

Procedure Number & Title:	C02-16 Care Coordination Program Implementation Procedure
Department:	Clinical
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Original Implementation Date:	7/30/2021
Revision Effective Date:	7/30/2021

- I. Purpose:** To define internal processes associated with OneCare’s Care Coordination Program.
- II. Scope:** This procedure applies to OneCare Workforce.
- III. Definitions:** Capitalized terms have the same definition as defined in OneCare’s *Policy and Procedure Glossary*.
- IV. Procedure:**

OneCare deploys Workforce who:

- Review data in OneCare suite of applications and program software systems, as per targets set forth in Care Coordination Program Policy 02-04-PY22, and the 2022 OneCare Care Coordination Payment Model Guidance Document.
 - Promote care team collaboration and holistic, integrated care across the network continuum of care, including integration of physical and mental health providers.
 - Support person centered care coordination for all, including those with medical complexity, social determinants of health risk factors, and substance abuse disorders.
 - Share data with health service areas obtained from program tools related to overall utilization, costs of care, health outcomes and care coordination program performance elements.
 - Provide care coordination support to ensure participants achieve identified program targets identified by shared data. Collaboratively develop performance improvement plans with participants not meeting identified targets.
 - Provide focused support and technical assistance to network regarding self-access to ACO provided applications, tools and software systems available to the network.
 - Provide clinically related care coordination trainings to the network in accordance with Procedure C02-06 Care Coordination Training and Responsibilities.
- V. Review Process:** This procedure will be updated annually in alignment with OneCare’s Program Agreements with Payers and the related policies and procedures listed below.
 - VI. References:**
 - OneCare’s Program Agreements with Payers

PROCEDURE



VII. Related Policies/Procedures:

- C02-06 Care Coordination Training and Responsibilities
- 02-04 Community Care Coordination Program Policy

Location on Shared Drive: S:\Groups\Managed Care Ops\OneCare Vermont\Policy and Procedures

Management Approval:

Jodi Frei

8/4/21

Manager, Clinical Programs

Date