



TP CM Engagement Workflow with Acuity Timeline

MH+CMA Care Management Timeline

High Acuity: At least four contacts per month with one contact per month being face-to-face.

- Start assessment within 30 days of enrollment
- Complete assessment within 45-60 days of enrollment
- Send results of assessment to all identified providers of services within 14 days of completion
- Complete the care plan within 30 days of assessment completion
- Send the results of the care plan to all identified providers of services within 14 days of completion

Moderate Acuity: At least three contacts per month with one contact per quarter being face-to-face.

- Start assessment within 30 days of enrollment
- Complete assessment within 90 days of enrollment
- Send results of assessment to all identified providers of services within 14 days of completion
- Complete the care plan within 30 days of assessment completion
- Send the results of the care plan to all identified providers of services within 14 days of completion

Low Acuity: At least two contacts per month with one contact every 6 months being face-to-face.

- Start assessment within 30 days of enrollment
- Complete assessment within 90 days of enrollment
- Send results of assessment to all identified providers of services within 14 days of completion
- Complete the care plan within 30 days of assessment completion
- Send the results of the care plan to all identified providers of services within 14 days of completion

Continued

Tailored Plan Care Management Engagement

Member

Enrolled into Tailored Plan

Alliance

Send member enrollment packet

Send CMA/AMH+ file to agency

Sends CMAs/AMH+ monthly files

CMA/AMH+

3 Best Effort Attempts

Receives enrollment file

Assigns member to CM within 24 hours

Completes care management assessment

HIGH - Within 45 days - 60 days of enrollment

Reassessment within 30 days of triggering event

Update ISP/ care plan every 12 months or changes, member requests within 30 days of assessment

Receives monthly file of members

Timeframe based on acuity level

MEDIUM/LOW 90 days - 60 days of enrollment

Create or Update ISP/ care plan within 30 days of completing assessment

Ongoing CMA/AMH+

- Document all member interaction
- Work on closing the referral loop
- Work with members to close the gaps in care
- Monitor ADT alerts and follow-up accordingly
- Monitor supervisory reports
- Monitor billing