



Coordination of Care

What is Coordination of Care and who provides it? Coordination of Care requires proactively identifying the patient’s needs, organizing care and communicating vital information at the right time to the right people. Coordination can occur among various parties but often includes:

- The Primary Care Provider
- Home Care Agencies
- Specialty Providers
- Labs and other Diagnostic Services
- Behavioral Health Practitioners
- Family and Caregivers
- Inpatient Hospitals
- Health Plan Care Managers
- Skilled Nursing Facilities
- Other Care Managers

Why is Coordination of Care important? Appropriate Care Coordination and the availability of pertinent and up-to-date information leads to many positive benefits, including:

- Safer and more effective care
- Increased efficiency and reduced costs
- Lower admission and readmission rates
- Improved health and satisfaction for the patient
- Fewer care complications and delays
- Smoother care transitions

How is Coordination of Care measured? WellCare continually monitors and evaluates measures that reflect appropriate coordination of care practices such as:

- Member (CAHPS®) Experience Surveys
- Emergency service usage
- Provider surveys
- Timeliness of follow-up care
- Hospital admission and readmission rates
- HEDIS® clinical performance measures

The Provider’s Role: WellCare Health Plans, Inc., expects that providers follow these practice guidelines in coordinating care for our members. Our Health Plan and associated providers are rated and evaluated based on the ability to successfully carry out these practices. Please note that the care coordination measures are specifically evaluated in our annual Member Experience Surveys (CAHPS®)*.

Important Provider Coordination of Care Practices

<ul style="list-style-type: none"> • Tell your patient when to expect lab, X-ray and other test results and deliver the results on time (CAHPS®)* 	<ul style="list-style-type: none"> • Ensure appropriate follow-up care is in place after your patient’s hospitalization or emergency care
<ul style="list-style-type: none"> • Assist your patient in arranging care with other practitioners and services (CAHPS®)* 	<ul style="list-style-type: none"> • Ensure that your patient knows how to receive care when your office is closed
<ul style="list-style-type: none"> • Follow up on referrals and discuss your patient’s current specialist care (CAHPS®)* 	<ul style="list-style-type: none"> • Encourage your patients to ask questions and to express their needs and priorities
<ul style="list-style-type: none"> • Obtain relevant medical records prior to appointments and review with your patients (CAHPS®)* 	<ul style="list-style-type: none"> • Encourage your patient to remain current with preventive screenings

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<ul style="list-style-type: none"> Regularly discuss and update your patient's current prescription medications (CAHPS®)* 	<ul style="list-style-type: none"> Discuss and monitor your patient's perception of their physical and emotional health on a yearly basis
<ul style="list-style-type: none"> Remind your patients about important prevention measures, such as regular flu shots (CAHPS®)* 	<ul style="list-style-type: none"> Collaborate with WellCare's Care Management Programs** for patients with coordination needs or educational needs
<ul style="list-style-type: none"> Discuss the risk and prevention of falling with your patient 	<ul style="list-style-type: none"> Refer patients with community assistance needs to WellCare's Community Connections Help Line***

*CAHPS® Related Measure

General Care Management Referral Line: **866-635-7045

*** WellCare Community Connections Help Line (CCHL) **866-775-2192** (Assistance with food banks, meals, housing, financial and transportation)

Additional information on the topic Care Coordination can be found at www.ahrq.gov/professionals/prevention-chronic-care/improve/coordination/.

Quality care is a team effort. Thank you for playing a starring role!

www.wellcare.com/NorthCarolina