

Anthem Presentation

Slide 1: Title Slide

California Community Transitions

September 30, 2015

Slide 2: Overview

- Role of the Health Plan
- Role of the Local Organization
- Staffing
- Workflow and Process
- Continuity of Care
- Service Options
- Key Objectives and Goals

Slide 3: Role of the Health Plan

- Targeting of members (referral source)
 - MDS 3.0, Section Q
 - SNFist
 - Family (caution)
- Determining appropriateness/safety
 - Member
 - Family
- Lead Case Manager (Transitional Specialist)
 - Sign off on consolidated care plan (medical and social)
 - Oversee transition process

Slide 4: Role of Lead Organization (Silicon Valley ILC)

- Liaison to the CCT (funding)
- Transition Specialist
- Initial interviews to determine appropriateness and safety
- Assist to develop the transition plan (team)
- Develop the service plan in coordination with the health plan case manager
- Quality of life surveys
- Health plan- complex case management

Slide 5: Staffing

- Health Plan: Transition Specialist (RN)
 - Review and approve care plan
 - Liaison to PCP and medical services
 - Identify essential medical services
 - Funded through MMP capitation
- Know
 - Medical Services
 - IHSS
 - CBAS
 - Nursing Facility
 - MSSP

Slide 6: Staffing (cont.)

- LO: Transition Specialist (MSW)
 - Sign off on care plan
 - Liaison to community services
 - Three months ongoing care coordination and management
 - Funded through CCT
 - Caregiver & member training
- Know
 - Housing
 - Community Services

Slide 7: Work Flow / Process

- The vast majority of the work is done by the LO
- Health Plan simply oversees the process
- Health Plan initiates the process
- Health Plan contacts LO
- LO and Health Plan conduct joint assessment and interdisciplinary care team (ICT) meeting with member, family, caregiver, PCP

Slide 8: Work Flow / Process (cont.)

- Health Plan determines medical needs
- LO determines community services
- LO creates matrix/process map for transition
- ICT (member) approves the final transition plan

Slide 9: Continuity of Care

- Challenging depending on member support system
- LO to follow for three months
- Health Plan – Assigned case manager (complex case management) – minimum of 12 months
- CBAS – Long-term monitoring

Slide 10: Closing Thoughts

- It's not our choice...
- It is our responsibility to facilitate...
- It is our long-term responsibility to ensure success...
- The member defines success...
- This is hard work...
- It doesn't always work...
- Member defines what "works" means...