

Care Coordination Tip Sheet

What is Care Coordination?

- The deliberate organization of member care activities between two or more participants (including the member) involved in an member’s care to facilitate the appropriate delivery of healthcare 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 healthcare system’s effectiveness, safety, and efficiency
- It improves outcomes for member, 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, including counselors, social workers, substance use counselors, psychiatrist
 - Physical health providers, including PCP, pharmacist, neurologist
 - Specialty care services, including physical, occupational and/or speech therapy
 - Educational and community supports, including teachers, school psychologists, mentors
 - Family members, including 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 member’s need, such as 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

Please refer to the microlearning training titled Care Coordination for references