



# Applying Care Management Strategies to Chronically Ill, Fee-for-Service Beneficiaries

Presented by:

Cheri Glockner, Executive Director

Dr. Thomas McCrorey, Medical Director

# Program Overview

37,000 to 41,500 Fee-for-Service Beneficiaries

- HCGP's services are directed to Nevada's highest need individuals among the **Medical Assistance for the Aged, Blind, and Disabled (MAABD) population and chronically ill rural Medicaid beneficiaries with limited access to care.**
  - 62% southern (urban Clark, rural Clark and southern Nye)
  - 28% northern Nevada (urban Washoe, rural Washoe, Carson City, Douglas County, Churchill, Lyon)
  - 11% rural (Elko, Pershing, Humboldt, Esmeralda, Nye, Lander, Mineral, White Pine, Eureka)
- Members have one or more of eleven diagnoses managed under one or more of eight care management programs: Disease Management, Care Management, Oncology Care Coordination, Chronic Kidney Disease, Mental Health Program, Pregnancy Care Coordination, Complex Condition Care, and General Health Care.
- Face to face interventions supplement telephonic outreach
- 24/7 GuidePoint access for all beneficiaries to compliment on-the-ground staff services
- Nevada based staff are proficient problem solvers with integrated resource experience:
  - The intersection of social, physical, and mental health needs can sometimes be the most challenging aspect of staff's daily interaction.
    - >80% were found to require food, shelter, clothing and/or utilities assistance
    - >90% require transportation assistance;
    - >75% have mental health issues; and
    - >50% required assistance with durable medical equipment.

# Quality Improvement (QI) Tools and Identified Causes of Barriers to Completing the Medical Plan

## Quality Improvement:

- HCGP conducts a monthly review of medication adherence via the Identification and Stratification process.
- Monthly review changes to risk levels for the entire population flagging changes for prioritization of our outreach efforts, based upon acuity.
- Quarterly operational workflow and value stream mapping.

## Identified Cause(s):

- Prioritized by Maslow's Hierarchy: Security needs supersede needs associated with behavioral/medical conditions.
- 90+% of our enrollment population experiences ongoing social determinant needs related to food and shelter insecurities.
- Challenges with transportation.
- Poor access to providers/poor capacity.

# HCGP Intervenes to Improve Quality In Medication Adherence

## Interventions:

- Identification and Stratification process escalates member for outreach based upon Gaps-in-Care identified including provider visit adherence
- Identification and avoidance of roadblocks to medication adherence.
- Full medication review for complex risk members.
- Assistance with transportation to decrease missed appointments.
- Clinical care alert letters sent to all of a member's providers and pharmacists.
- Coaching session frequency adjusted as clinically indicated.
- Regular staff consults and co-management of cases as needed to educate members.
- Staff carry pill boxes to assist members with medication organization and compliance.
- Establishing relationships with primary health providers, including daily updates on admissions and discharges from key facilities.
- Alert letters mailed and faxed to providers.
- Alert letters mailed to members.
- Clinical Rounds with Medical Director on difficult-to-manage cases.

## Identified Causes and Interventions which are Mental Health-Specific

### Identified Causes:

- Access to BH providers is particularly constrained across Nevada.
- Core symptoms of both bipolar and schizophrenic disorders (e.g. paranoia, lack of motivation, positive effects of not being medicated, etc.) which naturally inhibit medication adherence.
- Stigma associated with the diagnosis and medication of behavioral health disorders discourages some members from compliance.
- Medication side effects are frequently a disincentive to adherence.

### Interventions:

- In addition to the interventions previously mentioned:
  - Clinical Care Alerts are especially focused on mental illness and drug abuse issues.
  - Use of Peer staff in coaching and mentoring positive behaviors and minimizing stigma about behavioral health and the need for medications.

## Example of Gaps in Care

Main Reminder - 150000006							
Summary Member Profile Clinical Events Cases Management Reviews Documents							
Assessments Alerts Risk Profile <b>Gaps In Care</b> History							
Category ^ 1	Condition ^ 2	Care Gap ^ 3	Measure Period	Identified Date	Period Start Date	Period End Date	La
Condition Based	Hypertension	Antihypertensive		10/11/2016			01
Condition Based	Seizure Disorder	Anticonvulsants		08/11/2016			09
Nevada Pay for Performance		7 Day Follow-up care		01/11/2017			
Nevada Pay for Performance		7 Day Follow-up care		12/14/2016			
Nevada Pay for Performance		Hospitalization Follow-up		03/13/2017			01
Nevada Pay for Performance	P4P	Alcohol or Other Drug Dependency Engagement		05/15/2015			07
Nevada Pay for Performance	P4P	Spirometry Test		11/17/2014			12
Nevada Pay for Performance	P4P	Treatment for Substance Abuse		04/12/2016			07
Preventative Care		Annual Lipid Panel (Cholesterol testing)		12/14/2016			
Preventative Care		Annual MD Visit		05/08/2014			03
Preventative Care		Colorectal Cancer Screen		12/18/2014			

# Provider and Pharmacy Alerts



P.O. Box 2127  
Carson City, NV 89701

July 12, 2017

CM\_PPST\_06292017  
Nevada Health Centers Inc  
Attn: Managed Care Coordinator  
762 14th St  
Elko, NV 89801-3413

Dear Nevada Medicaid Provider:

You are receiving this report as the identified primary care provider (NPI provider) and/or Behavioral Health provider for one or more Nevada Medicaid Fee-for-Service (FFS) Health Care Guidance Program (HCGP) beneficiaries. The beneficiaries identified in this report have been seen in this clinic or by a provider in this practice.

The enclosed information highlights care improvement opportunities for participating HCGP beneficiaries that can be reinforced by your practice. The report details gaps in care or recommended interventions. This information is being sent to the primary care provider and if appropriate, the behavioral health specialist to ensure all identified patient providers are informed of patient needs and program recommendations. We encourage you to participate by providing feedback on the patient information that is captured here or prescribing further care management interventions.

As you review these assessments, please keep in mind the limitations of patient self-reported information. We welcome your input and any updated patient metrics or treatment recommendations that you may have for the listed patients.

The HCGP care managers will use the treating providers' feedback in upcoming coaching sessions with your enrolled patient(s). They cannot initiate treatment changes or take verbal or written treatment orders, but they will reinforce your treatment recommendations and help educate patients as an extension of your care team.

Your support and participation are vital to the success of the Health Care Guidance Program outreach to your patient(s). If you have questions or concerns, please call 1-855-606-7875, option 2, Monday through Thursday 8 a.m. to 8 p.m., and Friday 8 a.m. to 5 p.m.

For additional information about the program, including the evidence-based guidelines used for the program, alert criteria and the Practitioner Bill of Rights and Responsibilities, please visit our secure website at <https://nvguidance.axispointhealth.com/providerportal/nev>. This website gives you access to secure patient information, registration for this site is required. You may also visit our general website at [www.nevadahcgp.com](http://www.nevadahcgp.com) for more information about the program, or call 1-855-606-7875, option 2.

Sincerely,

## Nevada Medicaid Health Care Guidance Program Assessment Report

Page 1 of 2

Beneficiary Name:  
Beneficiary Date of Birth:  
Beneficiary ID:  
Assessment conducted by: Debra Svab  
Assessment date: 06/08/2017

This report indicates areas where patient self-reported information reveals possible needs identified during the program assessment.

### Condition Management:

For your consideration, these possible gaps in care were identified. Medications are reviewed and adherence is discussed with patients during their calls. If you feel that the below self-reported assessment is incorrect or would like to give additional information regarding medications, barriers, and/or interventions that were not covered within the assessment, feel free to call the HCGP at 1-855-606-7875, option 2, or use the fax sheet on the following page to provide your feedback.

- Patient with symptoms of not well-controlled asthma does not take a daily ICS or other controller.

### Self-Reported Barriers:

The program care manager will work with your patient to provide education around the following barriers.

Needs to use inhaled medicines effectively  
Needs medication review  
Needs asthma self-management overview



## Provider and Pharmacy Alerts

- There are currently 10 types of Clinical Care Alerts sent to Providers on behalf of our members based upon monthly claims analysis:
  - Early Discontinuation
  - Under Use (Medication Adherence)
  - Overuse of Narcotics
  - Polypharmacy
  - Drug-Drug Interaction
  - Duplicate Therapy
  - Pediatric Age Limits
  - Admit No Follow up
  - Lab Monitoring
  - Conditions No Medications

PO Box 2127  
Carson City, NV 89701

**Health Care  
Guidance Program**  
Coordinating with you for better care!

TEST

Patient name: \_\_\_\_\_ Medicaid ID #: \_\_\_\_\_

Health Care Guidance Program ID: \_\_\_\_\_

Review date based on claims received as of: 05/18/2017

Patients often do not fill new prescriptions. Our system does not have a claim for a medication for **Schizophrenia** and other psychotic disorders. Please review whether you wrote a prescription for this patient. This is not a recommendation to initiate prescription therapy. The intent of this notice is to help ensure patients follow your recommended treatment plan.

**References**

Provider	City	Phone	Specialty
	RENO, NV	---	Psychiatric Hospital
	EL PASO, TX	---	Counselor
	ELKO, NV	---	Emergency Medicine
	ELKO, NV	---	Family Medicine
	ELKO, NV	---	General Acute Care Hospital

**Thanks in advance for your feedback as we do appreciate it along with any program suggestions**

☐ Plan to change therapy
 ☐ Patient no longer on therapy in question  
☐ Will monitor at this time
 ☐ No longer treating the patient  
☐ Disagree with issue  
☐ Disagree with suggestion

Other comments: \_\_\_\_\_



# Educational Mailings and Interactive voice Response Campaigns



*I'm a Health Care Guidance Program Nurse—  
Call anytime: 1-855-606-7875*

## Caring for yourself—or someone you love—with Heart Disease or High Blood Pressure

The Nevada Medicaid Health Care Guidance Program knows that it's hard to take care of yourself or a family member with heart disease or high blood pressure.

You may have only one or both of these conditions:

- Heart disease means the blood vessels in your heart are being blocked by too much fat in your blood. The fat sticks to the blood vessel walls. This makes it hard for blood to get to your heart and can damage your heart.
- When your blood pressure is high, your heart works harder to pump blood through your body. High blood pressure may hurt your heart, blood vessels, and organs all over your body.

Work with your doctor to learn how to take care of your condition, manage your symptoms and improve your health.

**Questions about Heart Disease or High Blood Pressure? Call the 24-Hour Nurse Advice Line 1-855-606-7875**

If you have a question about heart disease or high blood pressure, your symptoms or medicines, call the Nevada Medicaid Health Care Guidance Program. Our nurses are here to answer your questions and help you take care of yourself. We can even help you get transportation to and from your doctor appointments.

For life-threatening emergencies, call 911 or your local emergency number.



*I'm a Health Care Guidance Program Nurse—and I'm here for you.*

## When you have health questions, we have answers.

The health professionals with the Nevada Medicaid Health Care Guidance Program know that it can be hard to care for yourself or a family member with health problems. You are not alone.

The Health Care Guidance Program is here for you with a **FREE** program for Nevada Medicaid beneficiaries who have qualifying health conditions.

Our expert nurses provide information and answer questions, to help you manage your health and the way you feel.

We're here for you every step of the way—and can even help you with transportation to and from your medical appointments.

Take advantage of this great program. Call Monday through Thursday from 8 a.m. to 8 p.m. or on Fridays from 8 a.m. to 5 p.m. 1-855-606-7875; TTY/TDD users call 711.

**Call before going to the Emergency Room—1-855-606-7875**

If you have an illness or injury, call the **24-Hour Nurse Advice Line** first\*. Our registered nurses will evaluate your symptoms or injury and assist in helping you decide what to do or where to go for care.

## Focused Interactive Voice Response

### Education: Medication Adherence

#### SCRIPT FLOW



#### POPULATION NOTE

##### Population Note:

- A portion of the population has either not filled a prescription for a medication or the prescription is not being refilled regularly; or may not be taking medication as prescribed

##### Goal:

- To deliver high-level education on the importance of medication adherence
- Provide importance of:
  - Reinforcing doctor/patient relationship
  - Influencing members to take medications even when they feel healthy to prevent complications

Thank You!  
Public Comments About the  
Progress of  
The Health Care Guidance  
Program are Welcomed!

