

Subject: Coordination & Continuity of Care Page 1 of 3

Objective:

- I. To ensure that Tuality Health Alliance (THA) members receive continuity and coordination of medical care across the continuum.
- II. To ensure that THA members receive continuity and coordination of care between their behavioral, dental and medical provider.
- III. To ensure continuity of care by assisting members with transitioning to other care or providers when the member's provider's contract is terminated.
- IV. To ensure the provision of Medical Case Management, delivery of primary care to and coordination of health care for all THA Oregon Health Plan (OHP) members.

Policy:

- I. THA encourages the communication and coordination of care between medical and behavioral health providers.
- II. THA has a referral process that ensures referrals made by the Primary Care Physician (PCP) for covered services are maintained in the THA Members' record.
- III. THA's Case Managers ensure that Exceptional Needs Care Coordination (ENCC) services are reviewed and provided.
- IV. THA PCP's provide a medical home that is appropriate to the THA member's needs and is responsible for coordinating the health care services furnished to the member.
- V. THA provides ongoing monitoring of physician practices for compliance with coordination, continuity or care and access.
 - A. Physician practices found non-compliant must follow THA's correct action plan.
- VI. When a THA member transfers care to another Division of Medical Assistance Programs (DMAP), Fully Capitated Health Plan (FCHP) or Fee for Service (FFS), THA will work with the contact to coordinate transfer of care

Subject: Coordination & Continuity of Care Page 2 of 3

- within the limits of Health Insurance Portability and Accountability Act) regulations.
- VII. THA collaborates with Washington County Mental Health to ensure that mental health conditions are identified early and that strategies are developed to assist in coordinated care for the member.
- VIII. THA ensures continuity of care to its members affected by the termination of a provider and assists them in selecting a new practitioner.
- A. THA provides orientation and education to provider office staff at quarterly Office Manager Meetings and the quarterly Clinical Nurse Meetings.
- B. Case Managers develop agendas and participate in the Clinical Nurse Meetings.
1. Clinical Nurse meetings focus on the following goals:
- a. Quality Improvement initiatives
 - b. Disease Management
 - c. Coordination of care in a variety of settings
 - d. Referral and preauthorization processes
 - e. THA's Emergency Department (ED) utilization processes
 - f. Medical Record audits and Medical Record keeping practices
- C. Medical Management staff participates in the development of agenda setting and trainings for the quarterly Office Manager Meetings
- a. Referral and preauthorization processes
 - b. THA's ED utilization processes
 - c. Medical Record audits and Medical Record keeping practices
- IX. In the event that THA terminates a provider, THA notifies the appropriate health plans and THA-OHP members at least 30 calendar days prior to the effective termination date.
- X. In the event a provider's contract is discontinued, given certain conditions, THA will allow members of all delegated health plans to have continued access to that provider under the following circumstances:
- A. The member who is undergoing active treatment for a chronic or acute medical condition may have access to their discontinued provider through the current period of active treatment or for up to 90 calendar days whichever is shorter.

Subject: Coordination & Continuity of Care Page 3 of 3

- B. Members who are in their second or third trimester of pregnancy have access to their discontinued practitioner through the postpartum period.
- XI. If health coverage service ends and the member still needs care, THA Case Management will offer to educate the member or appropriate member representative about other alternatives for continuing care as appropriate and will inform the member or member representative of ways to obtain care.

Refer: OAR 410-141-0405
OAR 410-141-0120
THA Policy X-5 Site Review
THA Policy VI-1 Member Referral Preauthorization
THA Policy VIII-1 Case Management Program
THA Policy V-1 Emergency Services
THA Policy VI-11 Concurrent Review
THA Policy VIII-3 Discharge Planning
THA Policy VIII-2 SNF
THA Policy XI-1 ENCC

Formulated: May 2001
Revised: September 2006

THA Plan Director

THA Medical Director