

Care Coordination

Members Empowered to Succeed (METS) Tip Sheet

What is Care Coordination?

- The intentional exchange of information between two or more participants (including the member) who are involved in the member's care to facilitate the appropriate delivery of healthcare services.
- Care coordination is an essential element in treatment planning, service titration, and the discharge planning processes.

The Benefits of Care Coordination

- Collaboration between the internal and external treatment team is emphasized to better serve the member.
- The member's needs are supported, and a holistic system of care is integrated.
- It assists in the development of comprehensive treatment planning that leads to more appropriate services titration or referrals.
- Care coordination consists of anything that bridges gaps in the member's recovery.
- A holistic approach to healthcare results in the best outcomes.

Who Should Coordinate Care?

- Care coordination includes a variety of individuals on the treatment team:
 - Behavioral health providers (e.g., Counselors, social workers, substance use counselors, Psychiatrist)
 - Physical health providers (e.g., PCP, Pharmacist, Neurologist)
 - Specialty care services (e.g., Physical Therapists, Occupational Therapists, Speech Therapy)
 - Educational and community supports (e.g., Teachers, School Psychologists, mentors)
 - Family members (e.g., parent, guardian, spouse, sibling)

Considerations

- Release of information must be signed by the member or their guardian prior to any outreach.
- Method of care coordination is based on each member's needs (e.g., phone, fax, meeting).
- Request and review records from previous or current providers to align care and member needs.
- Notify member and/or guardian about coordination occurring.

What Could Happen If Coordination of Care Does Not Occur?

- Multiple providers may be treating different diagnosis and/or presenting problems.
- Multiple treatment plans with competing goals can complicate or impede the treatment process for the member.
- Symptoms may become exacerbated.
- Duplication of efforts and services provided may occur.

Support

We are committed to the care and well-being of our members. We are also committed to working with you as a partner to develop the best possible treatment plans for all patients.

Please view the Provider section of our website at network.carolinacompletehealth.com for additional tools and resources. You may also contact a Provider Relations or Quality Improvement Specialist for assistance at **1-833-552-3876 (TTY 711)**.

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