

## What is Care Coordination?

- The deliberate organization of member care activities between two or more participants (including the member) involved in a member's care to facilitate the appropriate delivery of health care services
- The **goal** of care coordination is to meet the member's needs and preferences in delivery of high-quality and high-value care by the exchange of information among participants responsible for different aspects of care
- Care coordination is an essential element in treatment planning, services titration, and discharge planning processes

## The Benefits of Care Coordination

- It improves our health care system's effectiveness, safety, and efficiency
- It improves outcomes for members, providers, payers
- Care coordination helps to facilitate more comprehensive treatment planning that may lead to more appropriate services titration
- Care coordination consists of anything that bridges gaps along the care pathway
- A holistic approach to healthcare typically results in the best outcomes

## Who Should Coordinate Care?

- Care coordination may include a variety of individuals on the treatment team including;
  - Behavioral health providers (i.e. Counselors, social workers, substance use counselors, Psychiatrist)
  - Physical health providers (PCP, Pharmacist, Neurologist)
  - Specialty care services (i.e. Physical Therapists, Occupational Therapists, Speech Therapy)
  - Educational and community supports (i.e. Teachers, School Psychologists, mentors)
  - Family members (i.e. parent, guardian, spouse, sibling)

## Considerations

- Release of information must be signed by the member or their guardian prior to any outreach
- Method of care coordination that is most appropriate based on members' need (i.e. phone, fax, meeting)
- Request and review records from previous or current providers and to align care and member needs
- Notifying member and/or guardian about coordination occurring

## What could happen if I do not coordinate care?

- Multiple providers treating different diagnosis
- Having multiple treatment plans with different goals can complicate the treatment process for the member
- Symptoms may become exacerbated