



Health Care
Guidance Program

Coordinating with you for better care!

Medical Care Advisory Committee

January 19, 2016

Presented by:

Thomas McCrorey, MD, Medical Director, HCGP

Cheri Glockner, Executive Director, HCGP

THE NEW MANAGERS OF CARE

HCGP Program Review: June 1, 2014 to November 31, 2015



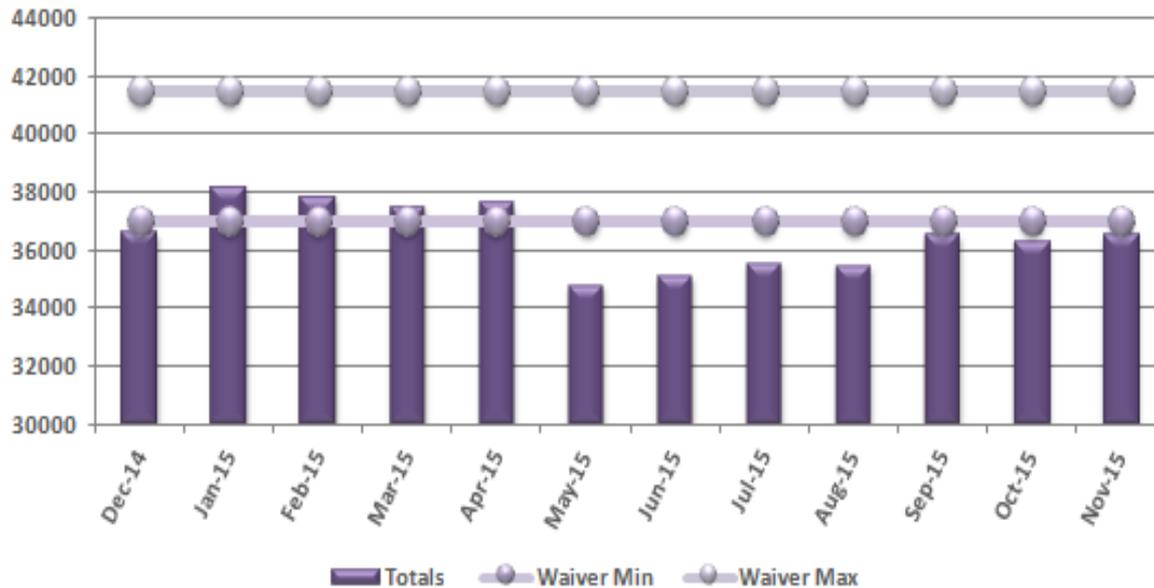
- **Program Update :**
 - **AxisPoint Health Acquires McKesson Care Management Services**
 - **Introduction of Dr. Thomas McCrorey**
- **Enrollment**
 - **Last 12 months**
 - **Geographic disbursement by condition**
- **Nurse Advice Line**
 - **Benefit**
 - **Redirection**
- **Real Time Referral (RTR)**
 - **Data**
 - **Process**
- **Successes and Challenges**



The Health Care Guidance Program *Welcomes and Encourages* Public Comment

HCGP Enrollment

HCGP Monthly Enrollment

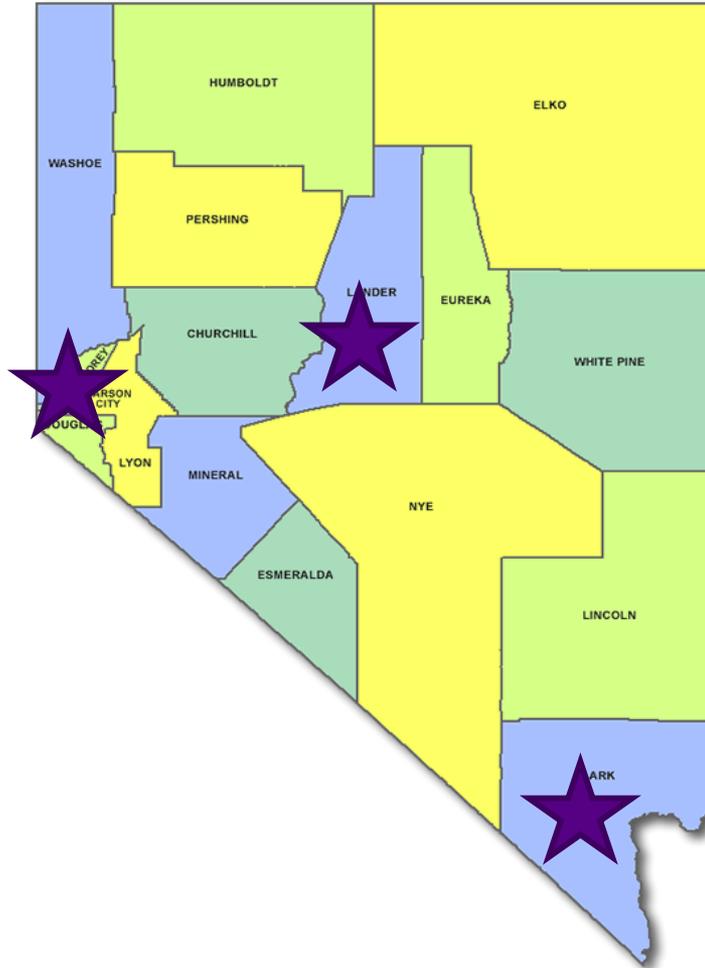


- **NCCW 1115 enrollment parameters:**

37,000 to 41,500

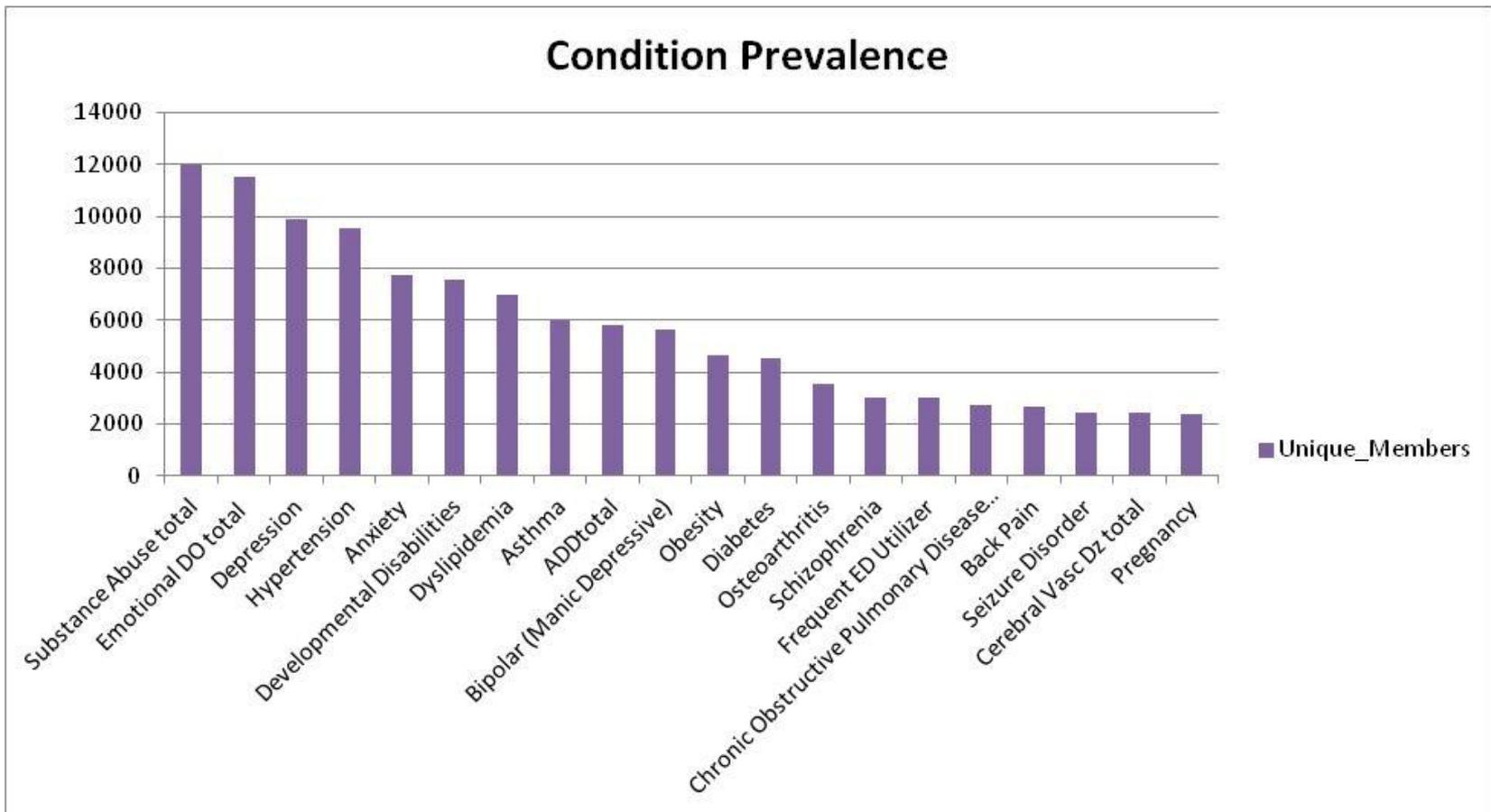
- **Average Enrollment over the last 12 months—36,459**
- **Period falling below the waiver minimum are attributed to removal of Targeted Case Management and Medicaid redetermination**
- **The majority or ~ 62% reside within the Southern Nevada Region**

HCGP Geographic Distribution

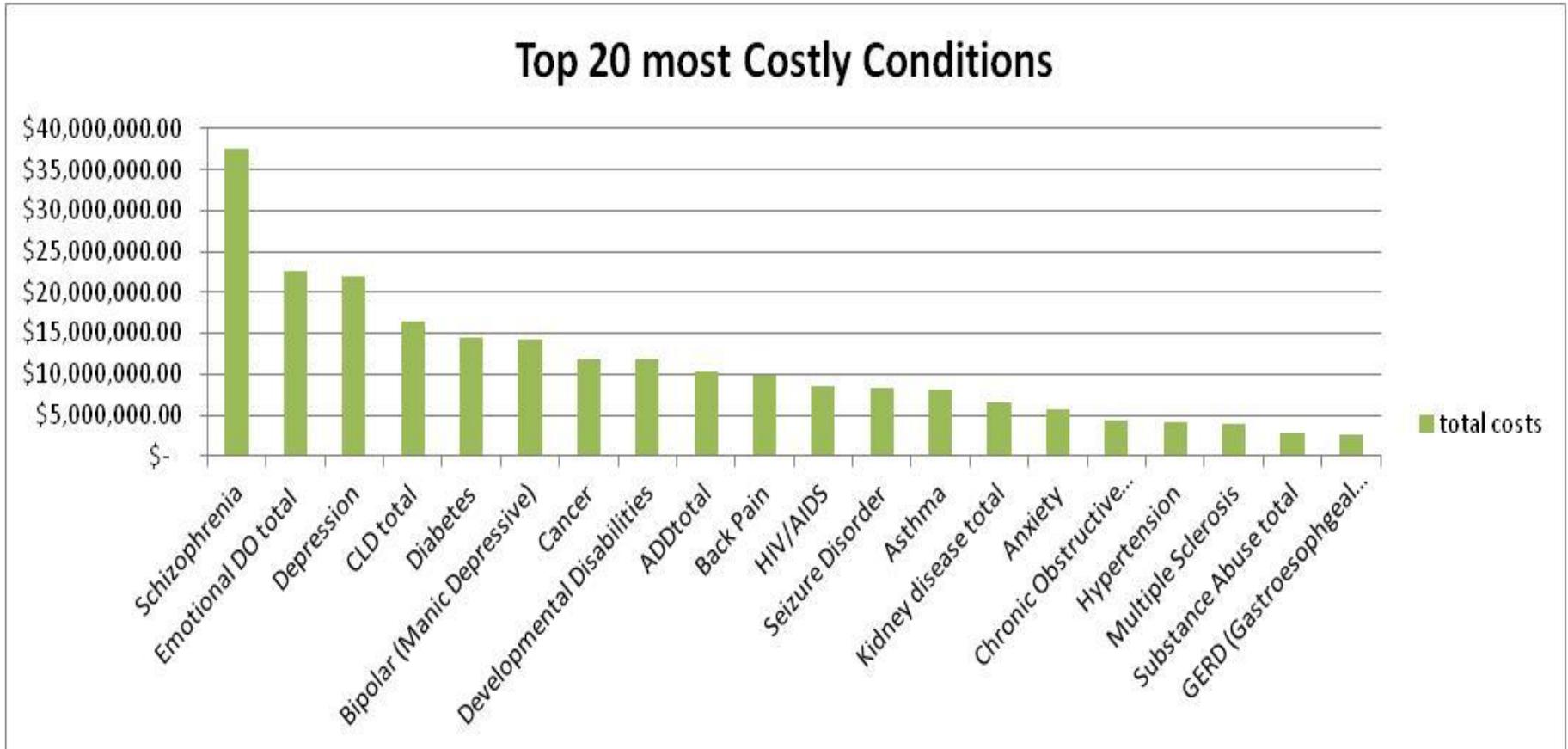


- **Geographic Distribution of HCGP Enrollment:**
 - **South 62%**
 - **North 27%**
 - **Rural 12%**
- **Rural areas show slightly:**
 - **Lower morbidity**
 - **Higher # of Pregnancy**

HCGP Top 20 Most Common Conditions



HCGP Most Costly Conditions



Program Successes



- High level of program satisfaction from members
- ED redirection
- Tonopah Outreach
- Hospital discharge relationships
- Rural staffing success
- HCGP Development of Robust Resource List for Member Support
- Gratifying Comments from Providers
- Committed, Passionate Statewide Team



Program Challenges

- Locating Members!
- Early Identification of Pregnancy
- Member's Social Structure can be Largest Barrier to Good health
 - Transportation
 - Housing insecurity
- Availability of Specialty Providers
- Struggles with Program Familiarity by Providers



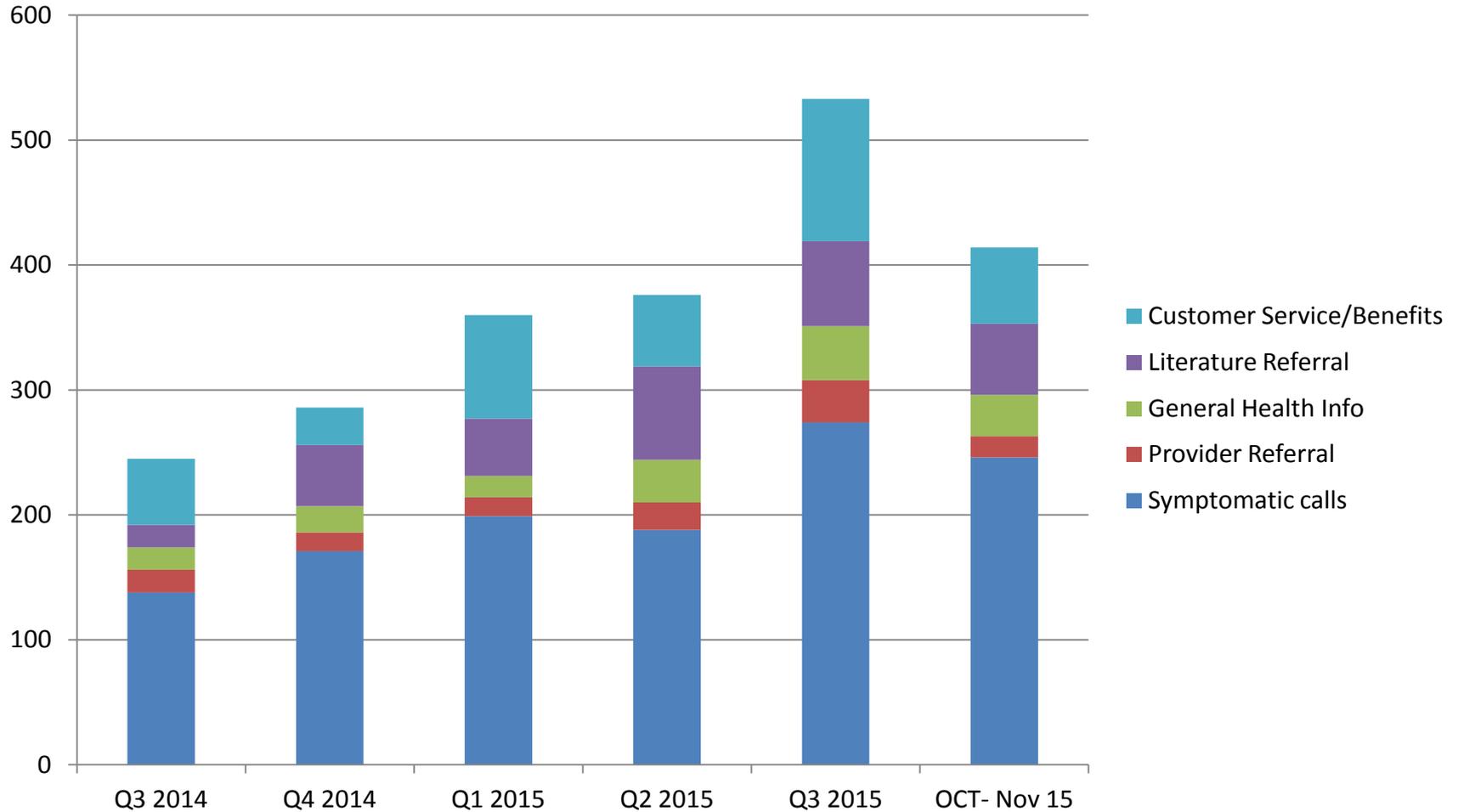
Nurse Advice Line



- The 24x7 Nurse Advice Line (NAL) is available to Nevada FFS Medicaid beneficiaries enrolled in the Health Care Guidance Program (HCGP).
- By accessing enrollee data from the VITAL platform, the NAL allows nurses to assess circumstances and urgency of patients' needs for medical care through use of the HCGP clinical decision support tool and patented clinical algorithm system.
- With these tools, nurses provide individualized and appropriate levels of support and direction.

Nurse Advice Line

Quarterly Inbound Call Summary



Nurse Advice Line



- The HCGP Nurse Advice Line has received 1216 symptomatic calls since inception of the program in June 2014
- Of those callers, 96% agreed with the nurses' recommendations
- As of November 2015, only 15% of callers were directed to seek ER care
- Understanding that NAL is underutilized in Nevada, the HCGP launched targeted NAL campaign. Those using the ED frequently with non emergency diagnosis were targeted for mailing—about 8% of the program membership

Real Time Referrals:

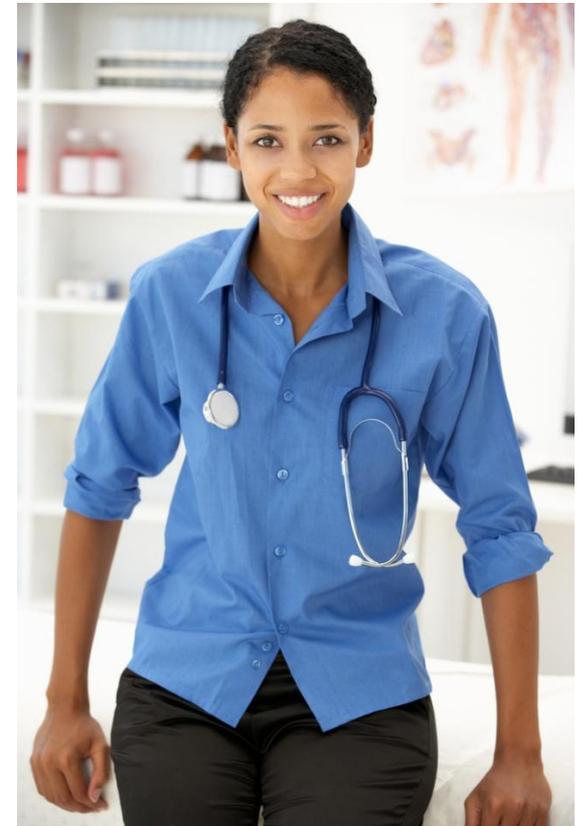
June 1, 2014 to November, 2015

RTR's received from:

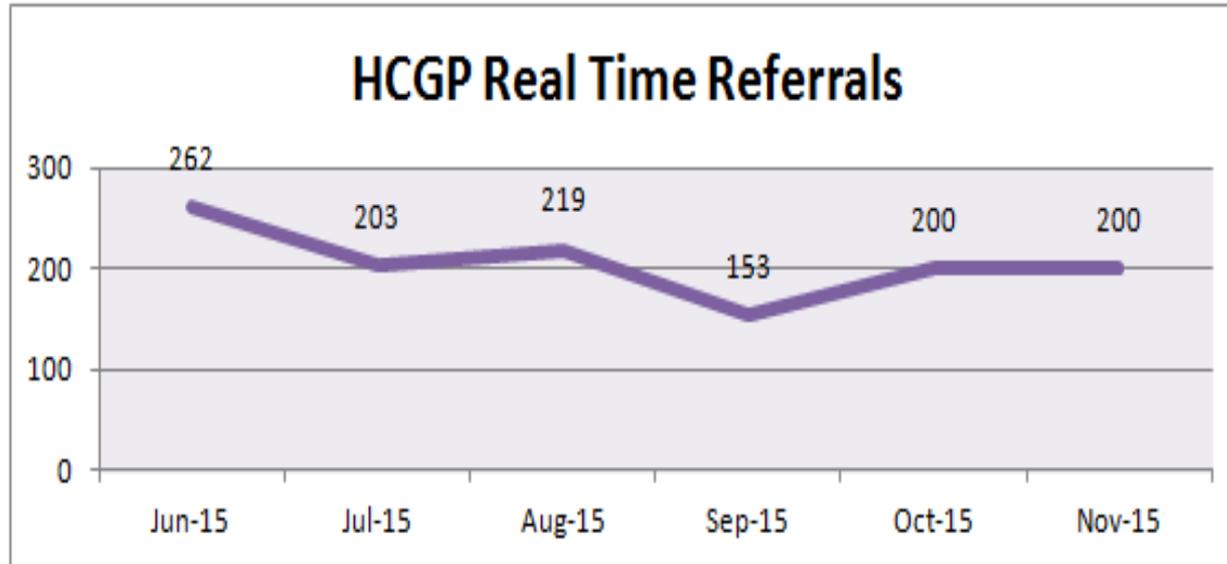
- DHCFP - north, south, rural
- Providers – physicians, BH clinics, tribal clinics
- Hospitals - acute care, critical access and hospital - owned clinics

Total - 3250 +

- Recent Daily Average ~ 7
- All Referrals are triaged by a nurse.
- Priority cases contacted within 48 hours



Real Time Referral Rate



Case Studies

Gender [F] Conditions:
Age [41] Chronic Liver disease,
Speaks [English] (autoimmune)
Risk Score Situational Depression
[Complex/High]

Care Plan Problems

- Frequent ER Visits
- Newly Diagnosed with Chronic Liver Disease
- Poorly arranged outpatient management
- Poor Support System
- Threatened loss of Medicaid
- Likely to Need Liver Transplant

Interventions

- Counseling re: diagnosis
- Refer for Beh. Health counseling
- Arrange Follow up
- Coordinate with Logisticare
- Assist with renewal of benefits
- Medication and Nutrition Counseling

Outcomes

- No Emergency Visits
- Better Coping with Situation
- Well Coordinated with Transplant and GI
- Transportation Arranged
- Frequent Contact with Care Manager.
- Feedback/teaching to Specialist Regarding Medicaid Resources

***Public Comments
and Questions are
Invited!!***

Thank You !



**Health Care
Guidance Program**

Coordinating with you for better care!