

<p style="text-align: center;">Seaside Health Plan Policies and Procedures</p>	<p>Effective Date: May 17, 2013</p> <p>Note: For origination date see History at the end of Policy</p>
<p>SUBJECT: CASE MANAGEMENT STAFF STRUCTURE AND ROLES FOR THE SNP MODEL OF CARE</p>	<p>Approval Signature: Barry Smith, RN Chief Medical Director</p>
<p>Manual: Case Management Policy/Procedure # SNP-200 Section: Special Needs Population</p>	<p>Sponsor Signature: Kimberly Ward, RN Director, Utilization Management</p>
<p style="text-align: center;"> <input type="checkbox"/> COMMERCIAL <input type="checkbox"/> HEALTHY FAMILIES <input type="checkbox"/> MEDI-CAL <input checked="" type="checkbox"/> MEDICARE </p>	

AUTHORITY

Medicare Managed Care Manual
42 CFR §422.101(f)(2)(ii)

POLICY

Seaside Health Plan staffing structure include staff to perform the following functions; Special Needs Plan (SNP) coordination, data analysis, utilization coordination and training.

Seaside Health Plan assures that staff coordinates benefits, information, and data collection and analysis for beneficiaries and network providers. Tasks to be performed include the following:

- Authorizes and/or facilitates access to specialists and therapies
- Advocates, informs, educates beneficiaries on services and benefits
- Develops and updates individualized care plan for beneficiary
- Manages care and pharmacotherapy through an interdisciplinary team
- Coordinates care across settings and providers
- Conducts medical chart reviews
- Identifies and facilitates access to community resources and social services
- Monitors provision of services and benefits to ensure follow-up
- Conducts medication reviews
- Processes claims
- Assures statutory and regulatory compliance
- Triages beneficiary care needs
- Reviews and analyzes utilization data

PROCEDURE

I. CARE MANAGEMENT STAFF

- A. Seaside Health Plan has appropriate staff to perform care management and coordination of services and benefit functions which includes the following :
1. Care Manager or coordinator
 2. Durable Medical Equipment coordinator
 3. Utilization Review coordinator
 4. Discharge planning specialist
 5. Clinical Nurse manager or coordinator
 6. Health information specialist
 7. Training
 8. Data Analysis

II. ADMINISTRATIVE STAFF

- A. Seaside Health Plan has appropriate staff to perform administrative and clinical oversight duties; these include:
1. Medical Director
 2. Administrative, director, executive staff

III. STAFF ASSESSMENTS

- A. Seaside Health Plan assures that staff effectively performs administrative and clinical oversight activities. The duties include conducting performance assessments and developing a process to assess and/or observe interdisciplinary team meetings and effectiveness. Performance assessments are done by having meetings monthly with the interdisciplinary team and presenting 4 to 5 CM SNP cases either face-to-face or telephonic meetings.

IV. STAFF TRAINING

- A. Seaside Health Plan has appropriate staff (employed, contracted, or non-contracted) trained on the SNP model of care to coordinate and/or deliver all services and benefits includes the following:
- B. All employees have initial and annual refresher training on the SNP model of care as evidenced by attendance lists and/or evaluation
- C. All contractors have initial and annual refresher training on the SNP model of care as evidenced by attendance lists and/or evaluations
- D. All network providers have initial and annual refresher training on the SNP model of care as evidenced by attendance lists and/or evaluations
- E. All temporary non-contracted staff have initial and annual refresher training on the SNP model of care as evidenced by attendance lists and/or evaluations

- F. Staff training strategies that uses a variety of methods including; face to face, web-based interactive training and self-study program (electronic media, print materials).
- G. Case Managers along with case manager assistant will coordinate the annual and refresher annual SNP MOC training. The MOC training will be sent to all staff and providers along with an attestation cover letter requesting return of attestation letter upon completion of the training.
- H. Case Manager Assistant will be responsible for appropriate follow-up on all completed and non-completed SNP MOC annual trainings. Staff and Providers not returning attestation within 30days will receive a follow-up phone call or a letter. Case Manager Assistant will develop a log to track all annual SNP MOC annual trainings.
 - 1. Percentage of staff and providers completing the MOC training will be analyzed at the quarterly UMC/QM Meetings.
 - 2. Staff and providers not completing the MOC training will be analyzed at the quarterly UMC/QM Meetings and committee members will discuss ways to improve MOC training completion.

History: New

Origination Date: May 17, 2013