

## **SECTION 5 - CARE MANAGEMENT**

### **Member Assessment of Health Risks and Specialized Health Needs**

PHP initially completes individualized and health risk assessments of Members within 90 days of enrollment with most assessments being completed within 14 days. The purpose of the assessments is to help PHP identify Members' unique strengths, abilities, needs, preferences and supports and any on-going special conditions of Members' health needs that require a course of treatment or regular care monitoring by the appropriate health care professionals. Assessments are tailored to fit the issues surrounding Members' with physical disabilities or age. On-going Member assessments are completed at least annually and when any change in condition occurs.

### **Case Management**

Upon enrollment into the Program, an Individualized Service Plan (ISP) is developed and written with Members by PHP's Interdisciplinary Teams for the Member's review and approval. The Interdisciplinary Teams consist of a Nurse Practitioner, Registered Nurse, and Social Service Coordinator who work closely with the Member, the Member's family, the Member's primary care provider and other health care providers to facilitate communication and ensure the Member understands their ISP.

The ISP is developed within 8 weeks of Members enrollment and contains measurable goals, specified treatment strategies or services and the person, provider or community organization responsible for providing the services. Member goals and preferences are identified in the Plan with the desired outcome of the process being that the Member has input into and a good understanding of the ISP, the services that can be provided and what is expected of him or her.

The ISP is managed and coordinated in the following ways:

- The Interdisciplinary Team reviews all Members' ISP's every six (6) months, or more often if needs or conditions change and obtains the Members signature with each review.
- The Interdisciplinary Team arranges for appropriate and specific services based on the individualized Member's needs regardless of severity or complexity of conditions.
- The Interdisciplinary Team monitors the Member's health and psychosocial status, as well as the effectiveness of and satisfaction with the ISP through direct provision of services, informal observation, diagnostic reports, input from the Member, significant others and providers as appropriate, as well as through communication among Member's Interdisciplinary Team.
- The Interdisciplinary Team arranges for appropriate services to address the needs of a Member who develops an urgent need that is not yet addressed on the plan.
- The Interdisciplinary Team revises the Member's ISP if an urgent need requires subsequent monitoring, communication, or follow-up with the appropriate services being put into place.
- The Plan addresses the 24 hour service needs of Members.

- If Members have questions during normal business hours, they are encouraged to contact their assigned Team. If there are questions after hours, Members are advised to call PHP On-Call Service to reach a PHP staff professional.
- If Members or their families feel that the Member is in an emergent situation they are instructed to call 911 and let their appointed Team know about the situation as soon as reasonably possible (within 24 hours).