

AmeriHealth Caritas Louisiana

Integrated Health Care Management

What is integrated health care management?

At AmeriHealth Caritas Louisiana, we work to address care gaps and foster health equity with our integrated health care management (IHCM) program. This program utilizes a member-centric support system with a multidisciplinary approach to drive communication and care plan development. AmeriHealth Caritas Louisiana's IHCM program integrates physical health, behavioral health, and social and environmental support needs. We combine each member's conditions into a comprehensive plan of care tailored for the individual.

AmeriHealth Caritas Louisiana's Care Managers then coordinate with our Rapid Response and Outreach Team to address the various needs of our members.

How can integrated health care management help your patients who are AmeriHealth Caritas Louisiana members?

Episodic care management

The episodic care management program functions within the Rapid Response and Outreach Team department to assist members with short-term and/or intermittent needs. The Rapid Response and Outreach Team Care Managers coordinate resolution of pharmacy, durable medical equipment (DME), transportation, referral and provider access issues, as well as provide community resource support.

Bright Start® (maternity management)

Bright Start consists of a team of registered nurse Care Managers and Care Connectors dedicated to our pregnant members. The Care Managers and Care Connectors outreach to and engage pregnant members in the Bright Start program based on their risk categories determined by internal and external assessments. The Care Managers coordinate care, including any necessary depression screenings and pregnancy education, and address any issues that may arise throughout the member's pregnancy and postpartum period. Keeping the lines of communication open by keeping you informed is important to us. Please call Bright Start at **1-888-913-0327**.

Complex care management

Complex care management (CCM) is a voluntary program for high-risk members and members with chronic conditions, such as asthma, diabetes or coronary artery disease. CCM is focused on disease prevention and education, lifestyle choice awareness, and treatment plan adherence. CCM is designed to support a member's plan of care by offering one-on-one education and support from an

There are two ways to let us know about chronically ill members:

1. Fax the "Let Us Know" Member Intervention Request form to the **Rapid Response and Outreach Team** at **1-866-426-7309**.
 2. Refer your patient to care management by calling the **Rapid Response and Outreach Team** at **1-888-643-0005**.
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Complex care management (continued)

assigned Care Manager. The Care Manager will work with you and the member or caregiver to develop an individualized care plan to facilitate the delivery and monitoring of appropriate medical, behavioral health and social services.

Behavioral health care management

AmeriHealth Caritas Louisiana's Behavioral Health Care Management team consists of experienced behavioral health nurses and licensed mental health professionals who address complex issues surrounding our members' behavioral health care needs. Members' needs are prioritized through assessments, and a plan of care is developed with the member or caregiver and necessary providers to meet established goals. Care Managers will connect members with clinical and behavioral health resources for further evaluation and interventions as needed to ensure the provision of comprehensive care.

Community Care Management Team

As an extension of our Care Management program, the Community Care Management Team responds to the needs of our highest-risk adult members with chronic conditions. AmeriHealth Caritas Louisiana's community-based team of nurses, social workers and community health workers utilize a high-touch, in-person approach to assist members in navigating the appropriate levels of health care. Their focus is on increasing access to necessary medical, behavioral health and social services. This program is limited to Baton Rouge and the surrounding area. Please contact the Rapid Response and Outreach Team for specific information.

Let Us Know

The Let Us Know program is a partnership between AmeriHealth Caritas Louisiana and the provider community to collaborate in the engagement with and management of our chronically ill members. We have multiple support teams and tools available to assist in outreaching to and educating these members, as well as clinical resources for providers in their care management. But we need your help to "Let Us Know."

Please refer a patient for additional care support by completing and faxing the "Let Us Know" form to the Rapid Response and Outreach Team at **1-866-426-7309**. The form is located online at www.amerhealthcaritasla.com > Providers > Provider Forms (under Resources) > Let Us Know - Member intervention request form.

Rapid Response and Outreach Team

The Rapid Response and Outreach Team addresses the urgent needs of our members and supports providers and their staff. The Rapid Response and Outreach Team consists of registered nurses, social workers and care connectors who are trained in educating members to overcome barriers to achieving their health care goals.

Refer your patient to care management by calling the **Rapid Response and Outreach Team** at **1-888-643-0005**.
We are here to support you!

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