Innovative Programs and Initiatives

Coordinated Care partners with many important regional non-profit health improvement organizations such as: Washington Apple Health, Comprehensive Health Education Foundation, American Diabetes Association, Henry Housing and Ministry of News.

**Member Connected to Care**

A tremendous number of members increased their access to care. Member Connections recognizes it must continue to listen and understand the needs of members and continue to monitor the program and plan with Coordinated Care partners.

Throughout a contact with a Coordinated Care representative, the member is able to meet the needs of the health plan by getting the most up-to-date information from them.

The member has requested to meet this member and get the member connected to care. Our staff was able to schedule the member a phone number for a new cell phone number. The member is scheduled to meet with a representative of the program.

- **Start Smart for Baby**
  - In an effort to help pregnant members deliver healthy babies, Start Smart for Your Baby (Start Smart) incorporates the concepts of case management, care coordination, and disease management.
  - The Start Smart program is comprised of multiple components which allows for a clearly more pregnant members recognize with the need for education and intervention.
  - The Start Smart program reduces the rate of prematurity, reduces neonatal hospital stays, increases birth weight, and decreases the number of low birth weight.
  - The Start Smart program is endorsed by the American College of Obstetricians and Gynecologists.
  - The Start Smart program provides education and counseling to prevent premature delivery.

**Information Technology**

Coordinated Care’s systems engineering, Center Corporation, provides a platform for the management of Medicaid and other non-Medicaid health plans. This platform continues to be expanded, supporting growth and driving efficiency. Coordinated Care has been recognized as a leader in Information Technology by InformationWeek for the last five years.

- **Centelligence**
  - Centelligence continues to extend its core areas, enabling proactive management to improve medical outcomes and lower costs.

- **Smart for Baby**
  - Moms receive a free convertible car seat prior to the birth of their baby for participating in the Start Smart for Baby program when enrolled at least six weeks prior to their due date.

**Member Connections**

Coordinated Care’s Member Connections provides members with personalized time and attention by community health workers, case managers, and physicians.

Through the network of Coordinated Care, our staff was able to meet the needs of the member by providing them with a phone number for a new cell phone number. The member is scheduled to meet with a representative of the program.

Through contacting a friend, our staff was able to meet the needs of the member by providing them with a phone number for a new cell phone number. The member is scheduled to meet with a representative of the program.

- **Innovative Programs and Initiatives**
  - Start Smart has evolved into a complete program that promotes education and communication between pregnant members that can be recognized by the American College of Obstetricians and Gynecologists.
  - The Start Smart program reinforces the appropriate use of medical resources to extend the number of pregnancies, prevent premature delivery.
  - The Start Smart program provides education and counseling to prevent premature delivery.

**Value to the State of Washington**

Coordinated Care Health Plan is the leading commercial health plan in the state of Washington and provides quality healthcare to its enrollees in the State of Washington.

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Coordinated Care

The Multiview report card provided by Coordinated Care Corporation (Coordinated Care) performed against state, National Committee for Quality Assurance (NCQA) and Comprehensive Health Rankings through June 30, 2014, and what Coordinated Care is doing to improve our member’s health outcomes. As of June 30, Coordinated Care was providing managed care services to more than 169,000 Washington Apple Health members and 20,000 Ambetter from Coordinated Care Health exchange enrollees.

**Claims Payment**
- Total resolved in 0-30 days: 99.5%
- Total resolved in 0-90 days: 99.65%
- 477 need to schedule her mammogram.
- Almost 2,300 letters CentAccount information was faxed and mailed to eligible members.
- Early and Periodic Screening, Diagnostic, and Treatment (EPSDT) non-compliance list was sent to the larger provider network.
- Ambetter pilots a project to increase screenings for women over the age of 40 through the development of a pediatric behavioral health screening tool.
- Community Involvement
  - Coordinated Care is actively engaged in community health care activities such as Pierce County Immunization Coalition, Children with Special Health Care Needs (CSHCN), Immunization Coalition of Washington, Health Coalition for Children and Youth, Washington Medicaid Coalition Outreach, Eastern Washington Outreach Coalition, Washington Medicaid Coalition of Outcomes, Pierce County Community Health Worker Collaborative, King County Prevention/Network/Coalition/Access and Pierce County outreach programs and aligned with the Washington State immunization database for tracking the distribution of age-appropriate interventions.

**Quality Improvement Initiatives**
- In 2014, Coordinated Care received NCQA Accreditations, demonstrating our commitment to quality. Coordinated Care is conducting quality improvement Performance Improvement Projects (PIPs) to analyze data and develop demonstrable improvement in aspects of clinical care and outcomes. This is expected to have a beneficial effect on health outcomes and member satisfaction. The following have been identified as Quality Improvement in Coordinated Care in 2014 areas for continued or new initiatives:
  - **Interventions include a letter and education packets.**
  - **Get mammogram reminders to prevent them from missing annual mammogram screening.**
  - **Must be compliant with next visit mammogram date.**
  - **Contact members to remind them to get their child vaccinated.**
  - **Steps to ensure correct diagnosis and treatment of child.**

**Improving Women’s Health**
- Studies indicate that insured, low-income populations that access health care more efficiently which often leads to better health outcomes than those who are uninsured.
- **Overall Program:**
  - **Less than 3% Improvements:**
    - Phone calling the parents of 12 month old members to remind
    - CARPITs to identify women at risk for breast cancer. The Plan will initiate
    - **Improving the Transitions of Care:**
      - **Total resolved in 0-90 days: 99.65%**
    - **Performance improvement initiatives include:**
      - Ambetter pilot a project to increase screenings for women over the age of 40 through the development of a pediatric behavioral health screening tool.
      - Community Involvement
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**EPSDT 2014**
- Coordinated Care is performing performance measures following NCQA guidelines in 2013 using data.
- In addition to submitting data to NCQA, we will be performing method review for the following performance measures:
  - Infant health: screening, immunizations, well-child visits, etc. for the first 12 months of life will visit the child.
  - First, fourth, sixth and each year of life up to the age of 18 will have a well-child visit.
  - Implement a process for reviewing members and providers to ensure that patients only need a visit for their medical conditions.

**Early and Periodic Screening, Diagnostic, and Treatment (EPSDT)**
- Non-compliance list was sent to the larger provider network.
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