

Memorandum

To: Gold Coast Health Plan Providers

From: Kathy Neal, Executive Director of Health Services

Re: **Care Management for Gold Coast Health Plan Members**

Date: May 21, 2019

Gold Coast Health Plan (GCHP) provides Care Management (CM) upon request for all eligible members. Making a referral is easy!

Members who could benefit from care management may include those with:

- Complex acute and chronic diagnoses.
- Disabilities.
- Adherence concerns.
- End-of-life matters.
- Children with special needs.
- High-risk pregnancies.
- Social determinants of health needs.

The CM team provides a consistent method for identifying, addressing and documenting the health care and psychosocial needs of GCHP's members along the continuum of care. Once a member has been referred to CM, the team will work with them to:

- Determine risk and safety needs.
- Complete a comprehensive initial assessment.
- Determine what benefits and resources are available to them.
- Connect with community partners.
- Develop goals in partnership with them and their provider, family, caregiver and/or significant other.
- Identify barriers to care and determine strategies to reduce them.
- Monitor and follow-up on progress toward their goals.

A member of GCHP's CM team will contact your patient to obtain their consent to participate in the program. Once your patient agrees, mutually agreed upon goals will be established and prioritized by your patient. The frequency of contact is determined by both the member and the team.

Once an individualized plan of care has been developed, you, as the referring physician, will be provided with the initial goals and identified barriers. You will be updated every two months on the member's progress and again when the case is closed. Unless you specify otherwise, this correspondence will be sent to your office for inclusion in the member's file and will include the name and telephone number of the care manager involved in your patient's care.

To refer a member, complete the [Care Management Referral Form](#). You will be providing the care manager with valuable information to address your concerns and facilitate an effective care plan. Please email the completed form to CareManagement@goldchp.org or fax it to 1-855-883-1552. Instructions are also provided on the second page of the form.

For more information about the program or on how to make a referral, please contact the CM department at 1-805-437- 5777.