

HUSKY Health - Partnering with Providers for Improved Health Outcomes



By meeting members “where they’re at,” the Care Management program, which includes Intensive Care Management (ICM) and Transitional Care Management, provides focused care coordination, resulting in improved member participation for better health outcomes. **Community Health Network of Connecticut, Inc.® Care Management nurses collaborate with both providers and HUSKY Health members to address complex health needs and manage high-risk conditions.** The goal is to increase member engagement in ongoing care with their primary care provider (PCP) and reduce potentially avoidable hospitalizations.

OFFERING CARE MANAGEMENT PROGRAMS FOR THE FOLLOWING POPULATIONS:

- High-risk members with chronic health conditions, resulting in frequent hospital visits
- Members with complex health and social needs
- Newborns following a stay in the Neonatal Intensive Care Unit (NICU)
- Members experiencing a high-risk pregnancy
- Members obtaining gender-affirming services
- Members receiving an organ transplant
- Members with sickle cell disease (SCD)

NURSE-MANAGED SERVICES FACILITATE ACCESS TO CARE BY:

- Providing person-centered support to increase patient engagement with their PCP
- Addressing barriers leading to gaps-in-care
- Helping to find in-network specialists
- Assisting with transportation needs
- Promoting optimal use of health benefits
- Assisting with intensive discharge planning to address complex needs

NURSE-MANAGED SERVICES INCLUDE PATIENT COACHING FOCUSED ON:

- Promoting the patient’s ability to engage with their care team and participate in recommended care
- Providing individualized health education in the patient’s preferred language
- Supporting treatment plan progress and successful medication management
- Increasing patient self-management to reduce potentially avoidable acute care use
- Action planning to recognize warning signs of a worsening condition, and seek early treatment

ICM CARE PLANNING:

In collaboration with the patient and a multidisciplinary team, including registered dietitians, pharmacists, social workers, and community health workers (CHWs), the ICM nurse develops a person-centered, culturally responsive plan of care, which is shared with the provider.

TO REFER YOUR PATIENTS to the ICM program, call 1.800.440.5071, x2024, or complete and fax an ICM Referral Form to 1.866.361.7242. **PLEASE INFORM YOUR PATIENTS** when you refer them to ICM, so they know to expect a call from a HUSKY Health nurse.

To download the ICM Referral Form, go to portal.ct.gov/husky. Click “**Information for Providers**,” followed by “**Provider Forms**” under the “**Reports & Resources**” menu item, then “**ICM Referral Form**.”

— SEE REVERSE SIDE —



HUSKY Health Builds Healthier Communities by Helping Members Obtain the Support Services They Need

The Community Health Worker (CHW) Ambassador program complements ICM by empowering families to improve their healthcare and stabilize their living situations in the community. Individualized support and resources are provided through referrals to community organizations, medical home providers, etc. CHWs are front line staff who cultivate and maintain awareness of the cultures and values of the communities they serve to reduce health inequities and improve health outcomes.

CHWs WORK CLOSELY WITH ICM BY:

- Helping members navigate their healthcare system and HUSKY Health benefits
- Decreasing obstacles to care and increasing engagement in care
- Providing education that is culturally and linguistically relatable
- Maintaining healthy behaviors in support of managing any chronic conditions in culturally relevant ways
- Connecting members to resources in the community for help with clothing, shelter, childcare, and more
- Ensuring their socioeconomic needs are met

CHWs OUTREACH TO MEMBERS BY:

- Developing positive and supportive relationships with members to ensure they remain actively engaged with their PCP by:
 - Keeping appointments
 - Participating with care plans
 - Understanding their medications and how to take them
- Conducting face-to-face visits at home or at a comfortable, public meeting place
- Assessing member and family social, emotional, and physical healthcare needs
- Facilitating member access to community resources

CHWs educate members and serve as their advocates as they use HUSKY Health benefits and services, helping them become better equipped to address their healthcare and socioeconomic needs as active participants with their own care plan goals.

CHW SOCIAL SUPPORT SERVICES: MEMBER ASSESSMENT AND REFERRAL

- Housing, food, and clothing assistance
- Childcare and parenting support
- Disability and other related services
- Domestic violence support and legal services
- Employment services
- Educational and youth programs

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