

Subject: Exceptional Needs Care Coordination Services
Page 1 of 4

Objective:

To ensure that Tuality Health Alliance (THA) members with special needs are identified and provided individual attention directed to meeting their special health care needs.

Definition of ENCC Services:

A specialized case management service that is provided by THA to THA Oregon Health Plan (OHP) members who are Aged, Blind or Disabled. Exceptional Needs Care Coordination (ENCC) services include:

- I. Early identification of those DMAP Members who are Aged, Blind, Disabled or who have disabilities or complex medical needs
- II. Assistance to ensure timely access to providers and services
- III. Coordination with providers to ensure consideration is given to unique needs in treatment planning
- IV. Assistance to providers with coordination of services and discharge planning
- V. Aid with coordinating community support and social service systems linkage with medical care systems, as necessary and appropriate.

Policy:

- I. Tuality Health Alliance (THA), under the Oregon Health Plan, provides the services of Exceptional Needs Care Coordination (ENCC) through THA Case Management and an ENCC coordinator.
 - A. Required skills of the THA ENCC Coordinator and Nurse Case Managers are advanced communication and interpersonal skills that utilize consideration of body language, filters, listening, paraphrasing, and questioning with customers of diverse ethnic and cultural backgrounds.
 - B. This also includes the skills to obtain and interpret information that may be appropriate to patients' needs and age as required for assessment, range of treatment and patient care.
- II. THA has a mechanism in place for early identification of Aged, Blind or Disabled members of the Division of Medical Assistance Programs (DMAP) that have disabilities or complex medical needs.
- III. Assistance is provided to members who may require extra help in accessing services in a timely manner.

Subject: Exceptional Needs Care Coordination Services
Page 2 of 4

- IV. Information about needs and services provided through the ENCC program is communicated to the ENCC member in the communication style of choice:
 - A. Hearing impaired
 - B. Speech disabled
 - C. Visually impaired
 - D. Alternative languages, translation and interpretation or other cultural differences.

- V. For THA providers ongoing education/training on the availability of ENCC services are available and will be provided to medical office staff, ancillary providers, and other office personnel.

- VI. The name and telephone number of the ENCC Coordinator is made available to all members, their representatives and agency staff through member communications and the THA Member handbook.

- VII. Special consideration will be given to ENCC clients' unique needs in assessment, treatment planning, coordination of services, and discharge planning, keeping in mind the least restricted care setting and environment, continuity of care and quality of life for the member.
 - Direct access to specialists through a PCP standing referral as appropriate for their condition and identified needs.

- VIII. Members identified as being eligible for ENCC services by DMAP and currently enrolled are provided to THA in a monthly register. Members not identified by the state as ENCC may also be referred for services through self-referral, from their PCP, agency caseworker, his/her representative, or other health care or social service agency.

- IX. THA will make a good faith effort to contact all ENCC members by mail or telephone within the first three months of enrollment to complete the assessment of medical, mental health and dental needs. Referrals will be facilitated as appropriate.

- X. ENCC Services will be available during normal business office hours which is Monday-Friday, 8:00 AM-5:00 PM.

- XI. The THA ENCC will respond timely to the request on the following business day of the request for ENCC services as appropriate.

Subject: Exceptional Needs Care Coordination Services
Page 3 of 4

XII. ENCC services are documented in the Case Management Log.

Refer: THA Policy I-4 Interpreter Services
THA Procedure IX-1 ENCC Services
THA OMAP FCHP Contract Section 5-H ENCC
OAR 410-141-0000 (47)
OAR 410-141-0160 (b)
OAR 410-141-0300
OAR 410-141-0405
42 CFR 438.208 (c)

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THA Plan Director

THA Medical Director