

Chapter 7 Coordination of Care, Medical Case Management, and Disease Management

A. Coordination of Care

Coordination of Covered Services Not Directly Provided by the Molina Network (Applies to STAR and STAR+Plus programs only. Does not apply to CHIP Program.)

Molina will assist providers in making necessary arrangements to provide home and community support services to integrate covered services not directly provided by the Molina network, including:

- EPSDT Dental Services
- Texas Agency Administered Programs and Case Management Services
- Vendor Drug Program (out-of-office drugs)

For members that are eligible for Medicaid, the State-administered Texas Medicaid Vendor Drug Program makes payment for prescriptions of covered outpatient drugs only the pharmacy physicians and other health care providers contracted with the Texas Vendor Program. The only drugs eligible for Vendor Drug reimbursement are listed in the current Texas listing of National Drug Codes. Molina Healthcare of Texas is, however, responsible for assisting its Medicaid-only members with medication management through it PCPs and/or specialists.

- Essential Public Health Services including:
 - Complying with health reporting requirements
 - Notification of communicable disease outbreaks involving members
 - Reporting immunizations to Immtrac
 - Assist in follow up of confirmed cases of childhood lead exposure
 - Referring to local Public health for STD/HIV contact investigation
 - Cooperating with annual population and community based needs assessment
 - Referring lead screening tests to TDH laboratory
- School Health and Related Services (SHARS)
- Early Childhood Intervention Case Management/Service Coordination
- MHMR Targeted Case Management
- Mental Health Rehabilitation
- Pregnant Woman and Infants Case Management
- THSteps Medical Case Management
- Texas Commission for the Blind Case Management
- Tuberculosis Services provided by DSHS-approved providers (Directly Observed Therapy and Contact Investigation)
- Medical Transportation
- DADS Hospice Services

Integration may be delivered by coordinating the care of members with other programs, public health agencies and community resources which provide medical, nutritional, behavioral, educational, and outreach services.

B. Medical Case Management (MCM)

The MCM Program is designed to be a systematic approach to monitoring known or potentially complex and high cost medical cases. The program is based on a member advocacy philosophy designed and administered to assure the member value-added coordination of healthcare and services; to increase continuity and efficiency; and produce optimal outcomes. The focus and responsibility of the program integrates all phases of care for members with complex needs and/or members who require services that are “carved out” from coverage based on contractual arrangements, to ensure continuity and prevent disruption of needed medical care.

MCM is responsible for planning, organizing and coordinating all necessary services required or requested, and facilitates communication between the member’s Primary Care Physician, the member, family members, other practitioners, facility personnel, ancillary providers and community resources as applicable.

Practitioners may also contact Molina’s Provider Services or Medical Case Management during business hours Monday-Friday toll free 866-449-6849 for questions regarding the referral process to medical case management.

C. Disease Management (DM)

The Disease Management Program is a multi-disciplinary, continuum-based approach to health care delivery that proactively identifies populations with, or at risk for chronic medical conditions. Disease management supports the practitioner-patient relationship and plan of care, emphasizes the prevention of exacerbation and complications using cost-effective, evidence-based practice guidelines and patient empowerment strategies such as self-management. It continuously evaluates clinical, humanistic and economic outcomes with the goal of improving overall health.

Molina Healthcare of Texas systematically identifies members who qualify for its DM programs, but also accepts provider referrals and member self-referrals. Systematic identification means use of a rules-based, consistent, population-based process to identify all eligible members according to the eligibility criteria defined for the program. Eligibility for DM programs may be based on the intensity of the disease or special characteristics of the population.

Currently, Molina Healthcare of Texas offers Disease Management Programs for **Asthma, Diabetes, Congestive Heart Failure, and At-Risk Pregnancy**. For more information on these programs or to refer your Molina patients, please call 877-665-4622.