

Applying Clinical Screening Among Various Managed Care Populations

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Improving Your Hand in Care Management

May 4-7, 2008 - The Mirage - Las Vegas, Nevada

Care Management Programs

End Stage Renal Disease

Behavioral Health

HIV/AIDS

Substance Use

Guided Care

End of Life Care

Partners with Mom

Rehabilitation

Cardiovascular/Diabetes

Complex Medical Needs

TeleWatch

Children with Special Needs



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Clinical Screener

- History
 - Referral to individual case managers
 - Multiple points of contact for referring providers
 - Case manager discretion
 - Acute episode follow-up
 - PMPM-based population prioritization



Clinical Screener Role

Registered Nurse

- Managed care, inpatient, outpatient clinic/primary care office, utilization management or telephone triage experience
- Clinical predictive modeling “expert”
- Data-based decision-making
- Flexibility with identification algorithms
- Streamlined referral process
- Resulting in.....
 - Efficient and effective targeting of high-risk health plan enrollees



Enrollee Identification

- Same screening process, multiple identification sources
 - Referral
 - Internal JHHC staff
 - Utilization management, behavioral health, outreach, etc.
 - External sources
 - Primary care or specialist provider
 - Community agencies
 - ACG-PM and diagnosis-specific algorithms
 - HRA Questionnaires



HRA Process

- Claims based algorithm
- Disease specific HRA sent to member
- Completed HRA reviewed by Clinical Screener
- Risk and intervention level determined
- Referral to appropriate program



Clinical Screener Toolkit

- ACG-PM: Predictive Modeling
- Diagnoses
- Utilization
- Clinical indicators: lab and radiology results
- Clinical assessment
- Subjective assessment
- Disease/case management amenability assessment



Domains of Care

- - Medication Management
- - Symptom Management
- - Social Support Network
- - Functional Status
- - Self Care Abilities
- - Coping Mechanisms
- - Primary Care Access
- - Coordination of Care



Break Out Session

- Case Study Groups and Discussion



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