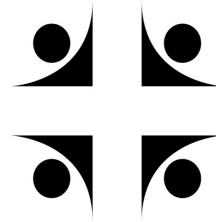


Health Home Provider Reference Guide

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| What is the Health Home? | |
| <p>An enhanced Primary Care Case Management program intended to provide Alabama Medicaid recipients with a medical home in order to achieve high-quality, lower costs, improved access, and better utilization in the management of care</p> | <p>Who is eligible for the Health Home?</p> <p>Any patient with one chronic condition at risk of developing another</p> <ul style="list-style-type: none"> • Mental Health Condition • Substance Use Disorder • Asthma • Diabetes • Heart Disease • BMI over 25 • Transplants • Cardiovascular Disease • COPD • Cancer • HIV • Sickle Cell Anemia • Hepatitis C Virus |
| Goals of the Health Home | |
| <ul style="list-style-type: none"> • Improve health outcomes for Alabama Medicaid Patient 1st Population • Help Primary Medical Providers effectively manage patients with chronic conditions • Improve communication across care settings • Integrate behavioral health with physical health • Empower patients to self-manage their conditions • Reduce the cost of care | |
| How will the Health Home affect my practice? | |
| <ul style="list-style-type: none"> • PMPs will continue to determine their panel size • Implementation of the Health Home program will not change a PMP's current panel. Patient 1st patients will continue to have the ability to choose the doctor or clinic for their PMP and change PMPs as is presently done • Must be willing to collaborate with Health Home staff for care coordination success • Must participate in quarterly medical management meetings via one of the following options: <ul style="list-style-type: none"> • Attend regional meeting • Alabama Care Plan Representative one-on-one at provider's office | |
| Reimbursements/Financials: | |
| <ul style="list-style-type: none"> • \$8.50 for each patient qualifying for Health Home Services • \$0.50 for all other Patient 1st patients on your panel • Case Management fees will continue to be made on the first check run of the month to Patient 1st PMPs • Not applicable for Rural Health Clinics or Federally Qualified Health Centers | |



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| Services: | | |
| <u>Care Coordination:</u> Nurses and Licensed Social Workers <ul style="list-style-type: none"> • Completion of psychosocial assessments to determine the needs of patients • Referral for needed resources including transportation, financial assistance, food, and support services • Provide education regarding chronic illnesses and provide support in managing their care | <u>Transitional Care:</u> Nurses and Licensed Social Workers <ul style="list-style-type: none"> • Assist patients in transitioning from one level of care to another • Partnering with medical facilities to develop discharge plans • Medication reconciliation • Education and support services in managing chronic conditions | <u>Medication Management:</u> Pharmacists <ul style="list-style-type: none"> • Medication reconciliation • Educate patients regarding medication management • Prior authorization assistance • Programs to improve adherence and health literacy |
| Complaints/Grievances: | | |
| <ul style="list-style-type: none"> • Recipient complaints and grievances can be communicated to your Care Coordinator, Health Home Executive Director, or by calling the Health Home toll-free number • The Health Home’s Quality Care Manager will be notified of the complaint and will respond to the recipient with proper resolution in a timely manner • Complaints and grievances are monitored routinely by the Health Home Executive Director to identify issues and when necessary, implement strategies for improvement | | Who to contact with complaints/grievances: Health Home Toll Free: 855-698-2273 Health Home Local: 205-558-7660 Executive Director, Michael Battle: 205-558-7645 |
| How to refer a patient for Health Home Services: | | |
| <ul style="list-style-type: none"> • Submit Health Home Referral Form to 205-449-0326 • Call the Health Home toll free or local number: 855-698-2273 or 205-558-7660 • Contact your Care Coordinator directly | | |
| Contact Information: | | |
| Michael Battle Executive Director of Alabama Care Plan Health Home 205-558-7645 mbattle@uabmc.edu | General Health Home Inquiries Toll Free: 855-698-2273 Local: 205-558-7660 | |