



A system of integrated healthcare providers.

Complex care definition cohorts

- ▶ Low-cost members moving to high-cost
- ▶ Persistent high-cost members
- ▶ Members with five (5) or more ER visits in the last twelve (12) months
- ▶ Members with two (2) or more ER admissions in the last twelve (12) months
- ▶ High-risk pregnancy members
- ▶ Multiple newborn deliveries
- ▶ Members with premature conditions
- ▶ Members without PCMP utilization with five (5) or more ER visits in the last twelve (12) months
- ▶ Members diagnosed with renal disease or end-stage renal disease

Transition Notes

▶ Successes:

- ▶ CC's are better able to tailor support to complex members depending on cohort
- ▶ CC's have reported that members are more impactable

▶ Challenges:

- ▶ Volume of complex members increased
- ▶ Volume of new complex members increased
 - ▶ Care plan completion expectation. Currently, expectation is that a care plan is needed within 90 days of becoming complex instead of 90 days from contact with CC.

▶ Plans for Improvement:

- ▶ Care Management needs