



# CARE

**MANAGEMENT**

# PROGRAMS

Working closely with our members to address goals, objectives and interventions to meet individual needs for healthier living.

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# CARE MANAGEMENT PROGRAMS

MHS has a dedicated team of nurses, social workers, behavioral specialists, and program coordinators who assist with care coordination and contact members who require assistance in the ongoing care for a specific medical condition.

We offer several programs designed to help improve the health of our members through education and personal assistance by our staff including:

- Pregnancy
- Diabetes
- Asthma
- COPD
- Coronary Artery Disease
- Chronic Kidney Disease
- Congestive Heart Failure
- Lead
- Behavioral Health
- Depression
- Hypertension
- Substance Use Disorder
- ADHD
- Autism & Autism Spectrum Disorders
- Children with Special Needs Unit
- Special Healthcare Needs



## MHS Start Smart for Your Baby & Special Deliveries Pregnancy Care Management Programs

MHS offers two educational care management programs for MHS members who are pregnant called **Start Smart for Your Baby** and **MHS Special Deliveries**. These programs are designed to match a pregnant member with an OB Nurse Care Manager who can help the member receive proper care throughout her pregnancy and after she delivers.

MHS OB Nurses can:

- Help members understand what is happening to their bodies during the pregnancy
- Talk about problems that may come up during a member's pregnancy
- Talk about what to do if members have complications during their pregnancies
- Help members make doctor appointments or schedule a free ride to the doctor's office
- Help members get a free cell phone if they need one. They can use this phone to reach their doctor, family and other important people while they are pregnant.
- Help members quit smoking or using tobacco
- Help members find more ways to earn My Health Pays® rewards by going to OB doctor visits
- Answer any other questions about members' health and the health of their babies

**By participating in either program, members will be eligible to earn more My Health Pays® rewards.**



## First Year of Life

This care management program is designed to encourage education and compliance with immunizations and well visits for babies. The First Year of Life program matches members with a Nurse Care Manager who can answer questions and provide helpful information sheets to let them know what to expect as their babies grow. We will also call members and send reminders to schedule upcoming immunizations (shots) and well-child visits with their babies' doctors as they are needed.

**By participating in the program, members will be eligible to earn more My Health Pays® rewards.**

## Children with Special Needs Unit

Designed to support coordination of care for children with chronic conditions, children enrolled in the program receive care management services by a dedicated team of MHS doctors, nurses, social workers and care coordinators, specializing in the healthcare needs of children.

This includes conditions such as:

- Cerebral palsy
- Cystic fibrosis
- Developmental disabilities
- Autism
- Traumatic brain injuries
- Congenital syndromes with significant developmental delays
- Other special healthcare needs



## Care Management

The purpose of Care Management (CM) is to:

- Support recovery and resiliency
- Support during transitions of care
- Improve treatment adherence
- Improve treatment outcomes

Our staff accomplishes these goals through the proactive identification of members with complex, chronic and/or behavioral health conditions including substance use disorder that require coordination of services and periodic monitoring.

In addition, Care Managers conduct an in-depth needs assessment and work with the member to develop a person-centered Care Plan. The Care Plan includes short and long-term treatment objectives, identified barriers to success, timeframes for measurement, criteria for care management discharge and regular progress updates.

## Disease Management

Disease Management (DM) has an overarching goal of helping members with targeted diagnoses achieve the highest possible levels of wellness, functioning and quality of life. Central to the success of the DM program is the critical component of proactive screening for targeted conditions. This allows MHS' DM team to attempt to reach members BEFORE symptoms or behaviors become detrimental to the member's wellness and community tenure. Our staff works with members and their families to identify and provide the most effective resources. We work with members to establish both short and long-term disease-specific measurable goals to ensure positive outcomes. MHS takes a proactive approach in identifying those members who would most benefit from Disease Management. DM staff provides educational materials to behavioral health providers and stakeholders in an effort to solicit referrals of those members who might benefit from this educational program.

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Managed Health Services (MHS) is a health insurance provider that has been proudly serving Indiana residents for more than 25 years through Hoosier Healthwise, the Healthy Indiana Plan and Hoosier Care Connect. MHS also offers a qualified health plan through the Health Insurance Marketplace called Ambetter from MHS. All of our plans include quality, comprehensive coverage, with a provider network you can trust. MHS is your choice for affordable health insurance.

Staying informed is simple, and if you have questions, we're always ready to talk:



Visit **[mhsindiana.com](https://mhsindiana.com)**



Call **1-877-647-4848**  
(TTY 1-800-743-3333)

Monday - Friday 8 a.m. - 8 p.m.



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