

# Virginia CCC Behavioral Health Provider Information



Humana



682VA0214-A



# CMS-approved Model of Care

Humana's model of care is designed to help improve access to medical, behavioral health and social services. This allows members access to affordable care and preventive health services.

## **The model of care promotes:**

- Coordination of care through an identified point of contact
- Transitioning each member's care between health care settings and health care providers

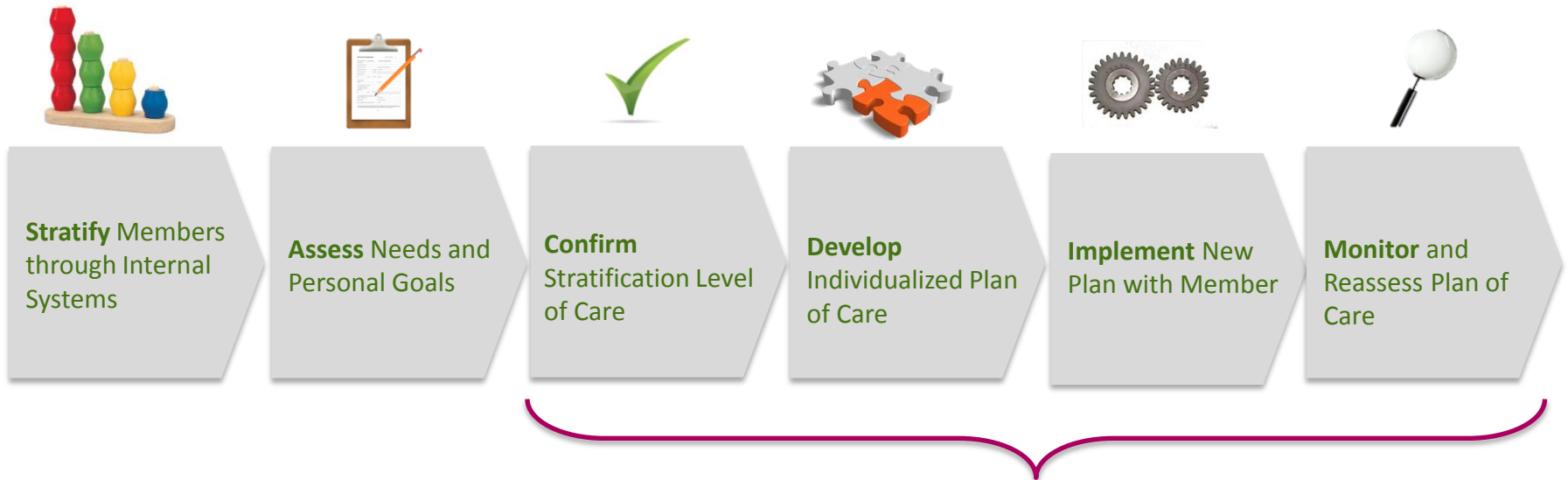
This allows a focus on health outcomes and each member's satisfaction with health status and health services.

In addition to focusing on the member's experience, Humana's model of care provides appropriate utilization of services and facilitates cost-effective health service delivery.

# Coordination of Care Model

## Enrollment and Care Coordination

Our tailored approach to care coordination enables our team to build an **individualized, comprehensive plan of care** that can adapt based on a member's developing needs and personal goals.



A member in any of the last four stages may return to the **Stratify** or **Assess** stages if his/her health circumstances or goals change.

# Enrollee Stratification



## Low-Risk

Annual ICT and general care plan



## Medium-Risk

A few ICTs. Education and targeted care plan



## High-Risk

Monthly ICTs, multiple doctors and specialists involved. Frequently updated targeted care plan.

# Model of Care

**The provider's participation is key and includes the following activities:**

- Interdisciplinary Care Team (ICT) member care conferences via phone, through exchange of written communications and possibly in person.
- Inbound and outbound communications to foster care coordination.
- Promotion of Healthcare Effectiveness Data and Information Set (HEDIS®) and National Committee for Quality Assurance (NCQA) quality measures.
- Forwarding all medical record documentation and information as requested to support Humana's fulfillment of state and federal regulatory and accreditation obligations, e.g., HEDIS and NCQA.