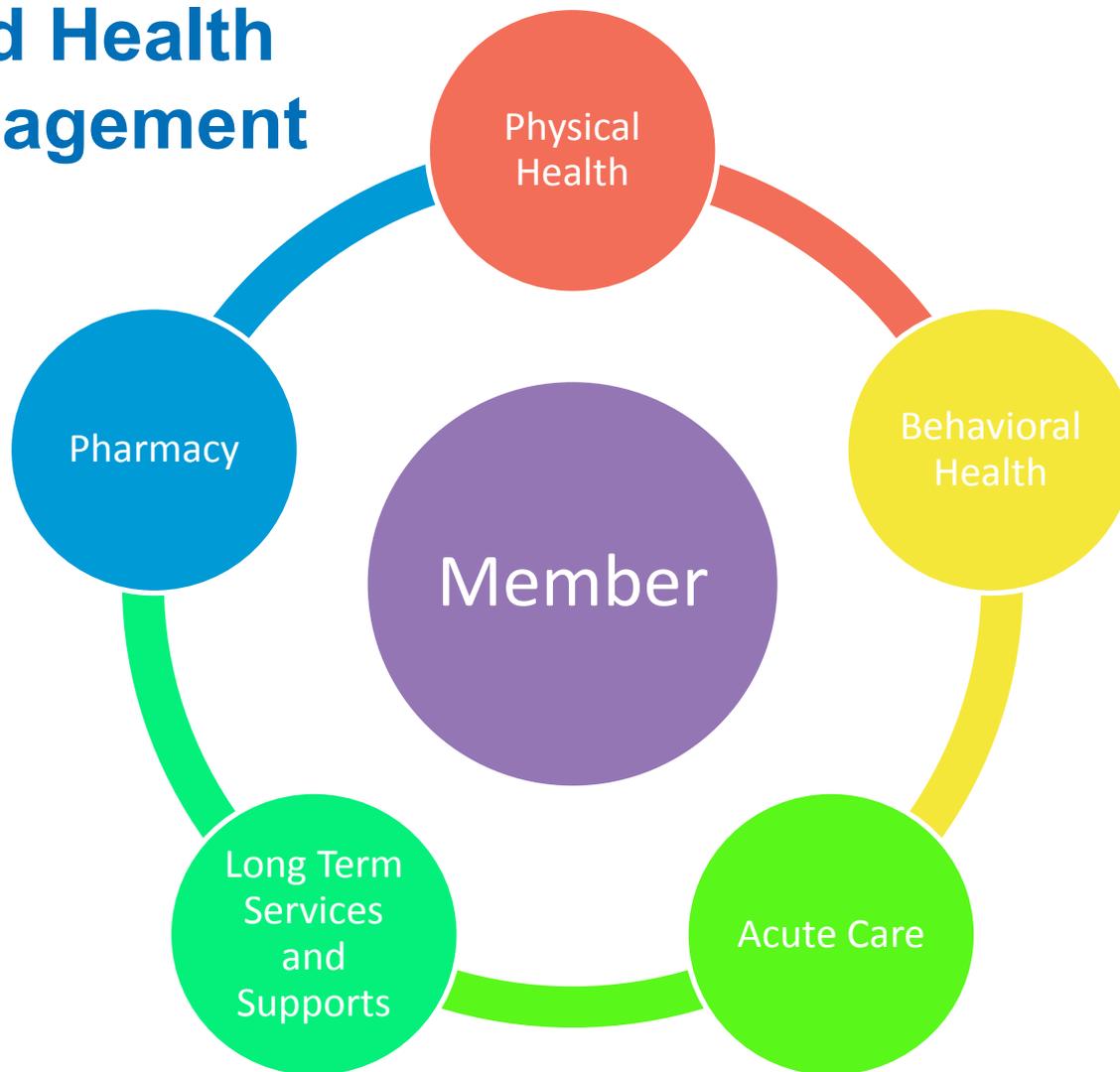


Integrated Health Care Management



Integrated Health Care Management Overview

AmeriHealth Caritas Iowa's Integrated Health Care Management (IHCM) program is a holistic solution that uses a population-based health management program to provide comprehensive care management services. This fully integrated model allows members to move seamlessly from one component to another, depending on their unique needs. From this integrated solution AmeriHealth Caritas Iowa delivers and coordinates care across all programs.

The IHCM program includes assessment, treatment and other care planning, as well as service coordination of physical health with behavioral services, IDEA, alcohol and drug abuse treatment providers, community resources and long term services and support (LTSS). The IHCM program also incorporates health and illness self-management education. The program is structured around a member-centered decision support system that drives both communication and treatment plan development through a multidisciplinary approach to management. The IHCM process also includes reassessing and adjusting the treatment plan and its goals as needed.

Integrated Health Care Management Team

AmeriHealth Caritas Iowa's IHCM team can include Care or Case Managers, nurses, social workers, Care Connectors, Plan medical directors, primary care providers (PCPs), specialists, behavioral health specialists, clinical pharmacists, members and caregivers, parents or guardians. This team works to meet our members' needs at all levels in a proactive manner that is designed to improve health outcomes.

Plan Members who are designated as high-risk, who suffer from comorbidities or require long-term care will be assigned a Community Care Manager. The Care Manager will collaborate with the necessary IHCM team members and the patient to make sure the he or she gets the most appropriate treatment and to ensure that health care is not accidentally duplicated.

The Role of the Care Coordinator

The Care Coordinator will maintain at a minimum monthly contact with the member either by phone or in-person. The Care Coordinator will work with providers to deliver a member-centered approach for integrated care across the spectrum of physical, behavioral health, facility or home-based care needs. Care Coordinators assist by:

- Addressing limited resources in all aspects of a member's life that will impact medical care and costs.
- Building trusted relationships.
- Monitoring changes in condition.
- Advocating for the member.
- Overcoming barriers to better adherence to medication and self care regimes.

Care Coordinators know that Transitions of Care are Major Events.

- Care Coordinators are involved in assisting the member and the provider to managing the details across settings to prevent readmissions.

Care Coordinators know that Caregiver Involvement is Critical.

- Care Coordinators assist in identifying capable resources (friends, family, agencies, etc.) that can provide the members with better care and the Care Coordinator with a more objective perspective.

There are six core components of our Integrated Health Care Management (IHCM) Program:

- Rapid Response and Outreach
- Pediatric Preventive Health Care
- Bright Start[®] Maternity Management
- Episodic Care Management (ECM)
- Complex Care Management (CCM)
- Long Term Services and Supports

Rapid Response

Our Rapid Response and Outreach Team is designed to address the needs of members and to support providers and their staff. The team is composed of registered nurses, social workers and non-clinical Care Connectors. Together, this team performs three functions on behalf of Plan members and providers: receiving inbound calls, conducting outbound outreach activities and providing care management and care coordination support.

Members and providers may request Rapid Response support Monday through Friday, 8 am to 5:30 pm.

- Telephone: **1-855-332-2440, prompt #3**
- Fax: **1-844-399-0477**

Let Us Know Program

Providers are encouraged to refer members to the IHCM program through our **“Let Us Know”** program as needs arise or are identified. If you recognize a member with a special, chronic or complex condition who may need the support of one of our programs, please contact the Rapid Response team at **1-855-332-2440, prompt #3**. You may also request assistance with members who have missed appointments, need transportation services, or need further education on their treatment plan or chronic condition. Providers can also complete a **“Let Us Know”** intervention form and fax to our Rapid Response fax line at **1-844-399-0477**

Preventive Services and EPSDT/Care for Kids

Our Pediatric Preventive Health Care Program (PPHC) is designed to improve the health of members from birth to age 21 by increasing adherence to Early Periodic Screening, Diagnosis and Treatment (EPSDT) guidelines (called “Care for Kids” in Iowa) through identification of growth and development needs and coordination of appropriate health care services.

PCPs are responsible to provide Care for Kids services to members from birth to under age twenty-one (21), according to the Iowa Medicaid Care for Kids Periodicity Schedule, or upon request at other times in order to determine the existence of a physical or mental condition. The most current periodicity schedules are available online at www.amerihealthcaritasia.com.

EPSDT/HealthCheck Screening Timeframes

PCPs are contractually obligated to provide Care for Kids screenings within **30 days** of the scheduled due date for children under the age of two years and within **60 days** of the scheduled due date for children age two and older.

Initial HealthCheck screenings must be offered to new members within **60 days** of becoming a Plan member, or at an earlier time if needed to comply with the periodicity schedule. At the latest, the initial HealthCheck screening must be completed within **three months** of the member's enrollment date with AmeriHealth Caritas Iowa. Periodic HealthCheck screenings must occur within **30 days** of the request.

Initial Exam and Assessment

For the initial examination and assessment of a child, PCPs are required to perform the relevant HealthCheck screenings and services, as well as any additional assessment, using the appropriate tools to determine whether or not a child has special health care needs. PCPs must report positive determinations of special health care needs to the AmeriHealth Caritas Iowa Rapid Response team at 1-855-332-2440, prompt 3.

The Individuals with Disabilities Education Act (IDEA), a Federal law passed in 1975 and reauthorized in 1990, mandates that all children receive a free, appropriate public education regardless of the level or severity of their disability.

Children ages 3 to 21 who have been assessed as needing special education services because of a disabling condition are eligible for the program. Through the program, comprehensive evaluations are performed by a multidisciplinary professional team and shared with the parent, PCP, teachers and other stakeholders who are involved with the child's learning.

PCPs are required to use a valid and standardized developmental screening tool to screen for developmental delays during well child visits or episodic care visits (stand-alone visits qualify as episodic visits). If a child is identified as having a delay that is significantly different than an expected variation, within the norm of age-appropriate development, the PCP is required to refer the child for a comprehensive developmental evaluation.

Practitioners are expected to contact AmeriHealth Caritas Iowa's Rapid Response team at **1-855-332-2440, prompt #3** to support coordination of services for children who may be eligible or who have been identified as eligible for the IDEA education program.

Bright Start® (Maternity Management)

This program is designed to assist expectant mothers by promoting healthy behaviors and controlling risk factors during pregnancy. The program is based on the Prenatal Care Guidelines from the American College of Obstetricians and Gynecologists (ACOG). As pregnant members are identified by new member assessments, claims data, routine member outreach and provider reporting, Plan staff work to ensure that each pregnant member is aware of the services and support offered through the Bright Start® program.

Under this program and State guidelines, prenatal care providers are expected to complete the **Iowa DHS Medicaid Prenatal Risk Assessment** to assess risk for each expectant mother. You can locate this form at www.amerihealthcaritasia.com in the provider section under “Forms”. The completed screening tool must be submitted to AmeriHealth Caritas Iowa as part of the authorization for obstetric services.

- Telephone: **1-855-332-2440**
- Fax: **1-844-201-6798.**

Episodic Care Management (ECM)

The ECM program coordinates services for new adult and pediatric members, as well as existing members, with short-term and/or intermittent needs. Members in this program typically have singular issues and/or comorbidities. Program staff support members by providing resolution for issues relating to access and care coordination. If the member has long term needs, the member is transitioned to the Complex Care Management team for further care management.

Complex Care Management (CCM)

The CCM program serves members identified as needing comprehensive and disease-specific assessments and re-assessments, along with the development of prioritized goals and an individualized Treatment Plan, developed in collaboration with the member, the member's caregiver(s) and the member's physician(s).

Integrated Health Care Management (IHCM) Program Participation

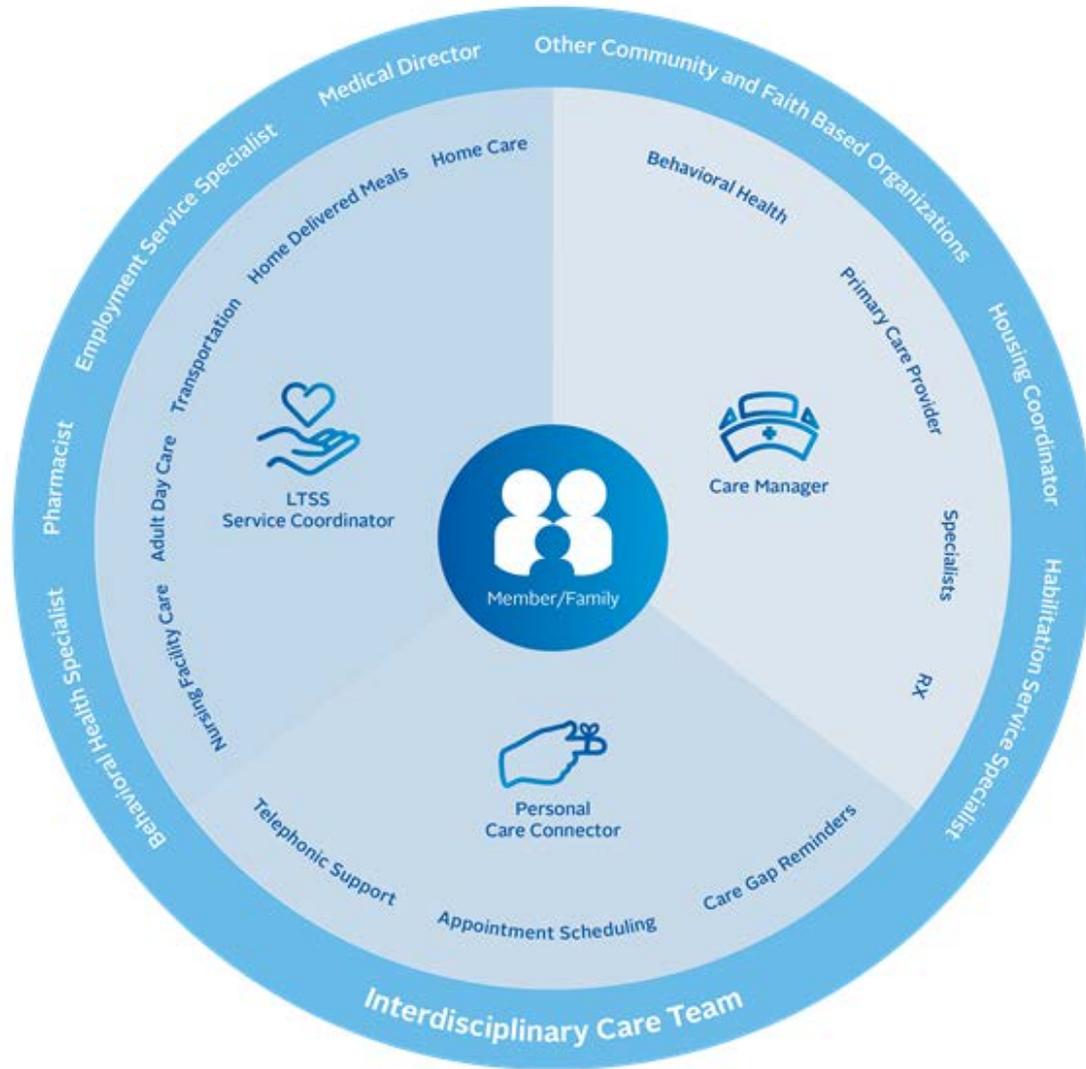
Participation in the IHCM program is offered to all Plan members, with the ability for members to opt out upon request. Members may also self-refer into a program by contacting the Plan.

Members are initially identified for specific IHCM needs upon joining the Plan. Through material and telephonic outreach, members are encouraged to let the Plan know if they have a chronic condition or special health need, or if they are receiving on-going care. Based upon member responses to the initial health assessment, members are identified for participation in the appropriate care management program.

IHCM Program Referral

Providers are encouraged to refer members to the IHCM program as needs arise or are identified. If you recognize a member with a special, chronic or complex condition who may need the support of one of our programs, please contact the Rapid Response team at **1-855-332-2440, prompt #3.**

True Partnership



AmeriHealth Caritas Iowa Members may be eligible for services such as:

- Assistive Devices i.e. long reach brush, non-slip grippers, dressing aids, etc.
- Chore Services
- Environmental Modifications i.e. home or vehicle modifications
- Home Delivered Meals
- Home Maker Services
- Respite Care –temporary relief or regular care giver
- Specialized Medical Equipment i.e. electronic aids, medicine dispensing devices, communication devices, etc.
- Supported Community Living i.e. daily living skills development (food preparation, maintaining living environment, time and money management, etc.)

Eligibility for HCBS Waiver Services

How Does an AmeriHealth Caritas Iowa Member Qualify for HCBS Services?

Any member believed to require Nursing Facility, Skilled Nursing Facility, or ICF/ID level of care is appropriate for referral to HCBS Services.

Examples of other appropriate referrals:

- Member with recent frequent hospitalizations or emergency room visits.
- Member unable to access health services because of physical or behavioral health concerns.
- Member received or is currently receiving in home:
 - physical therapy
 - occupational therapy
 - oxygen
 - nursing services
- Member requires assistance with activities of daily living such as:
 - Eating
 - Dressing
 - Bathing
 - Toileting
 - Transfer and Ambulation
 - Taking medication
 - Using the telephone
 - Cooking
 - Cleaning
 - Doing laundry
 - Paying bills or managing money
 - Shopping for food
 - Getting to appointments

Waiver Services 1915 (c)* and 1915 (i)*

* Maximum benefit levels may apply.

| Services by Program | AIDS/HIV | Brain Injury | Children's Mental Health | Elderly | Health & Disability | Intellectual Disability | Physical Disability |
|--|----------|--------------|--------------------------|---------|---------------------|-------------------------|---------------------|
| Adaptive Devices | | | x | | | | |
| Adult Day Care | x | x | | x | x | x | |
| Assistive Devices | | | | x | | | |
| Assisted Living | | | | x | | | |
| Behavioral Programming | | x | | | | | |
| Case Management Services | | x | | x | | | |
| Chore | | | | x | | | |
| Consumer Choices Option | x | x | | x | x | x | x |
| CDAC | x | x | | x | x | x | x |
| Counseling | x | | | | x | | |
| Day Habilitation | | | | | | x | |
| Emergency Response | | x | | x | x | x | x |
| Environmental Modifications | | | x | | | | |
| Family and community support | | | x | | | | |
| Family Counseling & Training | | x | | | x | | |
| Home Delivered Meals | x | | | x | x | | |
| Home Health Aide | x | | | x | x | x | |
| Homemaker | x | | | x | x | | |
| Home/Vehicle Modifications | | x | | x | x | x | x |
| In-home family therapy | | | x | | | | |
| Interim Medical Monitoring & Treatment (IMMT) | | x | | | x | x | |
| Mental Health Outreach | | | | x | x | | |
| Nursing | x | | | x | x | x | |
| Nutritional Counseling | | | | x | x | | |
| Prevocational Services | | x | | | | x | |
| Respite: Basic Individual | x | x | x | x | x | x | |
| Respite: group | x | x | x | x | x | x | |
| Respite: Specialized | x | x | x | x | x | x | |
| Senior Companion | | | | x | | | |
| Specialized Medical Equipment | | x | | | | | x |
| Supported Community Living (SCL) | | x | | | | x | |
| Supported Community Living: Residential-Based (RBSCL) for children | | | | | | x | |
| Therapeutic Resources | | | x | | | | |
| Supported Employment (SE) | | x | | | | x | |
| Transportation | | x | | x | | x | x |

Join the Iowa DHS and AmeriHealth Caritas Iowa as we partner in our fight to protect our members from the devastation of abuse, neglect and exploitation. As medical professionals and adults we **do** have the power to intervene and protect these children and dependent adults from further physical, mental or financial abuse.

You are a mandatory reporter as required by law when there is a reason to suspect that a child or dependent adult has been abused, neglected or exploited.

Who Are the Mandatory Reporters?

Mandatory reporters of child and dependent adult abuse are identified in Iowa law. The purpose of this law is to provide protection to children and incapacitated adults by encouraging the reporting of abuse. The law defines categories of people who must make a report of abuse within 24 hours when they reasonably believe a person has suffered abuse. These mandatory reporters are professionals who have frequent contact with children, generally in one of six disciplines (IDHS, 2010):

- Health
- Education
- Child care
- Mental health
- Law enforcement
- Social workers

Failure to Report

Iowa Code section 232.75 provides for civil and criminal sanctions for **failing to report child and dependent adult abuse**. Any person, official, agency, or institution required to report a suspected case of child abuse who knowingly and willfully fails to do so is guilty of a simple misdemeanor. Any person, official, agency, or institution required by Iowa Code section 232.69 to report a suspected case of child abuse who knowingly fails to do so, or who knowingly interferes with the making of such a report in violation of section 232.70, is **civilly liable** for the damages proximately caused by such failure or interference (IDHS, 2010).



Where to Report Suspected Abuse:

- Abuse in the Community –DHS 800-362-2178
- Abuse in Facilities or Programs – DIA 877-686-0027
- Medicaid Fraud - DIA 515-281-5717 or 515-281-7086
- Information on Elder Abuse: LifeLong Links – 866-468-7887
- Suspected child abuse, 24-hour hotline – 1-800-363-2178

Iowa Training Programs

The state of Iowa offers training programs to assist in your efforts to prevent abuse, neglect and exploitation of our members. The following training modules can be found in the training section of our website: www.amerihealthcaritasia.com or

- **State of Iowa's Dependent Adult Abuse Mandatory Reporter Training (<https://www.iowaaging.gov/12-mandatory-reporter-training-powerpoint>),**
- **CHILD ABUSE: A Guide for Mandatory Reporters (<http://dhs.iowa.gov/sites/default/files/Comm164.pdf>).**