE:** Stopping pain killers or heroin too quickly can harm you and your baby. If you are pregnant and taking pain killers or heroin, talk to your doctor before you stop taking them.



# MCE Case Management Initiatives

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