



1. What Is Care Coordination?

- ▶ Care Coordination is the centerpiece of Centennial Care and requires collaboration among the Centennial Care Managed Care Organizations (MCOs), other state agencies, providers and members.
- ▶ Through Care Coordination, the MCOs identify all of the member's physical health, behavioral health and long term care needs and coordinate appropriate services to ensure that the member's holistic needs are addressed.

2. Goal of Care Coordination

- ▶ To provide each member with the right care at the right time in the most appropriate setting.

3. Care Coordination Eligibility:

- ▶ Any member who has an established full Medicaid Category of Eligibility (COE), is enrolled in Centennial Care and determined through a Comprehensive Needs Assessment as eligible for Care Coordination.

4. Care Coordination Enrollment and Services:

- ▶ The Health Risk Assessment (HRA) determines whether a member may require more comprehensive care coordination.
 - Approximately 50% of Centennial Care members have received an HRA.
- ▶ At a minimum, members in Level I Care Coordination receive an HRA annually and have access to the MCOs' Care Coordination Units for any assistance needed.
- ▶ Members in Level II or Level III Care Coordination are assigned to an individual Care Coordinator who will meet with them face to face to conduct a Comprehensive Needs Assessment (CNA) and have more frequent contact with the member.
 - Approximately 50,000 CNAs have been completed by the MCOs.
- ▶ Members in Level II or Level III Care Coordination will work with their assigned Care Coordinator to develop and implement an individualized care plan based on a person-centered approach that includes the member's unique needs and preferences.
- ▶ All Centennial Care members who require care coordination will receive on-going care coordination to ensure that they receive the necessary and appropriate care.

5. Care Coordination MCO Network

- ▶ The approved health plans offering Care Coordination in Centennial Care are Blue Cross Blue Shield of New Mexico, Molina Healthcare, Presbyterian Health Plan and United HealthCare.