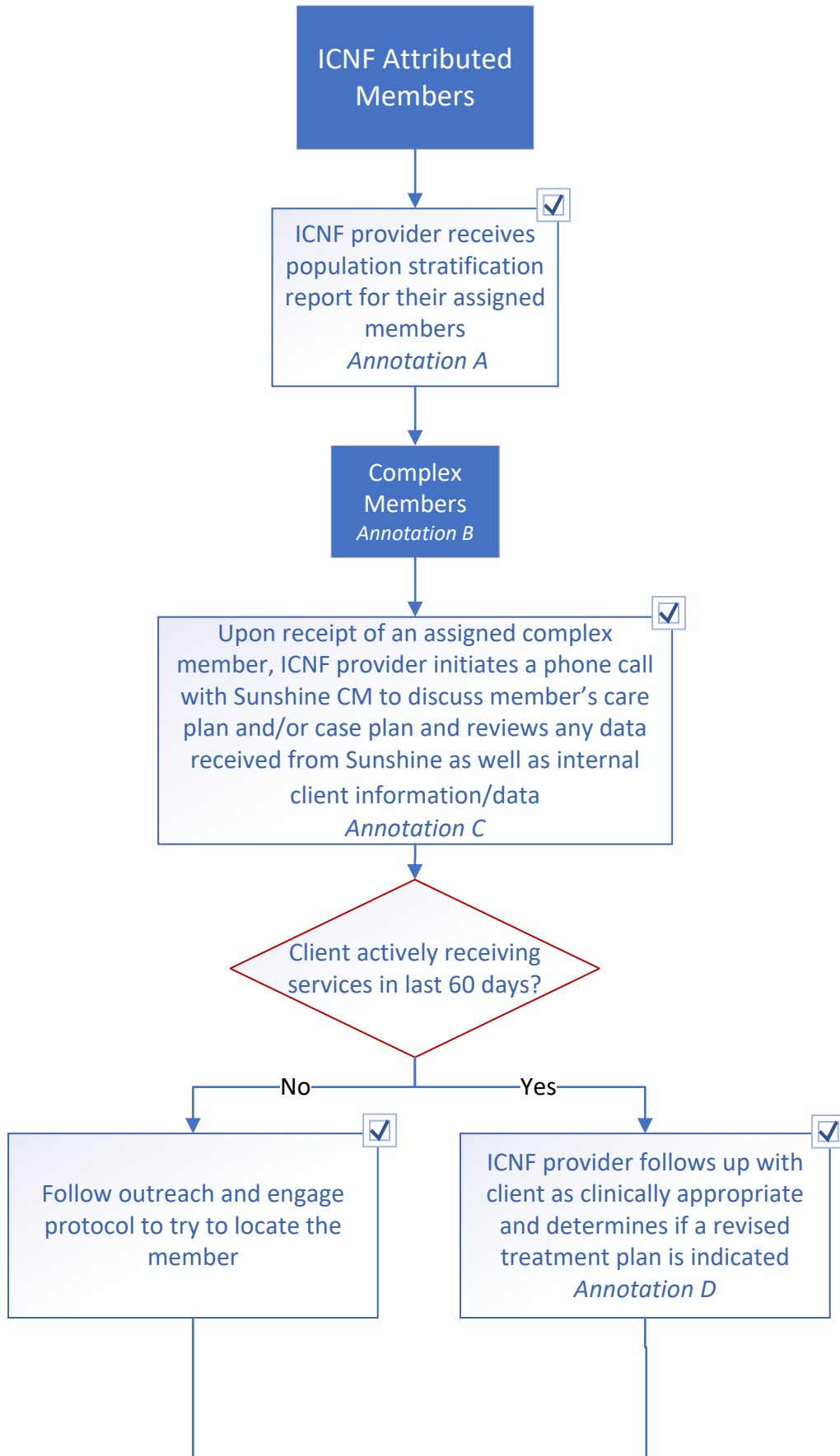
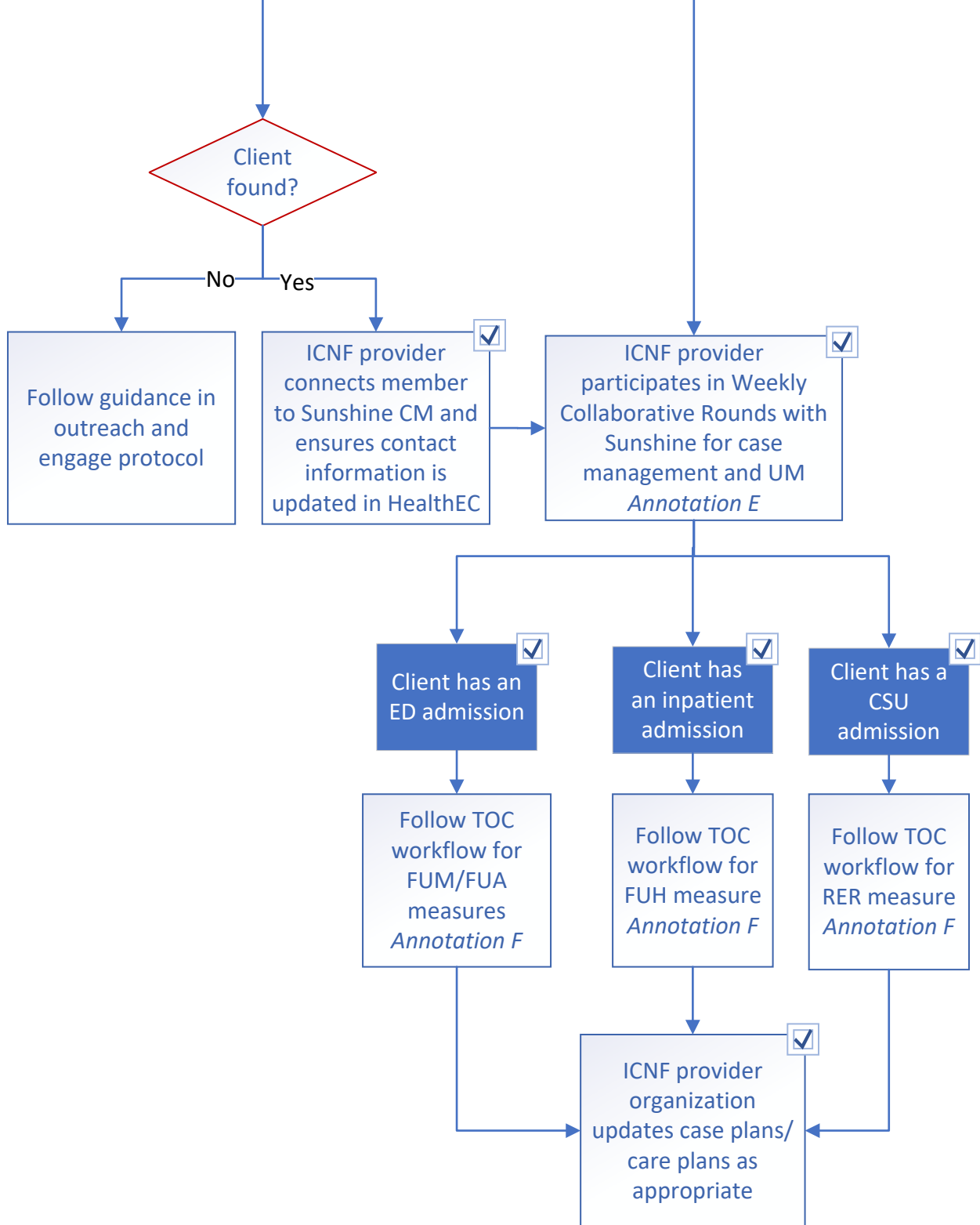


ICNF Care Management Workflow for Complex Clients

The following workflow outlines care management activities for all complex members within ICNF. Care management is the term that ICNF will be using for ICNF-delegated care coordination activities. Sunshine will identify all complex members which are comprised of Sunshine's Tier 1 members (complex) and a portion of Tier 2 members (emerging complex).

Denotes use of HealthEC





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 provider organizations 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

Complex members will be comprised of Sunshine's Tier 1 members (complex) and a portion of Tier 2 members (emerging complex) as determined by Sunshine.

Annotation C

ICNF provider organization and Sunshine Care Manager discuss member's care plan and/or case plan and discuss additional supports being provided to member or opportunities for additional needed supports to be provided by ICNF provider organization or Sunshine Care Manager. Care plans/case plans are updated appropriately.

Annotation D

ICNF provider organization 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. In addition, ICNF provider organizations 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 E

The ICNF CCO and Sunshine CM will collaborate to lead the WCR process, inclusive of gathering lists of participants and scheduling, ensuring compliance with HealthEC documentation, and collaborating to accommodate all required supports to activate the revised care plan. Participants may include representatives of the client's care team (e.g., Sunshine CM, ICNF provider organization, ICNF clinical staff) who are under the appropriate confidentiality terms to share healthcare information and support needs of the client. Other Sunshine staff, such as pharmacy director or medical director, may be included at times as well.

Weekly Collaborative Rounds will be specific to members assigned to an ICNF provider. ICNF provider organization will initiate contact with Sunshine Care Manager between rounds if warranted based on change in member condition. Case plans/care plans should be updated by both the Sunshine Care Manager and ICNF provider organization.

Annotation F

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