



Provider Council

Area of Focus

Presented on March 8, 2019

Introduction

In response to recommendations submitted via the 2018 Provider Council Survey, the Maryland Department of Health collaborated with Beacon to develop special areas of focus to be a standing agenda item for 2019 meetings of Provider Council.

Areas of Focus will highlight

- Outcome Based Standards
- **Clinical Best Practices**
- Survey Results
- Research-Based Initiatives
- National Trends
- And More



Area of Focus

Clinical Best Practices

- **Care Coordination between MCOs and Beacon**
- **Jay Hensley, RN BC, MCO Nurse Liaison**



Background and Focus

Background of MCO Care Coordination

- Launch in 2015
- Early challenges
- Ongoing successes

Members of Focus

- High utilizers of ED & higher levels of care; Medically Complex (ex. high risk pregnancies); Pain Management; Neurocognitive Changes; Autism Spectrum and/or Challenging Behaviors.
- Members who are not adherent with provider recommendations.
- Members with multiple social determinant stressors.

Activities

Coordination Activities

- Live monthly rounds w/ MCOs
- Data Sharing
- Psychiatric Consultation
- Medical Consult Line
- Informational Fact Sheets



Thank you



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