



## PROVIDER NOTICE

### REFERRALS TO CARE COORDINATION

CountyCare's Care Coordination Program engages members in medical and behavioral health care, assists members with accessing supportive services and helps them maximize their CountyCare benefits. This program includes access to **Care Management (complex case management)** and **Disease Management** for members with specific health needs and/or conditions that increase their risk of poor health and high health care utilization.

Any member of the health care team may refer a member to these programs including primary care providers, specialists, community-based ancillary providers, discharge planners, utilization reviewers. Caregivers and members may also refer themselves.

#### Submit a referral to Care Coordination through the Referral Form

[http://www.countycare.com/Media/Default/Resources/Referral to Care Coordination.pdf](http://www.countycare.com/Media/Default/Resources/Referral%20to%20Care%20Coordination.pdf)

*A Care Coordinator will respond to the referral within five (5) business days. If the need is more urgent, please call 312-864-8200/855-444-1661 (toll-free).*

Members in Care Management receive coordinated services through an Interdisciplinary Care Team (ICT), which addresses all aspects of health, physical, behavioral, and psychosocial. Care Management teams utilize licensed medical and behavioral health professionals as well as other Care Coordinators, and provide:

- Facilitated access to care across the continuum – in the community, in acute care settings, and with outpatient specialists
- Comprehensive assessments (physical health, behavioral health, social determinants, etc.)
- Individualized and person-centered care planning with SMART goals and ongoing monitoring
- Support with self-management plans including medication adherence and behavior change
- Disease management interventions for diabetes and asthma
- Education on preventive health care as well as on complex clinical conditions and treatments
- Community based referrals to wellness programs, food assistance, housing, legal support
- Frequent contact with members, their support network and their health providers to support their wellness goals and treatment plan



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## MEMBER RIGHTS AND RESPONSIBILITIES

CountyCare annually distributes the Members' Rights and Responsibilities Statement to Providers and is also included in the Provider Manual you received upon orientation. For your convenience, you can access the Members' Rights and Responsibilities Statement, on our website at: <http://www.countycare.com/members/rights-and-policies>.

**Please visit the site frequently to get the most up-to-date information.**