

# Health Services

## Utilization Management

Utilization Management (UM) continued to provide excellent services to customers by emphasizing accessibility and accountability. These qualities were essential to our successful expansion into San Luis Obispo County.

Specifically, Utilization Management addressed our goal of providing enhanced service to our hospital providers by choosing formal training in InterQual® criteria. The implementation of this criteria set was essential to the success of our concurrent and retrospective review activities as the majority of our hospital providers also utilize these criteria. Hospital bed days have decreased since the initiation of these processes.

This year service to members and providers was improved by removing the authorization requirement from physical therapy evaluations. Further revisions to authorization requirements are planned that will enhance productivity and better serve the unique needs of our members and providers.



**Irwin Harris, MD**  
Chief Medical Officer



**Pat Sabella, RN**  
Chief Nursing Officer/  
Director of Health Services

## Care Transition Intervention Project

The CTI Program, which was implemented on July 01, 2007, and partially funded by the California HealthCare Foundation, was completed on July 31, 2008. 107 clients over age 65 with unscheduled hospitalizations, a chronic illness, and the goal of returning to self-care at home, were enrolled. The CTI Program Coaches, (bilingual Public Health Nurses) provided the intervention based on the Coleman Transition Model which focuses on four pillars of care.

- Medication Reconciliation
- Empowered Pt./Physician Communication
- Patient Centered Health Record
- Knowledge of Red Flags and how to report these

## Care Management

CenCal Health is proud of the newest Health Services Program, Care Management. Members with chronic diseases and or medically complex problems now have care management nurses available to assist them in understanding their diseases and advocating for them for coordination of care. Our goal is to help members improve the quality of their lives through education, coaching and advocacy.

It is an exciting time for our Health Services Department with the expansion into San Luis Obispo County. We are currently working with McKesson, Inc. on a Care Management software program that will help us facilitate and link with Utilization Management. This

dynamic program will assist our Care Management nurses and Medical Director in making authorization determinations and providing our members with outstanding care coordination. Further, we will be able to track and trend our program for many purposes including referrals to community resources, timeliness, and outcomes.

### Disease Management Program

In conjunction with previous CenCal Health physician incentive programs, CenCal Health has implemented Disease Management Programs. Our newest program, Heart SMART, focuses on assisting our members in improving their self-management of chronic conditions. Through the integration of health coaching into the program, we strive to motivate member behavior change through the use of a structured, supportive partnership to prevent exacerbations of chronic illness, support lifestyle changes and to facilitate achievement of health-related goals.

In April 2008, we began member mailings for our childhood obesity program called *Live Better, Make a Change*, which targets families with overweight children. These families receive an educational packet, and a follow up phone call is made to those who enroll in the program. Members receive nutrition education with a registered dietician and notices about nutrition and exercise programs. For the first time, CenCal Health partnered with Sansum Clinic and provided scholarships for our members to attend their 7-week CHAMP class for overweight children and their families.

### Quality Management Program

With the recent expansion into San Luis Obispo County we are proud to continue the support of our physicians in complying with state Medi-Cal requirements. Pre-audit packets are sent to our providers containing policies and procedures as well as a check list that assists our physician offices in preparing for their review. We have also implemented a new data base allowing for ease of data entry, tracking of provider sites, and data submission to the state. We continue to actively participate in the Department of Health Care Services Site Review Workgroup, whose goal is to improve the site review process in collaboration with other managed care health plans in California.

