Subject: Coordination and Continuity of Care

Objective:
I. To ensure that Health Share/Tuality Health Alliance (THA) members receive THA Medical Case Management coordination for appropriate behavioral, dental, and medical services.

II. To ensure continuity of care by assisting members with transitioning to other care or providers when the member-provider relationship is terminated or when the provider is otherwise unable to continue serving the member.

Policy:
I. THA monitors and takes action to improve coordination and continuity of care for members.
   a. THA collects and analyzes data to identify opportunities to improve coordination of members’ medical care. Such data may include:
      • Lab results, claims data, or pharmacy data;
      • Sentinel events data;
      • Discharge planning data;
      • Results of practitioner surveys pertaining to communication and coordination issues;
      • Case management data;
      • Complaint data; and
      • Data from electronic medical records, including integrated information from several sources.
   b. Through ongoing analysis of the data elements listed above, Care Coordinators and Nurse Case Managers identify members in need of interventions; Care Coordinators and Nurse Case Managers may then:
      • Prompt identified members to return to primary care after a visit or episode of care from a specialist or emergency care provider;
      • Encourage communication between providers or members and providers;
      • Educate inpatient discharge planners or home health agencies on the use of discharge instructions;
      • Call, email, or meet with identified members to coordinate receipt of appropriate services and supplies;
      • Promote rapid communication of discharge notes to practitioners providing primary care;
      • Notify practitioners about patients with prescriptions from multiple practitioners; and
      • Conduct other coordination of care tasks as necessary.
   c. THA Case Managers specifically review data pertaining to members with Exceptional Needs to ensure that they are receiving the appropriate services.
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d. THA collaborates with the Washington County Department of Mental Health to ensure that members’ mental health conditions are identified and that strategies are developed to assist in the care coordination of those members’ combined mental and physical healthcare plan.

e. THA has a referral process that allows for continuation of care by ensuring that referrals and service pre-authorizations are maintained in the member’s health record so that future requests can be reviewed in light of historical information.

f. THA ensures continuity of care for members who are terminated by a provider by assisting them in selecting a new practitioner.

II. Through credentialing, ongoing monitoring, and education, THA ensures that providers work within medical homes to appropriately meet members’ ongoing needs.

III. THA makes a best effort to notify affected members and associated health plans of any provider termination at least 30 calendar days prior to the effective termination date.

a. If a provider’s contract is discontinued, THA may allow members of delegated health plans to have continued access to that provider. The following include circumstances under which the care of delegated health plan members may continue:
   • The member is undergoing active treatment for a chronic or acute medical condition – in this case, the member may have access to the discontinued provider through the current period of active treatment or for up to 90 calendar days, whichever is shorter; or
   • The member is in her second or third trimester of pregnancy – in this case, the member may have access to the discontinued practitioner through delivery and postpartum period (90 days after birth).

IV. When a THA member transfers care to another Division of Medical Assistance Programs health plan, THA will help coordinate that transfer of care within the limits of Health Insurance Portability and Accountability Act (HIPAA) regulations.

V. If the member’s health coverage ends, THA Case Management will offer to educate him/her about avenues for receiving continuing care as needed.

References:  
Health Share RAE Participation Agreement  
OAR 410-141-0120 – Provision of Health Care Services  
OAR 410-141-0160- Continuity of Care  
OAR 410-141-0405 – Exceptional Needs Care Coordination
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Oregon Health Authority Health Plan Services Contract 2013
THA Policy I-8: Emergency Services
THA Policy V-3: Member Referral Preauthorization
THA Policy V-1: Case Management Program
THA Policy V-14: Concurrent Review
THA Policy V-17: Discharge Planning
THA Policy V-16: SNF
THA Policy IV-1: ENCC Services
THA Policy X-5: Site Review

Formulated: May 2001
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February 2009
April 2011

THA Plan Director    THA Medical Director