CASE MANAGEMENT
A Holistic Approach
WHO IS GORMAN HEALTH GROUP?

_Gorman Health Group_ is the leading solutions and consulting firm for government-sponsored health programs.

**Government Programs**
Leading enterprise of national consulting services and software solutions for payers and providers.

**Our Mission**
Our mission, as the industry’s most active professional services consultancy and provider of technology-based solutions, is to empower health plans and providers to deliver higher quality care to beneficiaries at lower costs, while serving as valued, trusted partners to government health agencies.

**Washington, DC**
Headquartered in Washington, DC, with more than 200 staff and contractors nationwide with over 2,000 combined years of Government Programs experience.

**Leadership**
Deep payer and provider knowledge coupled with Centers for Medicare & Medicaid Services (CMS) regulatory expertise.

**Privately Owned**
Founded in 1996
BROAD SERVICES

Our clients have one-stop access to expert advice, guidance, and support, in every strategic and operational area for government-sponsored programs, across seven verticals.

CLINICAL
Changing how you approach Medical Management, Quality and Stars.

PHARMACY
Leading experts in Part D, PBM, formulary and pharmacy programs.

HEALTHCARE ANALYTICS & RISK ADJUSTMENT SOLUTIONS
Implementing cross-functional risk adjustment programs for medical trend management and quality improvement.

PROVIDER INNOVATIONS
Supporting network design and medical cost control implementation.

COMPLIANCE
Offering guidance and support in every strategic and operational area to ensure alignment with CMS.

OPERATIONS
Bringing excellence to every aspect of your implementation from enrollment to claims payment.

STRATEGY & GROWTH
Driving profitable growth and member retention through strategic marketing, sales, and product development.
WHAT IS CASE MANAGEMENT?

Definition

Case Management is a collaborative process that accesses, plans, implements, coordinates, monitors, and evaluates the options and services required to meet the client’s health and human services needs. It is characterized by advocacy, communication, and resource management and promotes quality and cost-effective interventions and outcomes.

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Stratification

• The process of separating patient populations into high-risk, low-risk, and the ever-important rising risk groups. Having a platform to stratify patients according to risk is key to the success of any population health management initiative.

• Expect high risk to be around 20% of the Special Needs Plan (SNP) population.

• Risk stratification will also play a role in payment reform.
  o May be a factor in payment based on acuity.

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Medicare Part C

- Manage 1-2% of population
- Target high risk
- Develop guidelines for short-term and longer-term cases
- Clear criteria for closing a case
- Identify and target members with high utilization patterns
- Develop processes for self and provider referrals to CM
- Close gaps in care
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Medicare SNPs

• All members in case management
• Members may request to drop out, but plan must continue to shadow
• Stratify into 3 levels of acuity
• Can use non-clinicians to manage lower levels
• Consider programs to impact:
  o Avoidance of ER utilization
  o Manage readmissions
  o Use of alternative care settings
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Pharmacy

Getting actionable information to case manager and PCP

- Timely
- Targeted
  - Claims history (duplicate medications, multiple providers)
  - Medication Therapy Management (MTM) results - medication lists, targeted medication reviews, reports of side effects
- Actionable means something needs to be done
  - Diagnosis without medication treatment
  - Drug-drug interaction that is classified as significant
  - Duplicative therapy that puts member at risk for adverse side effects
  - Therapy that is not consistent with treatment guidelines
- Three paragraphs not three pages
- Follow up with PCP to find out if recommendations were accepted
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Best in Class

- The right environment, organizational culture
- An organizational understanding of what a case manager should do
- A commitment to quality over cost
- An educated, inspired staff
- Online care plans that are DX-specific and evidence-based
- Integration of all data sources (claims, pharmacy, HRAs)
- The ability to see and track other member contacts
- Active participant in discharge planning
- The right technology

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Evolving in ACOs and PCMHs

• Both Accountable Care Organizations (ACOs) and Patient-Centered Medical Homes (PCMHs) share care coordination as a structural pillar
• PCMHs are targeted at primary care providers
• ACOs are targeted at integrated delivery models
• Both are finding that, to be successful, their case managers need to move out of the back office and into the mainstream provider workflow
  o As complexity and accountability increase the role of the case manager, the case manager is increasing in importance
• The data confirms both models deliver enhanced outcomes and member satisfaction

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Questions/Discussion
Gorman Health Group, LLC (GHG) is a leading consulting and software solutions firm specializing in government health programs, including Medicare managed care, Medicaid and Health Insurance Marketplace opportunities. For nearly 20 years, our unparalleled teams of subject-matter experts, former health plan executives and seasoned healthcare regulators have been providing strategic, operational, financial, and clinical services to the industry, across a full spectrum of business needs. Further, our software solutions have continued to place efficient and compliant operations within our client’s reach.

GHG offers software to solve problems not addressed by enterprise systems. Our Valencia™ software reconciles membership of more than 10 million members in Medicare, Medicaid and the Health Insurance Marketplace. Over 3,000 compliance professionals use the Online Monitoring Tool™ (OMT), our complete Medicare Advantage and Part D compliance toolkit, while more than 33,000 brokers and sales agents are certified and credentialed using Sales Sentinel™. In addition, hundreds of health care professionals are trained each year using Gorman University™ training courses.

We are your partner in government-sponsored health programs

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