

One Call Care Management and the

Behavioral Health Navigator

CCN Member Resource Briefing I

March 2019

What We'll Cover

After this module, you'll know more about:

One Call Care Management: what it does for you and your patients and how to access it.

Behavioral Health Navigator: how this resource is integrated with One Call Care Management and what it does for you and your patients.

How best to connect your patients to these resources

Answering Your Needs: You Told Us; We Heard You

Busy practice life: you're seeing patients, getting interrupted constantly, and dealing with your EMR. The patient in front of you is having a bad day/week/month/life. You know he has significant nonmedical needs but there is just no time to address them. You feel bad, but what can you do? You're a doctor and your waiting room is full. **You can predict this patient is not going to do well, and probably won't be able to follow your treatment plan, let alone navigate life.**

This is a familiar scenario in everyday medical practice.

Now that clinicians are held accountable for the health outcomes of all patients, we must address their nonmedical needs to help them thrive.

Wouldn't it be nice if you or your staff could use just one *phone number to call* to address ALL those needs? . . . regardless of the patient's insurance type or even whether they had insurance?

So What Can the CCN Offer Its Members?

ANSWER:

ONE CALL CARE MANAGEMENT

An exclusive CCN Member Benefit

For any patient, any nonmedical need

Available during office hours M-F

Free of charge to patients and CCN members

JUST DIAL 443 481 5652

What Does One Call Care Management Do for You and Patients?

One-Call Care Management provides exclusive service to members of the CCN, offering access to a licensed clinical social worker (LCSW) who can address a referred patient's *non-medical*. Highly trained staff assess a patient's short-term and long-term care management needs, such as transportation, insurance questions or issues, housing needs, safety issues, behavioral health referral assistance and care management assistance.

The purpose in addressing these issues, is to impact and improve the health outcomes for your patient

How One-Call Care Management Works

Practice clinicians should give the referred patient a card (provided by the CCN) letting them know they will be receiving a call from a social worker who will assist them. Patients **do not** have direct access to One-Call Care Management.

Providers or their staff should refer all patients in 1 of 3 ways (as follows) and should include the patient's name, DOB, MR#, and reason for the referral.

A referral can be made to One Call Care management through EPIC (P AAMC One Call)

A referral can be made to Alexis Aguilar through Halo*

A phone call can be made to **443-481-5652**

The One-Call Care Management LCSW will contact the patients directly and within 2 business days, after receiving a referral. She will assess the patient's needs and make appropriate arrangements for them, then close the loop by contacting the referring practice in the same process as the referral was made. (*NOTE: patients referred for behavioral health or diabetes are linked to care, they are not assessed.*) It may take up to 2 weeks to complete the connection with the patient, and even longer to address the needs

*more on Halo in the next module

Examples of Needs Addressed by *One Call Care Management*

Connect your patients to *non-urgent, non-medical*, community based services, including:

Home-based care coordination (as available in geographic areas)

Home Provider assessments (as available)

Affordable medication options and assistance

Information and referrals on affordable housing, utilities, transportation assistance, food

Care-giver support group referrals

Provider referrals (hospice, palliative care, smoking cessation, diabetes education)

Assisting patients who state there are existing barriers scheduling appointments or accessing care to mental health or substance use services.

DME assistance if the patient cannot afford the cost of the DME due to having no insurance or not enough insurance.

Behavioral Health Needs

Say you see a patient today who fits any of these descriptions:

Ready to enter rehab or other addiction treatment

Not suicidal but extremely depressed and would like talk therapy and/or a psychiatric evaluation

Experiencing symptoms and signs requiring psychiatric consultation for diagnosis and treatment

The ONE CALL CARE MANAGEMENT social worker will coordinate with the BEHAVIORAL HEALTH NAVIGATOR to facilitate evaluation and treatment through any of a number of community resources. You will receive notification that your patient's needs are being addressed.

Behavioral Health Navigator

(part of the One Call Care Management portfolio of services)

Remember: ONE CALL DOES IT ALL: 443 481 5652

The One Call Care Manager will reach out to your patient and coordinate both behavioral health and social needs. The One Call Care Manager connects the patient to the Behavioral Health Navigator, a highly skilled individual who will research each patient's options and arrange for services to begin. She will close the loop and let you know of the plan.

NOTE: The Behavioral Health Navigator has relationships with behavioral health providers across the region. She is uniquely qualified to make sure patients get the right care at the right time and place.

So How Does This Work?

A patient of yours has nonmedical needs and/or behavioral health needs that are not 911 types of emergencies



Get the patient's best phone number and tell him or her that you'll be arranging for them to receive a call. You can simply say, "I have access to some resources that can help you. They'll give you a call today or no later than tomorrow (next business day)."



You or your staff member contact One Call Care Management with patient info. Let them know your preferred method of hearing feedback



The One Call Social Worker calls patient, introduces herself and says, "Doctor X told you I would be calling." Patient needs are addressed and you hear about it in your preferred method.

REMEMBER

DIAL 443 481 5652*

OR

SECURELY TEXT THROUGH HALO

OR

IN BASKET MESSAGE IN EPIC: AAMC ONE CALL

*we have stickers for your practice phone, if you like. Just ask.

Keep Going.
There are two more modules.
You are more than halfway
done!