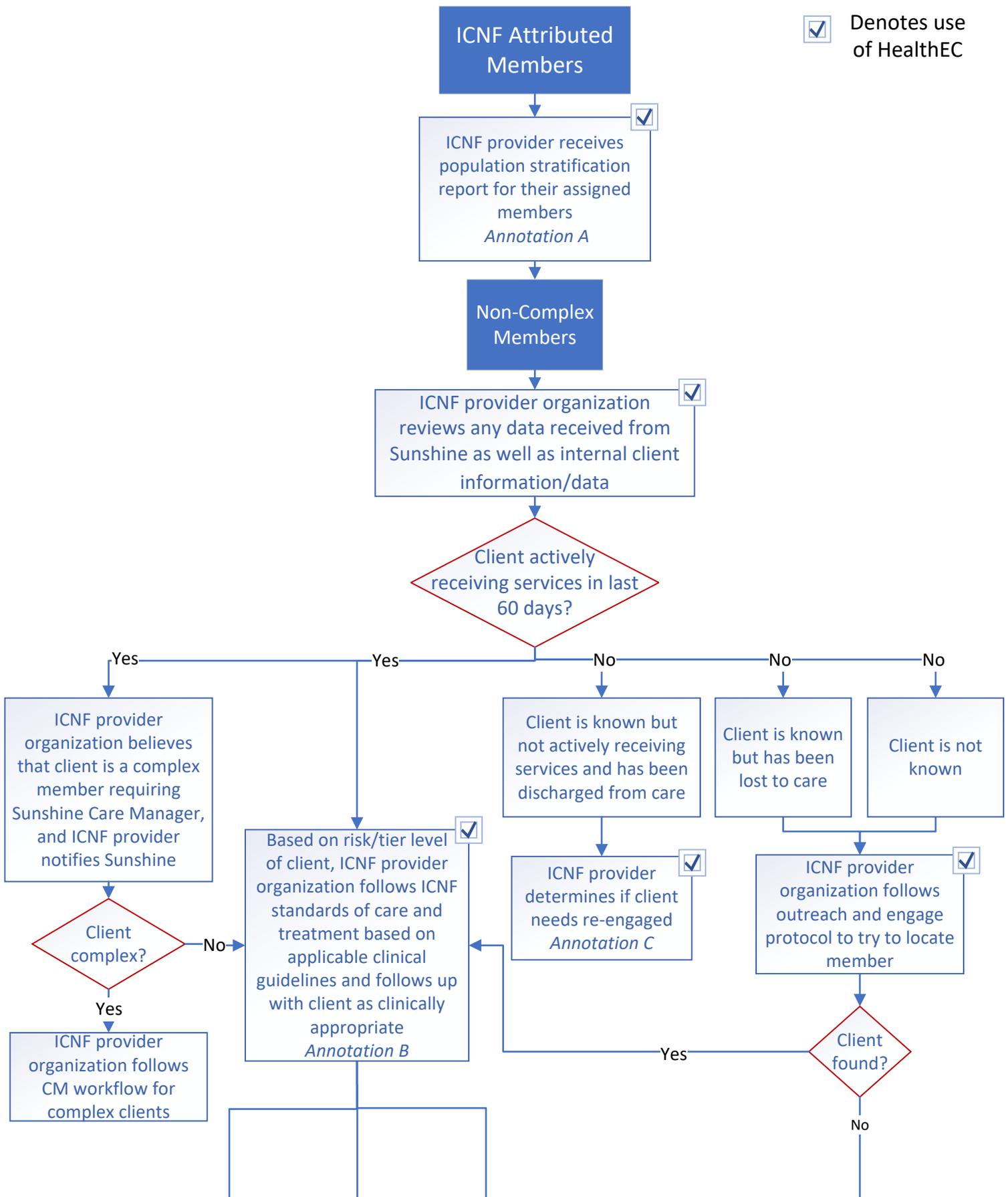
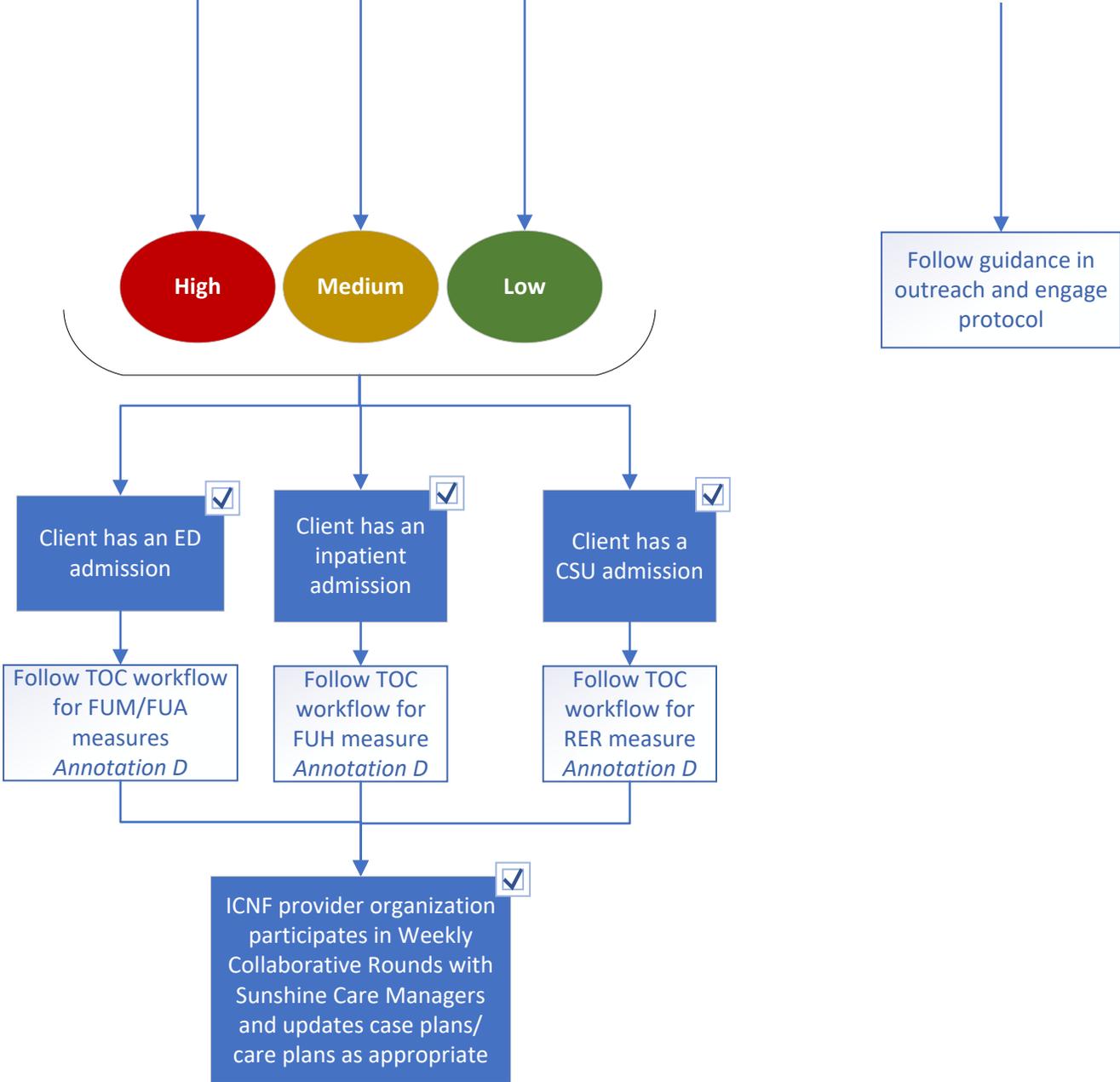


## ICNF Care Management Workflow for Non-Complex Clients

The following workflow outlines care management activities for all non-complex members within ICNF. Care management is the term that ICNF will be using for ICNF-delegated care coordination activities. All members not identified as complex will be considered non-complex. Non-complex members may include high, medium, and low risk clients according to ICNF's risk methodology.





# Annotations

## **Annotation A**

The population stratification report in HealthEC will identify complex and non-complex members, assigned Sunshine Care Managers (contact information included), and member's specific tier level. In addition, ICNF providers will receive the following for all of their assigned members (as available): behavioral health and physical health claims data, care gaps, copies of HRS/HRA, and the care plan.

## **Annotation B**

ICNF provider will follow ICNF protocols and standards of care based on risk level of member, treatment based on applicable clinical guidelines, and coordinate with Sunshine Care Managers as needed. Any follow up indicated to help ensure performance metrics can be met should be completed e.g. check-in regarding PCP appointment, complete HealthEC task orders. In addition, ICNF providers will provide updated contact information in HealthEC as well as provide updated case plans and/or care plans (if applicable) to Sunshine (via HealthEC).

## **Annotation C**

If client has not had a billable activity in the last 60 days and was discharged from care or is still in care with no activity, ICNF provider will review clinical disposition of client (whether open or closed), review HealthEC data to identify if client has had recent billable activity in the ER, unit, etc. and review any other claims data that may indicate the need to re-engage client. If clinically indicated, provider will follow outreach and engage guidelines. If ICNF provider determines that re-engagement is not clinically indicated, de-attribution will occur at 4 months. Document all updates in HealthEC.

## **Annotation D**

Follow-up after ED visit for mental illness (FUM), follow-up after ED visit for alcohol and other drug dependence treatment (FUA), follow-up after hospitalization for mental illness (FUH), and mental health readmission rate (RER) are all metrics for which the ICNF will be accountable. Each metric has an associated workflow.