



Arizona Health Care Cost Containment System

Tribal Health Care Management Plan

Presented By:

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Utilization Management/Care Management (UM/CM) Care Coordination Implementation

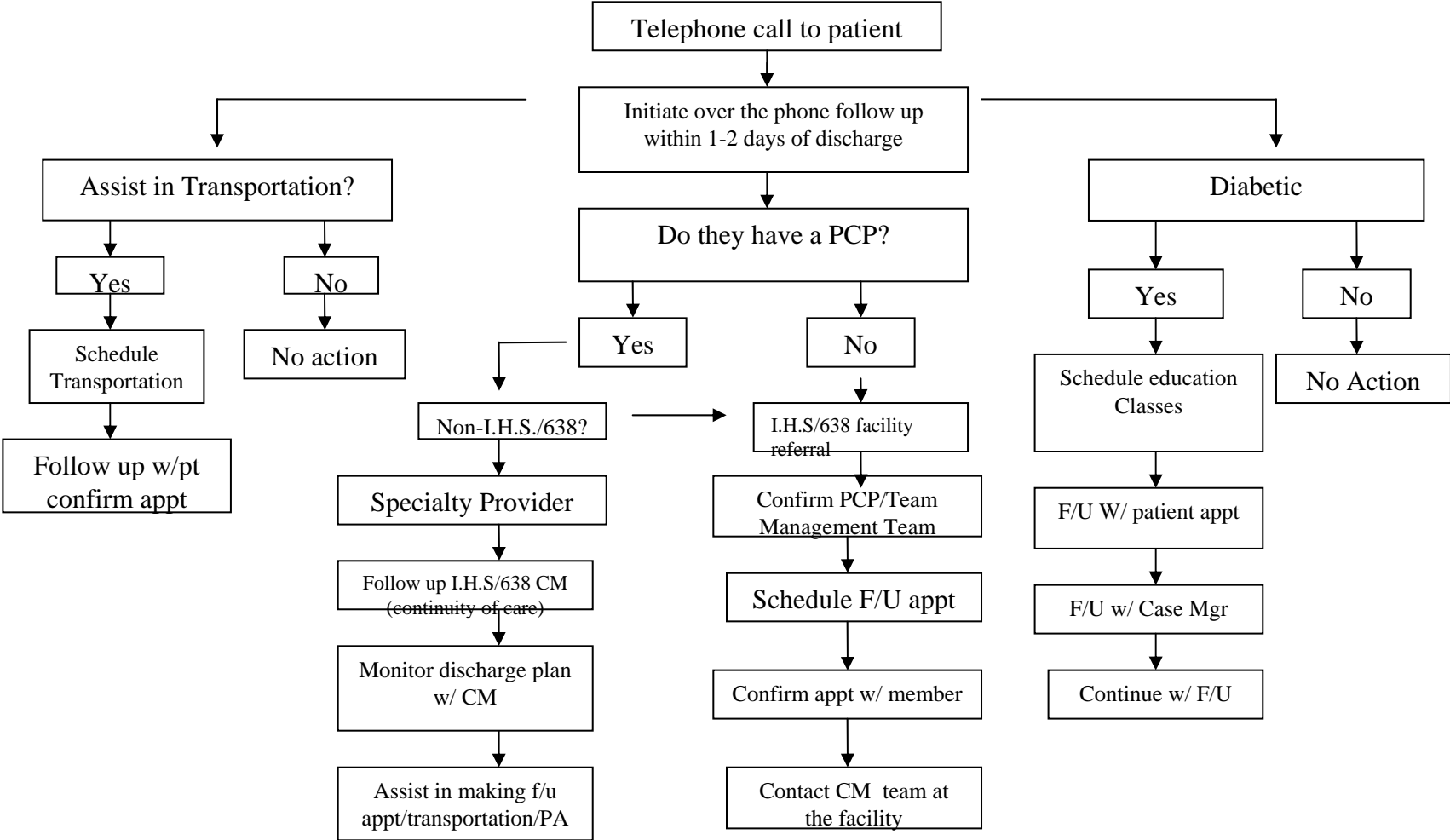
The program was implemented to begin to provide care coordination services to American Indian members.

AHCCCS began this process by following American Indian patients that were discharged from an inpatient setting for a limited number of facilities. The follow up includes pharmacy, follow up appointments, educational classes as needed, arranging transportation and scheduling appointments.

Over the next month the care coordination component will be streamlined to focus on inpatient admissions for maternity stays and diabetic patients. In addition, we will begin analyzing data for members with diabetes and focusing on the members that have high utilization of the emergency room. AHCCCS will work with these members on continuing diabetic/nutritional education and receiving available services at their service unit.

AHCCCS will develop a mechanism to provide feedback to the specific facilities and Area offices on this population.

Tribal Health Care Management Algorithm



Note: Maternity/Newborn Case Management follows same referral process to set PCP.

UM/CM Care Coordination (con't)

Current Facilities/In-Patient Census:

Medical Facility	In-Patient	Care Coordination F/U
Tucson Medical Center	22	22
Phoenix Children's Hospital	29	29
St Joseph's Hospital	77	77
Maricopa Medical Center	110	80
Total:	238	208

UM/CM Census dates: 02/06/12-
06/05/12

Tribal Outreach Overview

- Total Member Contact: 208
- Weekly averages:
 - Average Calls per week 50
 - Successful weekly contacts 18
 - I.H.S/638 referrals 8
 - Pharmacy 3
 - Transportation 5
 - Diabetic education/nutrition 11
 - Behavioral health 2
 - Other 6

Referred Services

- Daycare assistance
- Food boxes
- Car seat programs
- Clothing programs
- Domestic abuse housing
- DES services
- Parenting classes
- Employment agencies
- Utilities assistance
- Traditional beliefs

Common Issues

- No primary care provider
- Limited specialty providers
- Lack of continuity of care
- Appointments
- Limited services

Questions?

- Rebecca Fields, Assistant Director, DFSM
- Stephanie Big Crow, Tribal Health Care Coordinator, DFSM