

COORDINATION OF CARE

A well-coordinated system of care is necessary to ensure positive outcomes for Colorado Medicaid members. Consequently, the BHOs and ValueOptions require coordination of services for all of its members. The primary outpatient provider is responsible for care coordination. Member consent, while preferred, is not required for coordination of care.

The responsibilities of network providers in coordination of care include:

- Coordination of services between the member's Primary Care Physician (PCP) or a physician other than a PCP who is involved in the member's care, and the member's mental health service provider.
- Documentation of regular ongoing coordination of care in the member's treatment record.
- Coordination should include the exchange of relevant healthcare information.
- Identifying, providing, arranging for, and coordinating with other social, legal, and human services that support the member and documentation of that coordination.
- Maintaining a current integrated treatment plan.
- Maintaining current documentation of coordination among all providers involved in the member's care.
- Assisting members in finding a PCP. Health *Colorado* gives referrals to members looking for a PCP and to providers assisting members in finding a PCP. Health *Colorado* can be contacted at 1-888-367-6557 or 1-303-839-2120 in the Denver metro area. Health *Colorado's* website also provides information on how to obtain a PCP:
<http://www.healthcolorado.net/>

COORDINATION WITH OTHER HUMAN SERVICES AGENCIES

ValueOptions and the BHOs have implemented procedures for coordinating mental health services with other services offered by other human service agencies including:

- County social services departments;
- Child welfare agencies;
- Residential child care facilities;
- Organizations providing services to older adults;
- Schools;
- Judicial systems;
- Agencies providing substance abuse services;
- Agencies providing translation/interpretation services;
- Agencies providing services to deaf and hard of hearing members;

- And any other agencies providing human services to Medicaid recipients in need of mental health care.

Service system integration is the responsibility of the Director of Service System Integration who is available to advise on care coordination issues at 800-804-5040.