

Guidance for Providers on Payor Specific Care Management Programs Offered

| | BILH PN | Point 32 Health | CIGNA | TUFTS MEDICARE PREFERRED (TMP) | WELLSENSE | BCBS | BCBS Medicare Advantage | Commonwealth Care Alliance (CCA) One Care / SCO | United Healthcare - One Care / SCO | Senior Whole Health |
|---|--|--|--|--|---|---|---|--|------------------------------------|---|
| How will I know if my patient is enrolled? | Payor Specific Care Managers may contact you regarding establishing a care plan or for more immediate care needs. Most payor CM teams have "read only" EMR access. For Epic EMRs the use of "community messaging" may occur. Documents may be uploaded into Media. | | | | | | | | | |
| Do they Accept referrals? | Yes, all accept PCP referrals for consideration of specific programs. For help to facilitate a referral, please contact your BILHPN Care Manager directly or email: BILHPNCareManagement@BILH.org (please include patient name, dob, reason for referral, PCP name, Provider Group, EMR used) <small>** BILHPN has 3 business days to turn over referral, not intended for urgent needs</small> | | | | | | | | | |
| What do they do? | Interventions are designed to help patients avoid illness, boost wellness, enhance quality outcomes, and decrease health care costs by addressing gaps in care and medication management in accordance with their physicians treatment plan. Examples of interventions are: Education on disease management, medications, lifestyle choices, finding supportive resources. Preparing for effective MD visits, review of medications, review of SDOH, preventative screening reminders, transitional support after hospitalization. | | | | | | | | | |
| What Programs do they have? | Each payors programs vary by focus, intervention and duration. Some are captured below. | | | | | | | | | |
| | BILHPN | Point32 Health (Tufts Health Plan / Harvard Pilgrim HC) | CIGNA | TUFTS MEDICARE PREFERRED (TMP) | WELLSENSE | BCBS | BCBS Medicare Advantage | Commonwealth Care Alliance (CCA) One Care / SCO | United Healthcare - One Care / SCO | Senior Whole Health |
| Behavioral Health | | X | X 855-873-6189 | X | X | | X | X | X | |
| Case Management: Serious Illness, Complex Chronic, Rising Risk, Transitional | | X | X | X | X | X | X | X | X | |
| Dementia Care | | X Dementia Care Consultants | | X Dementia Care Consultants | | | X | | | |
| Diabetes Care | QuEST referral | | X | X | | X | X | | | |
| Medication Assistance | see pharmacy | | X | | | X | X | X | | |
| SDoH Assistance | Find Help | X | CignaCommunity.FindHelp.com | X | X | X | | X | | |
| Specialty Case Management | QuEST Quality DM/HTN Preferred SNF Transition TMP/Cigna assistance ACO SNF Waiver | Pediatrics, High Risk Maternity, ESRD, Dual Eligible Under 65 | X | Landmark , Advanced Care Frail Elder | | | Square Knot - Stage IIIb, IV, V and ESRD on HD | X | X | X CKD stage 3,4,5, ESRD = HealthMap |
| TELEHEALTH | | | X | | | | | | | |
| WELLNESS PROGRAMS | | X | X | X | | X | X | | | |
| Mobile Integrated Health | | X Dispatch Health | X | X Dispatch Health | | | | instED Request a Visit: Call 866-420-9332 Option 4 or follow link | | |
| General Care Management Referrals: | BILHPNCareManagement@BILH.org | HPHC CM line 866 750 2068 or you can email at requests_for_care_management@point32health.org | Call Cigna Customer Service 24/7/365 at 800.Cigna24 (244-6224) | tmp_cm_dept_referrals@point32health.org | For all Medicaid/Wellse nse referrals email: ACOCMReferral@wellsense.org | <small>Please complete our Patient Referral for Health Management Programs, & Services Form and return it to the fax number indicated. Or, call Health Management Programs at 1-800-392-0098, Option 1.</small> | <small>Please complete our Patient Referral for Health Management Programs, & Services Form and return it to the fax number indicated. Or, call Health Management Programs at 1-800-392-0098, Option 1.</small> | Call provider services: 866-420-9332, Option 4 Reasons to Call: Request a community visit pt by CCA staff Palliative Care consult Clinical Pharmacy Consult SDOH support | | |