



Case Management and Care Coordination Community Resource Huddle

Central Oregon and Columbia Gorge Regions



Introductions

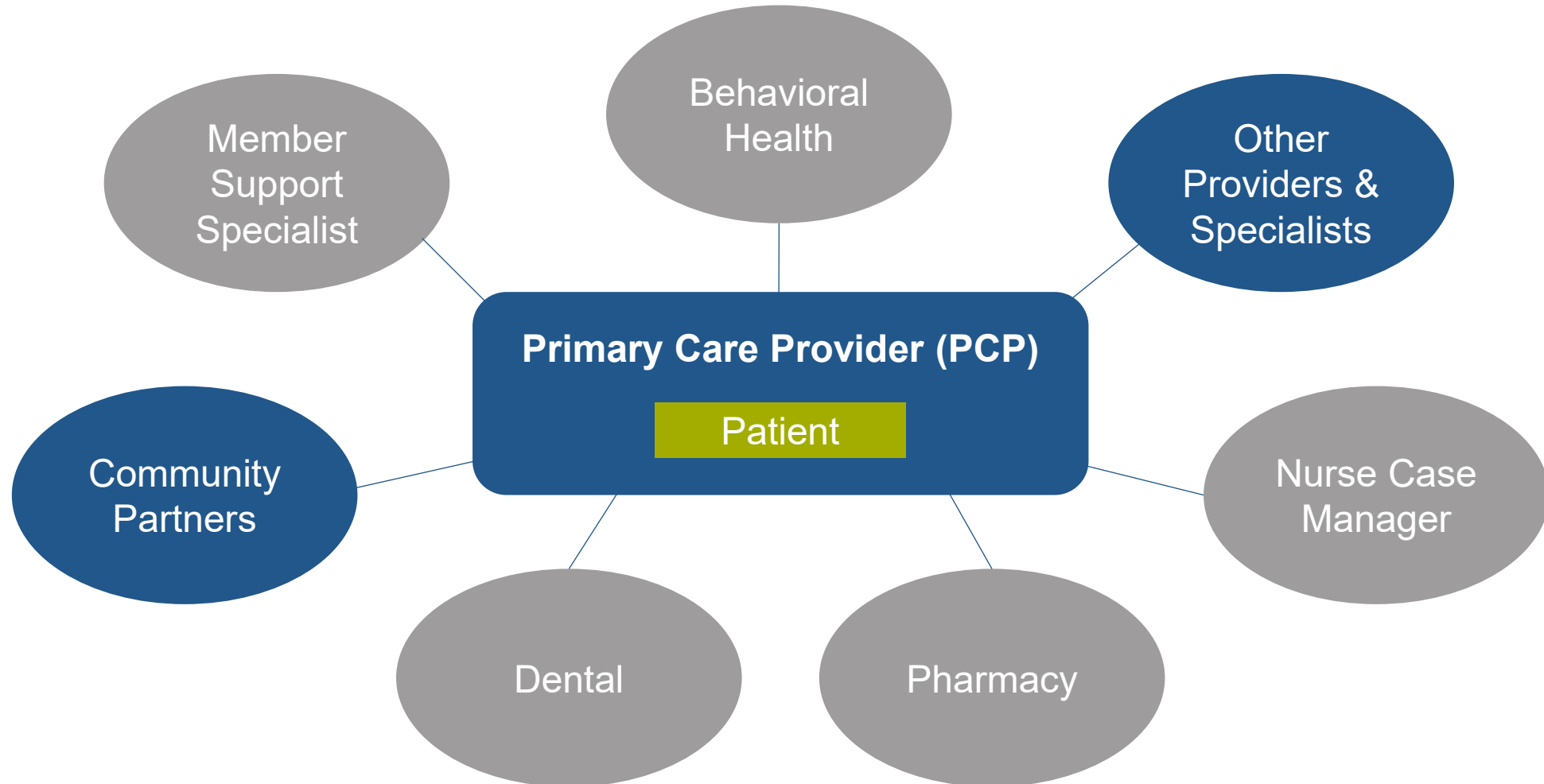
- **Audrey Hatfield**
RN, Case Management
- **Dawn Frey**
Member Support Specialist

**Case Management / Care
Coordination service is
given to members in
(but not limited by)
the following situations:**



- High-risk score (top 5% of population) and high-acuity needs
- No established PCP care
- High-risk pregnancy
- Five or more emergency care visits per year
- Five or more in-patient hospital stays within a year
- In-patient hospital re-admissions within 30 days
- Complex conditions and social determinants of health causing barriers to care, such as: co-occurring uncontrolled medical/behavioral health/dental complex, and/or chronic conditions.

Internal and External Teams



Case Management Team

The Case Management Team includes Member Support Specialists and Nurse Case Managers who work with the Behavioral Health Team and the Pharmacy Team to coordinate care for our complex members.



RN Case Managers

- RN Case Managers collaborate with internal PacificSource teams and external community partners to help members engage with their PCP and specialists, lower their ER/IP utilization, and achieve an optimal level of care for members with complex situations.
- RN Case Managers provide comprehensive case management if a clinic doesn't provide patients with an embedded RNCC.

Member Support Specialists

- Member Support Specialists facilitate engagement between a member's providers, specialists, and other community partners who can provide the needed care and resources.
- Member Support Specialists work to identify the Social Determinants of Health barriers that prohibit members from achieving improved health. They engage in community-based meetings and activities to provide greater collaboration, understanding, and awareness across all community partnerships.

Health-related Services Funds (aka: Flex Funds)

Health-related Services are intended to positively impact an individual's health with access to items and services that are not covered by Oregon Health Plan.

Health-related Services are intended to improve health delivery, advance member health, and lower medical costs.



Flexible services are cost-effective and offered to an individual member for supplementing covered benefits.

- **Items/services** are consistent with a member's treatment plan, as developed by their care team and documented in their medical record.
- **Flexible services** lack traditional billing or encounter codes, are not encounterable, and cannot be reported for utilization purposes.
- **Examples include:** weighted blankets, Weight Watchers memberships, bicycles, equine therapy, swim and fitness memberships, and developmental toys.

Community Huddle Meetings

The Community Huddle core purpose:

- To provide a forum for community partners to meet and learn how each other works, and to assist our vulnerable populations in the Tri-County region.
- Face-to-face communication creates opportunity for new friendships, the exchange of ideas, the ability to ask questions, and collaborate on solutions.



Community Huddle Meetings

These meetings bring in new faces and highlight new community resources, programs, and grants within Crook, Deschutes, and Jefferson counties.

Invitations currently go out to over 450 community partners!

The Resource Chain Email was born from the Community Huddle.

An email chain developed to help our providers and community partners serve our vulnerable, in-need Central Oregon neighbors in real time.

The Resource Chain LISTSERV is 300+ strong!

Resource Chain Email Success Stories

- **Size 18** shoes for a person in Madras.
- Bunkbeds for a foster family in Prineville.
- Digital-weight scale for a person living in Sisters.
- Request for Supplemental Security Income/Social Security Disability Insurance assistance.
- A wheelchair ramp for elderly neighbor.
- Yard debris clean-up for a disabled man.

Contact Us

PacificSource Care Coordination
and Case Management:

Call (541) 330-2507

or email

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