

POLICIES AND PROCEDURE MANUAL

Chapter:	General Management		
Section:	Care Coordination Planning		
Policy: <input type="checkbox"/> Procedure: <input checked="" type="checkbox"/> Page: 1 of 3	Review Cycle: Annually Author: Deputy Director	Adopted Date: 05.17.2016 Review Date: 11.10.2020	Related Policies: Care Coordination Policy

Purpose

To ensure that Mid-State Health Network as the Pre-Paid Inpatient Health Plan (PIHP) has a confidential process in place to provide coordination planning with Medicaid Health Plans (MHP) for shared members. Mid-State Health Network shall promote a collaborative relationship with health plans and providers in the community, consistent with Michigan Department of Health and Human Services (MDHHS) policy direction.

Procedure

A. Shared Member Risk Stratification List

1. Using the risk stratification tool in CareConnect360 (“CC360”), generate the Risk Stratification List on a monthly basis, or more frequently if needed. The Risk Stratification List identifies members who meet specific high-risk criteria as developed by the PIHP-MHP State workgroup composed of representatives from the ten (10) PIHPs and eleven (11) Medicaid Health Plans within Michigan.
2. The Risk Stratification List will include the data elements: Name, Date of Birth (DOB), Medicaid ID, primary care provider, number of emergency department visits, , date of last visit to a primary care provider, number of chronic conditions, and inpatient hospitalization admissions. Additional elements will be included as needed.
3. The MHP and MSHN will exchange information each month regarding any shared members who appear on the Risk Stratification List and will develop a monthly care coordination meeting agenda for the purpose of joint care planning for high-risk shared members.

B. Information Exchange

1. Send and receive information from multiple electronic sources. This includes: CC360 export lists and other affordable health information exchanges that are pertinent to the coordination plan process.
2. Accept CC360 extracts that are generated at monthly intervals to update or refresh information about shared members and coordination planning.

C. Confidentiality of Protected Behavioral Health and Substance Use Disorder Information

1. In accordance with 42 CFR Part 2, information pertaining to the diagnosis and treatment of Substance Use Disorders (SUD) will not be shared between MSHN and the MHP without prior written consent of the member. Additionally, information pertaining to the diagnosis and treatment of SUDs will not be included in CC360.

D. Participate with Michigan Health Information Network (MiHIN) as needed to develop a data sharing relationship

1. Build and send monthly Active Care Relationship Service (ACRS) report for shared members.
2. Receive Admission, Discharge, Transfer (ADT) messages for more timely hospital information.
3. Exchange this information for shared members.

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Procedures

- Identify staff responsible for using Michigan.gov Single-Sign On (SSO) and CC360 to generate Risk Stratification List.
- By the fifth day of every month, sign into CC360 and using the Risk Stratification tool, select the appropriate MHP and PIHP combination with the filter. Export the result set to a .CSV formatted file which can be used in MS Excel.
- The list will include persons served by MSHN and its provider network for serious mental illness within the last 6 months who meet the high-risk criteria as developed by the PIHP-MHP State workgroup. Key identifying information will be included on the list, such as: Name, DOB, Medicaid ID, primary care provider, number of emergency department visits, date of last visit to a primary care provider, number of chronic conditions, and inpatient hospitalization admissions.
- Both MHP and MSHN will generate this list within the specified time in order to ensure that there is not a discrepancy with these lists.
- The Risk Stratification List will be used as a master list to determine which persons will be included on the agenda for the monthly care coordination meeting occurring between MSHN and MHP. The purpose of the monthly meeting is to develop and review joint care plans for shared high-risk members.
- Joint Care Plans for shared high-risk members will be housed in the designated “Interactive Care Plan” section in CC360. The joint care plans will be accessible only by authorized designees of MSHN, MHP and MDHHS. MSHN and MHP share responsibility for maintaining and updating information in the joint care plans for their shared members monthly.
- Any exchange of lists or specific Protected Health Information (PHI) will be handled using encrypted email or secure messaging.
- Distribute CMHSP specific lists for care coordination planning. It is the responsibility of the CMHSP to attempt to obtain any necessary behavioral health or substance use disorder consent forms and to provide updated information to MSHN on a monthly basis about any members who have been identified for care coordination.
- Review care identified and provided from the Risk Stratification List and sub-lists.
- Maintain data on all members served through joint care coordination between MSHN and MHP. Submit data on a quarterly basis to MDHHS in accordance with contractual obligations.

Applies to:

- All Mid-State Health Network Staff
- Selected MSHN Staff, as follows:
 - MSHN CMHSP Participants: Policy Only Policy and Procedure
 - Other: Sub-contract Providers

Definitions/Acronyms:

ACRS: Active Care Relationship Service

ADT: Admission, Discharge, Transfer

CMHSP: Community Mental Health Service Programs

CSV: Comma Separated Values; CSV is a simple file format used to store tabular data, such as a spreadsheet or database. Files in the CSV format can be imported to and exported from programs that store data in tables, such as Microsoft Excel.

Customers/Consumers: Refers to those individuals who are eligible to receive specialty mental health and substance use disorder services, as well as those currently receiving such services and their families/guardians. For the purpose of MSHN policy, these terms are used interchangeably.

DOB: Date of Birth

MDHHS: Michigan Department of Health and Human Services

MiHIN: Michigan Health Information Network

MHP: Medicaid Health Plan

MSHN: Mid-State Health Network

PIHP: Prepaid Inpatient Health Plan

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PHI: Protected Health Information

SSO: Single Sign On; uses uniquely identified credentials to gain access to approved systems and datasets secured by the State of Michigan.

CC360: CareConnect360; software tool developed by Optum for the State of Michigan to query and report from encounters submitted by fee for service providers, MHPs and PIHPs. Common tool used by MHPs, PIHPs and State of Michigan employees and contractors.

SUD: Substance Use Disorder

Related Procedures:

N/A

References/Legal Authority:

1. Medicaid Managed Specialty Supports and Services Concurrent 1915(b)/(c) Waiver Program FY17 Contract

Change Log:

Date of Change	Description of Change	Responsible Party
05.05.2016	New Procedure	Deputy Director
01.31.2017	Annual Review	Deputy Director
01.26.2018	Annual Review	Deputy Director
01.29.2019	Annual Review	Deputy Director
08.15.2020	Annual Review	Deputy Director