

Care Management for Individuals with Mental Health Conditions & Substance Use Disorders: Panel Discussion with Indiana Medicaid Managed Health Plans

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Learning Objectives

- Describe the purpose of MCE Care Management Programs
- Answer common questions about who can receive support, how to make referrals, what the process entails, and describe member outcomes
- Feature the Indiana Pregnancy Promise Program, an enhanced care management program for pregnant and postpartum individuals with OUD

Navigating the Health Care System is Complex

- I don't feel well, something isn't right.
- Where do I get lab tests?
- My medications don't seem to be working.
- I want to quit smoking, where do I start?
- What if I don't have the right kind of specialist in my community?



What is Care Management within Medicaid?



- A service offered to members to make health care easier and less overwhelming
- Individuals engage in care management for a variety of reasons:
 - Disease management & coaching
 - Case management support (concrete needs, durable medical equipment)
 - Assistance scheduling & coordinating appointments
 - Finding help with resources related to social determinants of health
 - Discharge management
 - Help with medications

Who provides Case Management and Care Coordination?

- Specially trained professionals such as:
 - Registered Nurses
 - Licensed Social Workers
 - Licensed Certified Addiction Counselors
 - Licensed Marriage and Family Therapists
- With interdisciplinary support from the Health Plan's:
 - Chief Medical Officers
 - Behavioral Health Teams
 - Maternal Child Health Teams
 - Community Health Workers



Who might receive Care Management?

Individuals with a variety of health conditions benefit from care management. Some conditions include:

- Asthma
- Congestive Heart Failure
- Chronic Kidney Disease
- Depression
- Diabetes
- Hepatitis C
- Post-Traumatic Stress Disorder
- Pregnancy
- Sickle Cell Disease
- Substance Use Disorder
- Unaddressed health-related social needs
- Other examples – frequent emergency department utilization

What Does the Process Look Like?

Care Managers/Case Managers

- Engage with members to perform screenings, assessments, and development/monitoring of individualized care plans
- Help members access physical & behavioral health services, SUD treatment, health-related social needs
- Educate members on topics such as use of medications, wound care, tobacco cessation, infant safe sleep
- Communicate and collaborate with providers, make referrals to needed resources, facilitate warm hand-offs
- MCE Care Managers collaborate with, rather than duplicate other services

Let's Hear from the Panelists about the Value of Collaboration



One Example of an Enhanced Care Management Program



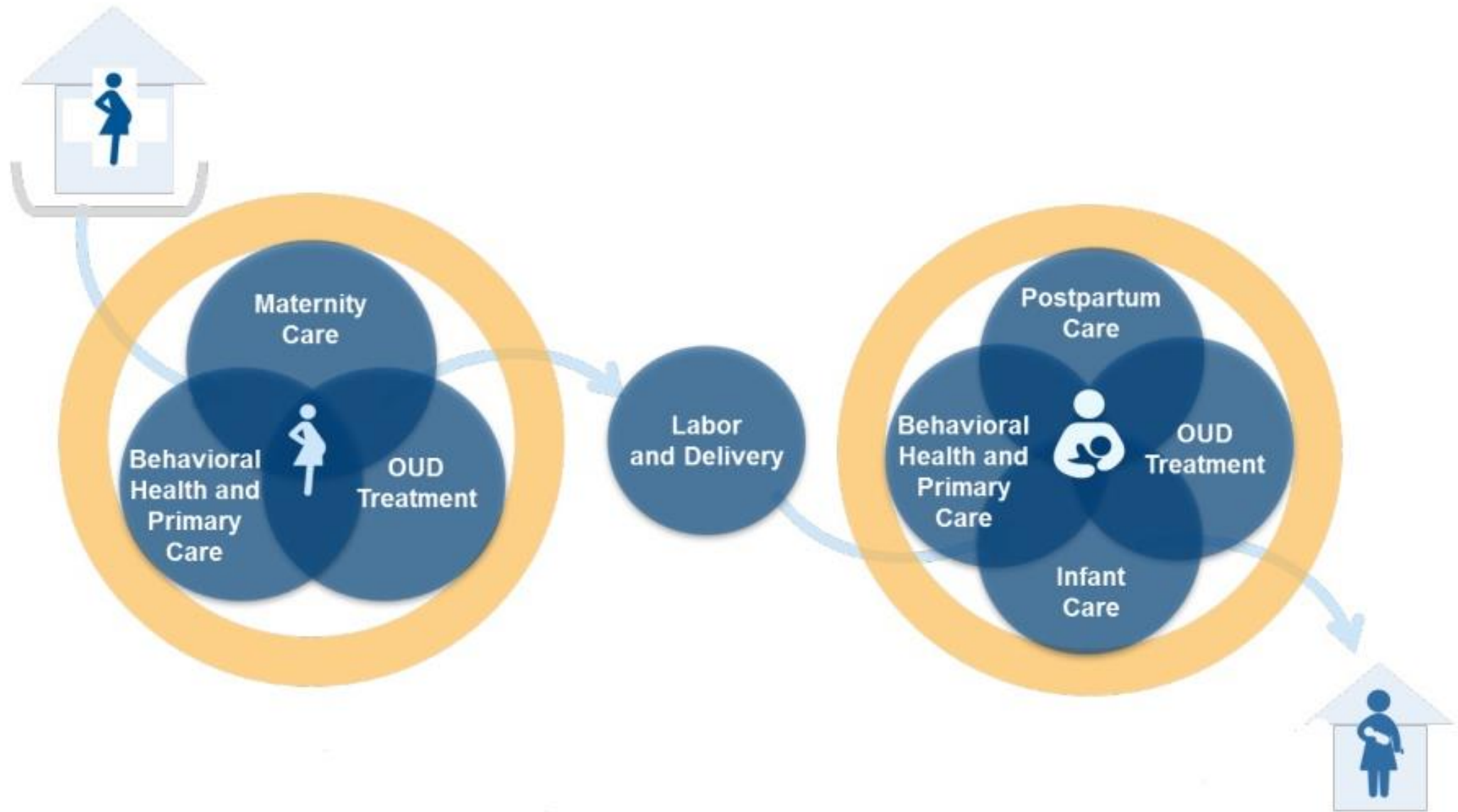
Indiana Pregnancy Promise Program
Promoting Recovery from Opioid use:
Maternal Infant Support and Engagement



 Indiana Family & Social Services Administration
www.PregnancyPromise.in.gov
Toll-Free 888-467-2717 | 317-234-5336
PregnancyPromise@fssa.in.gov

Indiana Pregnancy Promise Program

- Federally funded by CMS Cooperative Agreement
- Available statewide for pregnant/postpartum individuals and infants impacted by opioid use disorder
- Provides enhanced case management and care coordination
- Specially trained Pregnancy Promise Program Case Managers
- Smaller caseloads to comprehensively address the needs of the population
- Frequent and enhanced outreach requirements
- Additional screenings and assessments
- Multi-generational approach to service delivery
- Childcare benefit



MCE Panel Questions and Answers



Health Plan Contacts for Care Management

UnitedHealthCare CM contact:

M. Carmelita O'Britis, Clinical Program Manager

Carmelita.obritis@optum.com

[Welcome Indiana \(providerexpress.com\)](http://WelcomeIndiana.providerexpress.com)

Anthem CM contact:

Anthem Case Management

INBHCasemanagement@anthem.com

866-902-1690

Behavioral Health Crisis Line 24 hours/day, 7 days/week: 833-874-0016

CareSource CM contact:

INCaseManagement@CareSource.com

833-230-2039

MDwise CM contact:

1.800.356.1204 to request case management

Website: [Case Management/Disease Management Referral Form - MDwise | MDwise Documents and Links](#)

Provider Portal: Complete the electronic form and submit

MHS CM contact:

1-877-647-4848 for Behavioral Health Case Manager

MD Referrals: *Complete the Care/Case/Disease Management Request form, available on our [Provider Forms](#) page.*

MHS Case/Disease Management at 1-877-647-4848

or <https://www.mhsindiana.com/contact-us.html>

www.mhsindiana.com



Final Thoughts



Thank you!

