

# COORDINATION OF CARE

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A well-coordinated system of care is necessary to ensure positive outcomes for Colorado Medicaid members. Consequently, the BHOs and ValueOptions require coordination of services for all of their members. The primary outpatient provider is responsible for care coordination. Member consent is required for coordination of care with other providers. Member consent is not required for coordination of care with the BHO and ValueOptions.

The responsibilities of network providers in coordination of care include:

- 24/7 emergency availability to clients and to emergency services staff who may provide care to clients in a crisis.
- Coordination of services and the exchange of relevant healthcare information between the member's Primary Care Physician (PCP) or a physician other than a PCP who is involved in the member's care, and the member's mental health service provider.
- Coordination of services with the ValueOptions Care Management Department and field-based BHO care coordination staff around member transitions to and from higher levels of care.
  - This includes active and prompt response to requests for information and participation in admission evaluation, case staffing, discharge planning, and utilization review, etc as required.
- Regular ongoing coordination of care and sharing of clinical observations between psychiatric prescribers and psychotherapists:
  - Psychotherapists referring to a prescriber for medication evaluation should send a written summary of presenting symptoms, relevant past treatment history, diagnosis, areas of concern, and 24/7 contact information.
  - Prescribers performing medication evaluations should send a written summary of diagnosis, medications prescribed, target symptoms, risks, expected benefits, possible side effects, and 24/7 contact information.
  - Member consent should be documented in both medical records.
  - Psychotherapists should provide regular updates to prescribers on target symptoms and areas of concern.
  - Prescribers should provide regular updates to psychotherapists on medication prescribed, changes in diagnosis, medication effects and side effects.
- Documentation of regular ongoing coordination of care in the member's treatment record.
- Identifying, providing, arranging for, and coordinating with other social, legal, and human services that support the member and documentation of that coordination.
- Maintaining a current integrated treatment plan.

- Assisting members in finding a PCP. Health *Colorado* gives referrals to members looking for a PCP and to providers assisting members in finding a PCP. Health *Colorado* can be contacted at 1-888-367-6557 or 1-303-839-2120 in the Denver metro area. Health *Colorado's* website also provides information on how to obtain a PCP:  
<http://www.healthcolorado.net/>

#### COORDINATION WITH OTHER HUMAN SERVICES AGENCIES

ValueOptions and the BHOs have implemented procedures for coordinating mental health services with other services offered by other human service agencies including:

- County social services departments;
- Child welfare agencies;
- Residential child care facilities;
- Organizations providing services to older adults;
- Schools;
- Judicial systems;
- Agencies providing substance abuse services;
- Agencies providing translation/interpretation services;
- Agencies providing services to deaf and hard of hearing members;
- And any other agencies providing human services to Medicaid recipients in need of mental health care.

Assistance with recurring service integration challenges is the responsibility of the System Integration Department at 800-804-5040. The Director of System Integration can be reached at 719-538-1469.