



# **Colorado Community Health Alliance (CCHA)**

Care Coordination Overview

March 2020

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# Who We Are



# Overview

- Unique model that meets the member where they are, whether in the home, health care setting, or public place of choice
  - Works with providers to streamline care, develop care plans, and coordinate other services
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# Programs

Members who need ongoing support are assigned to a care coordinator that best meets their needs.

General care  
coordination

Complex care  
coordination

Transitions of  
care

Emergency  
department

Maternity

Pediatrics

Behavioral health  
transitions of  
care

Justice involved

Medicare-  
Medicaid

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# How We Do It



**Identified  
member goals**

**Service at  
point of care**

**Team-based  
approach**

**Collaborate  
with care team**

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# Activities

- Home and PCMP visits
  - Psycho-social/medical needs assessment
  - Connect members with:
    - PCMPs
    - Specialists
    - Behavioral health
    - Dentists
  - Coordinate with all providers involved with care plans
  - Create care plans based on members' needs
  - Connect to resources:
    - Food
    - Clothing
    - Transportation
    - Financial assistance
    - Employment
    - Housing
    - Applying for benefits
    - Applying for HCBS
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# Care Coordination Utilization

## SFY18-19

Region	Members who received CCHA care coordination services
6	20,242
7	19,579

### Care coordination services include:

- Medical referrals
  - Social referrals
  - Telephonic outreach
  - Care plan activities
  - Face to face activities
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# Health Neighborhood Collaboration

Developed partnerships and coordination agreements with a large number of community entities, including:

- PCMPs and specialists
- Hospitals
- Single entry points
- Community centered boards
- Public health departments
- Schools
- Community-based organizations
- County human services
- And many more...

These agreements allow care coordinators to communicate with all parties involved with a member, resulting in reduced duplication and increased alignment.

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# Strengths and Challenges

## Strengths

- Meeting members where they are
- Strong relationships with community partners
- Diverse team, allowing for strong sharing of knowledge to best help members

## Challenges

- Finding appropriate resources given resource constraints (ex. housing)
  - Identifying the most appropriate way to reach members
  - Timely data sharing
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**Thank You!**

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