



Provider Notice

For any member enrolled in GAP case management with a Community Services Board (CSB) there are requirements for care coordination between the CSB case manager and Magellan GAP care managers. This communication provides guidelines to inform those working with members receiving case management when care coordination is needed.

What is Care Coordination?

Care coordination is the purposeful organization of member care activities between two or more participants involved in a member's care to facilitate the appropriate delivery of health care services. All providers working with a member share important clinical information and work together to keep members and their families involved and informed and to ensure that effective referrals and transitions take place.

For a GAP member, this activity is meant to ensure an optimal Individual Service Plan be developed based on as much information as possible related to both the member's physical and behavioral clinical picture. This activity is done in the spirit of collaboration and is meant to support the member on his or her path of recovery.

The below chart classifies clinical needs into three categories: Critical, Urgent, and Stable. Please note that care coordination between CSB case managers and Magellan GAP care managers is required for the critical and urgent status. It is **not** required when GAP members are stable. Each Status is defined below by the sentinel events that would indicate the need for care coordination and gives the time frames within which the coordination must occur.

These contacts may be initiated by either the CSB or Magellan depending upon when each party becomes aware of a sentinel event experienced by the member as stated below. The contacts will occur by phone. The CSB case manager should call the provider number at Magellan (1-800-424-4536) and ask to speak to a GAP care manager. The GAP care manager will contact the CSB case manager listed on the case management registration form submitted to Magellan for the member.

<u>Clinical Status</u>	<u>Description</u>	<u>Care Coordination Frequency/Type of Contact</u>
Critical	<u>Individual has been:</u> <ul style="list-style-type: none"> Admitted to a Crisis Stabilization Unit Admitted to a hospital for psychiatric tx Admitted to a hospital for a medical tx 	The CSB GAP CM & the Magellan Care Manager will contact each other within <u>1 business day</u> of becoming aware of the admission to coordinate care, and as clinically indicated thereafter.

<p>Urgent</p>	<p><u>Individual has experienced one of the following sentinel events:</u></p> <ul style="list-style-type: none"> • Has been newly diagnosed with a serious health issue or has experienced a change in a serious health condition • Has refused to take or has been inconsistently taking medications as prescribed • Has experienced an event that necessitated submitting a Critical Incident Report to the DBHDS • Has experienced a forced disruption in their housing/living situation 	<p>The CSB GAP CM will contact the Magellan Care Manager within <u>5 business days</u> of becoming aware of the event in order to coordinate care, and as clinically indicated thereafter.</p>
<p>Stable</p>	<p><u>Individual is clinically stable.</u></p>	<p>The CSB GAP CM will contact the Magellan Care Manager on an <u>as needed basis, and as described above if the individual's clinical status changes.</u></p>

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