Utilization Management/Care Management (UM/CM) Care Coordination Implementation

The program was implemented to begin to provide care coordination services to American Indian members.

AHCCCS began this process by following American Indian patients that were discharged from an inpatient setting for a limited number of facilities. The follow up includes pharmacy, follow up appointments, educational classes as needed, arranging transportation and scheduling appointments.

Over the next month the care coordination component will be streamlined to focus on inpatient admissions for maternity stays and diabetic patients. In addition, we will begin analyzing data for members with diabetes and focusing on the members that have high utilization of the emergency room. AHCCCS will work with these members on continuing diabetic/nutritional education and receiving available services at their service unit.

AHCCCS will develop a mechanism to provide feedback to the specific facilities and Area offices on this population.
Tribal Health Care Management Algorithm

Telephone call to patient

Initiate over the phone follow up within 1-2 days of discharge

Do they have a PCP?

Yes

No

Diabetic

Yes

No

Schedule education Classes

F/U w/ patient appt

F/U w/ Case Mgr

No Action

Note: Maternity/Newborn Case Management follows same referral process to set PCP.
UM/CM Care Coordination (con’t)

Current Facilities/In-Patient Census:

<table>
<thead>
<tr>
<th>Medical Facility</th>
<th>In-Patient</th>
<th>Care Coordination F/U</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tucson Medical Center</td>
<td>22</td>
<td>22</td>
</tr>
<tr>
<td>Phoenix Children’s Hospital</td>
<td>29</td>
<td>29</td>
</tr>
<tr>
<td>St Joseph’s Hospital</td>
<td>77</td>
<td>77</td>
</tr>
<tr>
<td>Maricopa Medical Center</td>
<td>110</td>
<td>80</td>
</tr>
<tr>
<td><strong>Total:</strong></td>
<td><strong>238</strong></td>
<td><strong>208</strong></td>
</tr>
</tbody>
</table>

UM/CM Census dates: 02/06/12-06/05/12
Tribal Outreach Overview

- Total Member Contact: 208
- Weekly averages:
  - Average Calls per week 50
    Successful weekly contacts 18
  - I.H.S/638 referrals 8
  - Pharmacy 3
  - Transportation 5
  - Diabetic education/nutrition 11
  - Behavioral health 2
  - Other 6
Referred Services

- Daycare assistance
- Food boxes
- Car seat programs
- Clothing programs
- Domestic abuse housing
- DES services
- Parenting classes
- Employment agencies
- Utilities assistance
- Traditional beliefs
Common Issues

- No primary care provider
- Limited specialty providers
- Lack of continuity of care
- Appointments
- Limited services
Questions?

• Rebecca Fields, Assistant Director, DFSM
• Stephanie Big Crow, Tribal Health Care Coordinator, DFSM