

TALKING POINTS

FOR THE CASE MANAGEMENT MODEL ACT

Goals: Case Management is Essential to Population Health

- 1. TITLE PROTECTION FOR CASE MANAGEMENT** — Case Managers are licensed professionals with the experience to support Consumers and their families. Several professional groups, including the Case Management Society of America (CMSA), develop and maintain professional standards of practice, along with several nationally recognized certification bodies. Using non-licensed/certified individuals for Case Management can jeopardize patient care and creates opportunities for fraud.
- 2. PROMOTING CLINICAL OUTCOMES** — The Case Management Model Act addresses many of the key building blocks to improve clinical outcomes. Case Management is a collaborative process of assessing, planning, facilitating, coordinating and evaluating, to meet a Consumer and their family's comprehensive health needs.
- 3. OPTIMIZING VALUE-BASED PURCHASING** — The Model Act can be configured to be national in scope or more targeted to support a range of value-based purchasing initiatives. Case managers can serve as the lynchpin on many initiatives, including collaborative care, to improve quality while optimizing the health care dollar spend.
- 4. ADVANCING INTEGRATION** — By leveraging a wide range of resources and utilizing dynamic population health solutions, the Model Act creates a pathway to health care integration. Case Management offers a unique and effective way to mobilize resources to promote transitions of care and reduce unnecessary readmissions in a variety of health care settings. One primary example is encouraging case managers to help integrate care for Consumers who need both traditional medical/surgical services in conjunction with mental health and substance use disorders (MH/SUD) services.
- 5. IMPROVING QUALITY** — The Case Management Model Act promotes a systems approach to quality improvement and clearly delineates between the role of a Case Manager and other support personnel, such as a navigator or case manager extender. Case Management provides services that are crucial to improving quality and saving costs in a health care system where the majority of health care dollars are spent on chronic illness.

Methods: How Does Case Management Work?

- 6. COORDINATING CARE** — To address current fragmentation and other inefficiencies, Case Management provides critical services to help Consumers and their caregivers navigate, coordinate, and transition through a dynamic, interactive and evidence-based approach to achieve their health care goals. These efforts promote better clinical and financial outcomes.
- 7. ENGAGING STAKEHOLDERS** — A primary goal of the Case Manager is to bring together all the key stakeholders who are involved with supporting a Consumer. By

working with attending providers, family members, community officials, payers and others, the Case Manager creates a community supporting a customized Case Management Plan of Care. This treatment plan creates a blueprint shared by health care team participants to guide the Consumer's care. As such, it provides the structure required to coordinate care across multiple sites, providers and episodes of care.

8. **ACHIEVING REAL CHANGE** — Another primary goal is to engage the Consumer receiving Case Management services to make real change in their life to improve their health status and to sustain a healthier and more active life. Case Management typically provides a comprehensive needs assessment and follow-up treatment plan that factors in the individual's complex health care and social needs, including their co-morbidities.

Solutions: The Next Generation of Health Care Reform

9. **IDENTIFY SPONSORS** — Case Management programs must be sponsored and paid for as part of ongoing health care reforms and population management strategies. Case Management services are an under-utilized resource for many programs. Without both public and private sector support, a key opportunity to make a real difference will be lost.
10. **GETTING THE WORD OUT** — Case Management remains one of the best kept secrets in health care. Case Managers assume a unique role advocating for the best care for Consumers, often in settings where resources are limited and needs are complex. As a result, Case Management is one of the most effective solutions in health care and must become an integral part of the medical management system.