

# DHMP Provider & Community Experience Subcommittee

9/8/2022

# DHMP Care Management

- HSAG review of Coordination and continuity of Care Standard = 100%

Table 1-1—Summary of Scores for Standards

Standard	# of Elements	# of Applicable Elements	# Met	# Partially Met	# Not Met	# Not Applicable	Score* (% of Met Elements)
III. Coordination and Continuity of Care	10	10	10	0	0	0	100%

- DHMP is a full risk capitated plan, closed network integrated office
- DHMP has full time care management staff and program to support members

# DHMP Care Management

- Oversight
  - Specific CMs and general CMs
  - Continuous training and audits
  - DHMP staff are responsible for care management activities for DHMP members
    - Staff have EPIC access – allows staff to see if our members have already had physical and behavioral health needs met, this also includes access to SDOH data screenings and referrals already made
  - DHMP care management staff collaborate with care managers at DHHA as appropriate
    - DHHA is delegated the responsibility for specific activities
  - Strong relationship with Rocky Mountain Human Services, Denver Human Services, and several other partners in order to provide the best quality services for our members. We receive weekly notifications from RMHS and DHS with updates to their programs, updates to waivers and processes.

# DHMP Care Management

- Oversight, continued
  - DHMP subcontracts BH/SUD services (capitated program) to Colorado Access
    - Care management leadership meet quarterly to review data, review policies/processes, discuss potential new programs or activities, identify potential barriers or challenges and collaborative resolve
    - Bi-directional referral process
    - Daily communication of activities ensure all applicable staff are aware of the support provided and needed to members, including inpatient stays and discharges
    - Collaborative status meetings including all parties involved as appropriate

# Questions

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