

Provider Notice

To: HealthChoices Network Providers
From: Scott D. Daubert, PhD, VP Operations
Date: June 29, 2015
Subject: AD 15 106 Enhanced Care Management Program

The current Enhanced Care Management Program at PerformCare identifies members with needs that increase their risk factors for high-level service utilization and provides them with support and education in an effort to maximize opportunities for recovery and resiliency. The Enhanced Care Manager (ECM) facilitates access to behavioral health services and monitors effectiveness of interventions and member feedback on the program. The ECM also collaborates with involved PerformCare staff, the member, the member's family, the member's support system, the member's Targeted Case Manager (TCM) and other providers to assist the member in receiving quality behavioral health services.

Who may benefit from the Enhanced Care Management Program?

Members with multiple diagnoses and/or those that have experienced an emergent need have an opportunity to receive supports from the Enhanced program at PerformCare. Within the Enhanced Care Management Program, a member may be referred to one of the following Enhanced CM teams: Adult Mental Health, Adult Substance Abuse and Co-occurring

What Does the Enhanced Care Management Program Offer?

- Clinical Assessment for level of care determination
- Person-Centered Discharge Management Plans
- Active Care Management

What Outcomes are expected of the Enhanced Care Management Program?

- Decreased readmission rates for mental health and substance abuse inpatient services;
- Improve and support recovery.

How can more information on Enhanced Care Management Program be obtained?

A member or someone acting on behalf of the member (family, TCM, provider) should contact PerformCare if interested in ECM via phone or through the PerformCare Website link identified below.

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Staff involved in discharge planning from psychiatric or substance abuse inpatient, substance abuse non hospital detoxification, rehabilitation and halfway house as well as partial hospitalization programs should be advised to consider the Enhanced Care Management program for members discharging from your program. Providers may utilize pre-discharge planning meetings or continued stay reviews to discuss possible ECM for a member. It is not necessary to wait until discharge to make a referral to the program. If you are not certain if a member may benefit, please contact us to discuss and help you determine appropriateness of a referral.

- Phone
 - Bedford/Somerset Counties – 1-866-773-7891
 - Capital Area Counties – 1-888-722-8646
 - Franklin/Fulton Counties – 1-866-773-7917
- Website – <https://pa.performcare.org/providers/care-management-referrals.aspx>

Thank you for the valuable services you provide to Members. Please feel free to contact your Account Executive with any questions.

cc: Scott Suhring, Capital Area Behavioral Health Collaborative
Pam Marple, Behavioral Health Services of Somerset & Bedford Counties
Missy Reisinger, Tuscarora Managed Care Alliance
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