

Coordination of Care

What is coordination of care and who provides it?

Coordination of care requires proactively identifying the patient's needs, organizing care and communicating vital information at the right time to the right people. Coordination can occur among various parties but often includes:

- Primary medical provider
- Specialty providers
- Behavioral health practitioners
- Inpatient hospitals
- Skilled nursing facilities
- Home care agencies
- Labs and other diagnostic services
- Family and caregivers
- Health plan care managers
- Other care managers

Why is coordination of care important?

Appropriate care coordination and the availability of pertinent and up-to-date information leads to many positive benefits, including:

- Safer and more effective care
- Lower admission and readmission rates
- Fewer care complications and delays
- Smoother care transitions
- Increased efficiency and reduced costs
- Improved health and satisfaction for the patient



The provider's role:

Managed Health Services (MHS) expects that providers follow these practice guidelines in coordinating care for our members. Our health plan and associated providers are rated and evaluated based on the ability to successfully carry out these practices. Please note that the care coordination measures are specifically evaluated in our annual member experience surveys (CAHPS®)*.

**Quality care
is a team effort.
Thank you for
playing a
starring role!**

Important provider coordination of care practices

Labs & X-rays*	Tell your patient when to expect lab, X-ray and other test results and deliver the results on time
Other providers*	Assist your patient in arranging care with other practitioners and services
Specialist referrals*	Follow up on referrals and discuss your patient's current specialist care
Medical records*	Obtain relevant medical records prior to appointments and review with your patients
Prescriptions*	Regularly discuss and update your patient's current prescription medications
Preventive care*	Remind your patients about important prevention measures, such as regular flu shots
Fall prevention	Discuss the risk and prevention of falling with your patient
Post-discharge care	Ensure appropriate follow-up care is in place after your patient's hospitalization or emergency care
After hours care	Ensure that your patient knows how to receive care when your office is closed
Patient feedback	Encourage your patients to ask questions and express their needs and priorities; discuss and monitor your patient's perception of physical and emotional health yearly
Care management	Collaborate with MHS' Care Management programs for patients with coordination or educational needs; call 1-877-647-4848.
Community assistance	Refer patients with community assistance or social determinants of health needs to MHS' Help Line at 1-877-647-4848; we help connect members to local food, housing, financial and transportation services

* CAHPS®-related measure



Additional information on the topic Care Coordination can be found at <https://www.ahrq.gov/ncepcr/care/coordination.html>