

Subject: Coordination and Continuity of Care for enrollees with Special Healthcare Needs

Objective:

- I. To ensure that Tuality Health Alliance (THA) members with special healthcare needs are identified and provided individual attention directed to meeting these needs.

Definition:

Exceptional Needs Care Coordination (ENCC) Services: A specialized case management service that is provided by THA to Oregon Health Plan (OHP) Special Healthcare Needs members.

Special Healthcare Needs members: are individuals who are aged, blind, disabled or who have complex medical needs. These are members who have high healthcare needs, multiple chronic conditions, mental illness or Substance Use Disorders, demonstrate high utilization and either 1) have functional disabilities, or 2) live with health or social conditions that place them at risk of developing functional disabilities (for example, serious chronic illnesses, or certain environmental risk factors such as homelessness or family problems that lead to the need for placement in foster care).

Policy:

- I. THA will provide ENCC services to Special Healthcare Needs members including:
 - Assistance to ensure timely access to providers and services.
 - Coordination with providers to ensure consideration is given to unique needs in treatment planning.
 - Assistance to providers with coordination of services and discharge planning.
 - Aid with coordinating community support and social service systems linkage with medical care systems, as necessary and appropriate
- II. The member, member's authorized representative, member's provider, other medical personnel serving the member, or the member's Oregon Health Authority case manager may request ENCC services through nurse case management.
- III. THA has contracted with Interpreter Services that are available for language barriers. The contracted interpreters have the skills to obtain and interpret information that may be appropriate to patients' needs and age as required for assessment, range of treatment and patient care.
- IV. **Identification of Members**
 - a. Members are identified as being eligible for ENCC Services according to their eligibility category in the DMAP enrollment files and medical screening criteria. The data from the eligibility file is interpreted and investigated through chart review by the THA Nurse Case Managers to determine if the identified Special

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Healthcare Needs member requires nurse case management. If the member does not have any acute special needs at this time, the Nurse Case Managers will document it in the case management log (Fuerza). If the member is considered to have Special Healthcare Needs that requires ENCC Services, the member will be assessed by THA Nurse Case Management for level of risk and flagged as “active” in THA’s Care Management System.

- b. Members may also be identified for services through self-referral, high utilization, from their Primary Care Physician (PCP), agency caseworker, his/her representative or other health care or social service agencies.

V. Coordination of Care

- a. Required skills of the THA Nurse Case Managers are advanced communication and interpersonal skills that utilize consideration of body language, filters, listening, paraphrasing, motivational interviewing skills and questioning with customers of diverse ethnic and cultural backgrounds and varied ages.
- b. Community Resources are requested via THA Community Outreach Specialists (COS). The COS, under the THA Nurse Case Manager’s direction will also reach out to members and families in need of specific services.
- c. Each enrollee into case management is carefully managed using Cerner charts, medical record notes, documents, Pre-Manage and claims data. All ENCC follow-up care and treatment in coordination with the PCP is documented in THA Care Management tool. Care Coordination notes are also documented in Pre-Manage
- d. Meetings will take place with the THA Nurse Case Managers and THA COS to address any additional needs of the identified Special Healthcare Needs members. Additional needs may include: social, housing, transportation, Flexible Services, food, counseling, and others as appropriate. Additional needs and services will be documented in the THA Claims database for tracking purposes.
- e. THA Nurse Case Managers are in frequent communications with provider offices regarding Special Healthcare Needs members and their treatment plans preventing any duplication of services. Assistance is provided to members who may require extra help in accessing services in a timely manner. THA shall ensure ENCC Services are available to coordinate the provision of these services to members who exhibit inappropriate, disruptive, or threatening behaviors in a provider’s office or clinic or other health care setting.

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- f. THA will inform providers of the availability of ENCC Services, provide training for patient centered primary care homes and other primary care providers' staff on ENCC services and other support services available for members.
- g. Information about services available through the Special Healthcare Needs program is communicated to the eligible member according to the most appropriate communication method including accommodations for:
 - Hearing impaired
 - Speech disabled
 - Visually impaired
 - Alternative languages, translation and interpretation or other cultural differences.
- h. THA makes available to the Department of Human Services agency staff, members or member's authorized representatives, the name and telephone number of the THA Community Outreach Specialist or THA Nurse Case Managers upon request.
- i. ENCC Services will be available during medical management team working hours: Monday through Friday from 9am-5pm.

VI. Monitoring and Reporting

- a. Monitoring of all services provided to Special Healthcare Needs members will be kept in THA Care Management tool.
- b. From the THA Claims database, a report can be run to show a list of identified members pulled from claims information in a specific time period.
- c. A report can be pulled from the THA Care Management tool to show current identified Special Healthcare Needs members, and those that are active with ENCC Services.

References: OAR 410-141-3160
OAR 410-141-0000
OAR 410-141-3170
OAR 410-141-3220
Oregon Health Authority Coordinated Care Organization Contract
Health Share of Oregon-Tuality Health Alliance Contract

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