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ACAP REPORT DETAILS SAFETY NET PLAN INITIATIVES TO COORDINATE CARE

*Efforts Tailored to Expecting Mothers, People With Complex Conditions;
Lead to Better Health Outcomes, Lower Health Costs*

WASHINGTON – A new fact sheet released by the Association for Community Affiliated Plans (ACAP) examines programs from four Safety Net Health Plans aimed at improving ways in which health plans coordinate care for specific populations in their membership. The paper, available today on www.communityplans.net, was authored by The Menges Group.

Care coordination is a hallmark of managed care in general, and Safety Net Health Plans in particular. Many Medicaid MCOs have devoted substantial resources to better organize the way care is delivered—especially to members who have a current or future high level of medical need. Comprehensive assessments, individualized care plans, systematic identification of treatment gaps and follow-up efforts to address them, enrollee and provider incentive programs, and greater use of emerging technologies such as text messaging are just a few ways in which health plans engage members and providers.

“Better-coordinated, better-integrated care is at the heart of the value proposition for Medicaid managed care. It’s no surprise that Safety Net Health Plans do it well,” said ACAP CEO Margaret A. Murray. “The four initiatives profiled in this paper demonstrate exactly how plans are working to assure that their members are get the right care at the right time – and improving care delivery and outcomes as a result.”

The report profiles two efforts to improve care for expecting mothers:

- **Children’s Community Health Plan** of Milwaukee instituted a prenatal care coordination program, *Healthy Mom, Healthy Baby*, featuring in-person and group meetings, education, goal-setting, community events and online support groups; the program has resulted in a lower proportion of premature births and higher rates of immunizations and breastfeeding.
- **Priority Partners**, a Maryland Medicaid MCO, utilizes the *Partners with Mom* program to deploy case managers and community health workers to coordinate care for pregnant members. Program participants experience a lower rate of preterm births between 24 and 30 weeks, fewer NICU admissions, and were more likely to receive recommended care. Priority Partners also developed the J-CASE program focused on reducing preterm births in Baltimore City.

The report also looks at two plans finding better ways to coordinate care for patients with complex health needs:

- **Denver Health Medical Plan’s** Complex Case Management Program connects members to a case manager who strives to address the member’s physical, social, behavioral, and other needs. A feature of the program is staff dedicated to connecting members to community resources and supports, allowing case managers to focus on clinical needs.



- **Hudson Health Plan’s** Integrated Case Management Program features the INTERMED Case Management - Complexity Assessment Grid Tool (ICM-CAG), a comprehensive assessment aimed at members with complex conditions and high levels of medical need; the program charges one case manager with responsibility for a client’s physical, mental, psychosocial health and health system navigation without the transfer of the case to another case manager. This reduction of “hand-offs” makes the health care system more navigable for members and providers.

The paper is available in full at www.communityplans.net.

About ACAP

ACAP represents 58 nonprofit Safety Net Health Plans in 24 states, which collectively serve more than 11 million people enrolled in Medicaid, Medicare, the Children’s Health Insurance Program (CHIP), and other public health programs. For more information, visit www.communityplans.net.

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