OVERVIEW OF CARE MANAGEMENT

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NASEM Committee on Addressing Sickle Cell Disease
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Hennepin Health

• County-owned health plan serving approximately 25,000 Medicaid members who live in Hennepin County Minnesota

• Demonstration project started in 2012 for Medicaid-expansion members only

• Now a “mainstream” Medicaid insurance offering for Hennepin County residents

• 3 products: PMAP (Prepaid Medical Assistance Program), SNBC (Special Needs Basic Care), Minnesota Care
The Hennepin Health ACO

• Partners:
  – Hennepin Healthcare (a.k.a. Hennepin County Medical Center)
  – NorthPoint Health and Wellness Center
  – Hennepin County Human Services and Public Health Department
  – Hennepin Health

• Shared risk/shared savings financial model
Medicaid Expansion Population Characteristics

- 60% male
- 64% racial/ethnic minority
- Common overlapping issues:
  - Mental health conditions
  - Substance use disorder
  - Homelessness/unstable housing
  - Chronic physical conditions
  - Lack of social support
- Frequent use of the emergency department (ED) to access care
Clinical Areas of Focus

• Primary care in a health care home
• Care coordination and care management
• Integration of physical and behavioral health services
• Integration of social services
• Management of social determinants of health
Facilitators of Success

• Partnership with health care providers
• Partnership with the county social services agency
• Social service navigators
• Ongoing attention to relationships among care coordinators
• Shared EHR
• Shared understanding of the importance of addressing social service needs by working across disciplines
Member History

- 24 year old male moved to MN from Detroit 2 years ago.
- 29 ED visits in 2018.
- 9 ED in 2019.
- 3 inpatient admissions in the previous 6 months
- Last admission 1st week in February.
- Agreed to work with Care Coordination team during February admission.
What does it take?

- Requested expedited Coordinated Entry Assessment (high score, long wait).
- Connected to Primary Care (Access Clinic).
- Established with a Psychologist; Significant Trauma.
- Transferred financial cases from Ramsey County to Hennepin County.
- Coordinated the completion of the Medical Opinion Form for General Assistance (funding) with PCP.
- Helped member obtain a free cell phone.
- Secured an unlimited monthly bus card through Hennepin Health for member.
- Researched, facilitated, and found a market rate apartment willing to accept GRH Funding.
- Assisted with GRH funding application.

- Able to negotiate old utility bill from collection agency $2000, to $525.
  - Received partial funding from Hennepin County Special Gift Fund, Hennepin Healthcare Emergency Access Fund, and a local charity.

- Assisted member complete CAF (common application form) and PSN – professional statement of need to apply for 1 time emergency assistance for rental deposit.

- Requested urgent appointment with EWS to process Emergency Assistance application.

- Coordinated and utilized Hennepin Health benefit for Bridging for furniture.

- Applied for SSI.

- Now working with Complex Care Nurse on medical complexity because he has some stability.
It takes a Village to Get an Apartment

• March 25th, member moved into his own apartment.

• This work is not finished! He is very vulnerable the first year.

• What works are those options he is willing to do. Not what we want him to do.

• We will continue to be there and support, facilitate, and advocate.
Thank You!

www.hennepinhealth.org