



We're in this together:  
*Quality Health Care*

## Coordination of Care

**What is Coordination of Care and who provides it?** Coordination of Care requires proactively identifying the patient's needs, organizing care and communicating vital information at the right time to the right people. Coordination can occur among various parties but often includes:

- The Primary Care Provider
- Specialty Providers
- Behavioral Health Practitioners
- Inpatient Hospitals
- Skilled Nursing Facilities
- Home Care Agencies
- Labs and other Diagnostic Services
- Family and Caregivers
- Health Plan Care Managers
- Other Care Managers

**Why is Coordination of Care important?** Appropriate Care Coordination and the availability of pertinent and up-to-date information leads to many positive benefits, including:

- Safer and more effective care
- Lower admission and readmission rates
- Fewer care complications and delays
- Smoother care transitions
- Increased efficiency and reduced costs
- Improved health and satisfaction for the patient

**How is Coordination of Care measured?** WellCare continually monitors and evaluates measures that reflect appropriate coordination of care practices such as:

- Member (CAHPS®) Experience Surveys
- Provider surveys
- Hospital admission and readmission rates
- Emergency service usage
- Timeliness of follow-up care
- HEDIS® clinical performance measures

**The Provider's Role:** WellCare Health Plans, Inc. expects that providers follow these practice guidelines in coordinating care for our members. Our Health Plan and associated providers are rated and evaluated based on the ability to successfully carry out these practices. Note those care coordination measures that are specifically evaluated in our annual Member Experience Surveys (CAHPS®)\*.

### Important Provider Coordination of Care Practices

- Tell your patient when to expect lab, x-ray and other test results and deliver the results on time (CAHPS®)\*
- Assist your patient in arranging care with other practitioners and services (CAHPS®)\*
- Follow up on referrals and discuss your patient's current specialist care (CAHPS®)\*
- Obtain relevant medical records prior to appointments and review with your patients (CAHPS®)\*
- Regularly discuss and update your patient's current prescription medications (CAHPS®)\*
- Remind your patients about important prevention measures, such as regular flu shots (CAHPS®)\*
- Discuss the risk and prevention of falling with your patient
- Ensure appropriate follow-up care is in place after your patient's hospitalization or emergency care
- Ensure that your patient knows how to receive care when your office is closed
- Encourage your patients to ask questions and to express their needs and priorities
- Encourage your patient to remain current with preventative screenings
- Discuss and monitor your patient's perception of their physical and emotional health on a yearly basis
- Collaborate with WellCare's Care Management Programs\*\* for patients with coordination needs or educational needs
- Refer patients with community assistance needs to WellCare's CommUnity Assistance Line\*\*\*



We're in this together:  
*Quality Health Care*

\*CAHPS® Related Measure

\*\*For Care Management Referrals, call Customer Service at 1-866-999-3945

\*\*\* WellCare CommUnity Assistance Line (CAL) **866-775-2192** (Assistance with food banks, meals, housing, financial and transportation)

Additional information on the topic Care Coordination can be found at  
[www.ahrq.gov/professionals/prevention-chronic-care/improve/coordination/](http://www.ahrq.gov/professionals/prevention-chronic-care/improve/coordination/).

**Quality care is a team effort. Thank you for playing a starring role!**