

ARPA 5.04

Care/Case Management Best Practices

- A stakeholder-informed process improvement initiative to improve communication, collaboration, and cross-agency coordination for members who are shared between RAE Care Coordination and SEP/CCB HCBS Case Management
- Goals:
 - Prevent gaps in care
 - Reduce duplication of service
 - Increase member and provider understanding of roles and responsibilities
 - Improve member experience
- Timeline:
 - 1 year (beginning this week!)
- Project Team:
 - ACC
 - OCL
 - Contractor (JSI)



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- Scope of Work:
 - Stakeholder Engagement
 - New Care Coordination/Case Management Stakeholder Task Force
 - Existing ACC and OCL stakeholder groups
 - Current System Map
 - Best Practices Research and Recommendations
 - Process Improvements
 - Roles and Responsibilities Crosswalk
 - Core Competencies
 - Cross-Agency Communication Strategy
 - Future System Map
 - Training and Communications
 - Rule and Contract Changes



Stakeholder Engagement:

ACC Phase III Care Coordination Workgroup

- ACC Phase III Workgroups were created to implement effective changes for ACC Phase III by developing program and policy designs to transform the ACC delivery system
- Workgroups will research innovative approaches to current policy challenges and opportunities facing the Department and provide recommendations
- Workgroups topics include Care Coordination, Payment, Health Equity, Children, Technology, Members, Behavioral Health, Primary Care, Operations, and MCOs



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Stakeholder Engagement:

ACC Phase III Care Coordination Workgroup

- The overarching goal for the Care Coordination Workgroup is to enhance and clarify RAE Care Coordination requirements
- Areas of focus:
 - Establish clear requirements around Transitions of Care, high-risk case management, and difficult placements
 - Establish mechanisms for greater RAE/PCMP accountability after significant member events
 - Use the ARPA 5.04 Care Coordination/Case Management Best Practices project to improve cross-agency coordination and communication for shared RAE and CMA members
 - Leverage partners and/or align with entities that serve specific populations, including BHASOs, D-SNP, child welfare, criminal justice, etc.



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Stakeholder Engagement:

ACC Phase III Care Coordination Workgroup

- What are the key components of Care Coordination?
- What is the Care Coordination continuum: current and possible future state
- How can we improve oversight and accountability?