

Commitment to Communication

From your Provider Relations Team



nh healthy families™

2 Executive Park Drive
Bedford, NH 03110

Transitional Care Management Program Effective September 1, 2019

August 21, 2019

Effective September 1, 2019, NH Healthy Families will be launching the Transitional Care Management Program in accordance with contract requirements set forth by the New Hampshire Department of Health and Human Services.

Please see details below pertaining to the new program:

Transitional Care Management (TCM)

- The Transitional Care Management (TCM) team will collaborate with our network facilities to support members in acute inpatient care facilities through discharge to home or other alternative setting.
- The TCM team will be comprised of nurses, social workers, behavioral health clinicians, and non-clinical individuals with transitional care/managed care experience.
- The goal of the TCM program is to reduce readmissions and provide resources and education to our members regarding their health condition(s).
- The TCM team will collaborate with inpatient discharge planners, social workers and case managers with high risk members who have continued care needs upon discharge, which may include:
 - Ensuring outpatient appointments are set up
 - Following up to ensure home care needs are met
 - Collaboration on community resources and supports (e.g. waiver services, services provided by faith-based organizations, meals on wheels)
 - Evaluate continued behavioral health needs upon discharge from inpatient psychiatric facilities or residential treatment centers
- The team will support members, providers and facilities by:
 - Coordinating care for members moving from one care setting to another
 - Reinforcing quality of care
 - Reducing potential risks to member safety
- The Transitional Care Management Team can be reached via email: NHHFTCMteam@centene.com

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1-866-769-3085

TDD/TTY: 1-855-742-0123

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Admission, Discharge and Transfer (ADT) Feeds

- Admission, Discharge and Transfer (ADT) feeds will be coming to NH Healthy Families through the Collective Medical portal.
- Information regarding admission, discharge and transfer hospital based activities will be made available to our Medical Management team, so we can continue to work more effectively on post-hospital outreach and Transitional Care Management.

Continuity of Care

- For new members coming on to the plan on 09/01/2019, we will honor new/existing authorizations for 90 days, through 11/30/2019.
- Continuity of Care is defined by our new contract with DHHS as follows
 - When a member transitions from DHHS or another MCO, the following provisions of continuity of care must be followed:
 - The Member is in ongoing course of treatment, has an Ongoing Special Condition* (not including pregnancy or terminal illness), or is a Child with Special Health Care Needs, the Member is permitted to continue seeing his or her Provider(s), regardless of whether the Provider is a Participating or Non-Participating Provider, for up to ninety (90) calendar days from the Member's enrollment date or until the completion of a medical necessity review, whichever occurs first;
 - The Member is pregnant and in the second or third trimester, the Member may continue seeing her Provider(s), whether the Provider is a Participating or Non-Participating Provider, through her pregnancy and up to sixty (60) calendar days after delivery;
 - The Member is determined to be terminally ill at the time of the transition, the Member may continue seeing his or her Provider, whether the Provider is a Participating or Nonparticipating Provider, for the remainder of the Member's life with respect to care directly related to the treatment of the terminal illness or its medical manifestations.

*"Ongoing Special Condition" means, in the case of an acute illness, a condition that is serious enough to require medical care or treatment to avoid a reasonable possibility of death or permanent harm; in the case of a chronic illness or condition, a disease or condition that is life threatening, degenerative, or disabling, and requires medical care or treatment over a prolonged period of time; in the case of pregnancy, pregnancy from the start of the second trimester; in the case of a terminal illness, a Member has a medical prognosis that the Member's life expectancy is six (6) months or less.

Please contact your Provider Network Specialist or reach out to nhproviderrelations@centene.com with any questions.

Sincerely,

NH Healthy Families

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