

What is Connect Care Choice?

Connect Care Choice is a new health care option available for adults over age 21 that have Medicaid coverage only. The goal of Connect Care Choice is to assist the individual and his or her family by providing improved access to their primary care doctor and nurse case manager so they can better manage their chronic illness and conditions. Emphasis is placed on preventive and primary care and teaching the individual self-management skills to stay well in the community, and reduce illnesses and hospitalizations.

Who is eligible?

Adults living in the community in Rhode Island who:

- Have Fee-for-service Medicaid coverage only,
- Are 21 years old or older,
- Are not living in an institution or nursing home.

Benefits to Physicians

- Increased PMPM reimbursement through Medicaid for participation*
- Increased Medicaid visit rate for FFS visit codes (99201-99205) & (99211-99215)*
- Dedicated Nurse Case Manager for complex patients (PMPM to practice)*
- DHS provided resource for transportation
- DHS provided link to community resources
- DHS provided link to Stanford Chronic Disease Self-Management Program patient workshops
- DHS provided pharmacy, clinical and administrative data
- Improved patient outcomes and compliance
- Reduced “hassle factor” and “no shows”

Physician Requirements

- Meet participation standards for Connect Care Choice Program including “Advanced Medical Home” (ACP)*
- Work with Nurse Case Manager dedicated to practice
- Partner with patients to better manage chronic illness and conditions
- Actively recruit Medicaid only patients in practice into program
- Provide process and clinical outcomes reports (TBD)

When will this new program start?

Practice sites will be identified as potential partners and recruiting and enrollment will begin in May of 2007. Once a practice is participating, the Connect Care Choice Program will be available to the Medicaid fee-for-service members who receive care in their practice.

* Additional information available



For more information

Please call Ellen Mauro, RN, MPH, Program Administrator at RI Department of Human Services at 462-6311 or emauro@dhs.ri.gov

**Advanced Medical Home Standards
(American College of Physicians)**

- Primary care physicians would partner with patients to ensure all of their health care is effectively managed and coordinated.
- Physicians would incorporate the “Chronic Care Model” in working with their patients who have chronic disease to help them manage their own conditions and prevent avoidable complications by providing well and preventative visits, self-management supports and education.
- Physicians and their teams would be in charge of coordinating chronic care. This would include a dedicated nurse case manager either in the practice or provided to the practice from the community and would link to community supports.
- Practices would use innovative scheduling systems to minimize delays in getting appointments either same day or after hours access
- Practices would link to behavioral health providers for beneficiaries with co-occurring conditions, provide screening, referral and on-going coordination
- Practices would use electronic health records (to be implemented within 18 months of becoming certified as a Connect Care Choice Provider) and other information technologies to store all clinical data and tests results; adopt E-Prescribing; E-billing; and computerized evidenced based clinical decision guidelines at the point of care.

Department of Human Services (DHS) provider participation and incentive payment requirements:

- The PCP will encourage their patients with chronic diseases to enroll in the Connect Care Choice Program;
- The PCP will refer and encourage patient to complete the Stanford Chronic Disease Self Management 6 week workshop to promote self-management of chronic conditions;
- The PCP will provide specific quality and disease management measures to DHS as required (TBD);
- The PCP will uphold the national standards for the NCM case load of 1 Nurse FTE for 150-200 moderate to high risk patients as determined by DHS;



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