

UMPC For You, INC., H4279
Chronic and Disabling Conditions (Mental Health Conditions) Special Needs Plan

Model of Care Score: 93.13%

3-Year Approval

January 1, 2014 – December 31, 2016

Target Population

UPMC Community Care is part of an integrated delivery system with the University of Pittsburgh Medical Center (UPMC). This plan is designed to meet the needs of medically complex and high risk individuals with schizophrenia, bipolar, major depressive, paranoid and schizoaffective disorders. These disorders are collectively referred to as serious mental illness (SMI) for the purpose of this document. This population has substantially higher risks for adverse health outcomes. The SMI qualifying diagnoses is self-declared on the enrollment application and is then verified through an outreach process to the individual's treating provider.

Provider Network

UPMC has an integrated delivery system that includes hospitals, skilled nursing facilities (SNFs), primary care practitioners (PCPs), behavioral health (BH) providers, specialists, home care, durable medical equipment (DME), and other ancillary services. The provider network collaborates with the interdisciplinary care team (ICT) as needed. At a member level, practitioners assist with the development and updating of member's individual care plans (ICP) and participate in conference calls for interdisciplinary case reviews as needed. Providers assist UPMC Health Plan in the development, implementation, and evaluation of the clinical programs.

Care Management and Coordination

UPMC uses data collected from the health assessment surveys (HAS) completed by members along with claims data, information obtained through conversations with members, their caregivers, and the practitioners who are caring for the members to determine the physical health, behavioral health, social, and lifestyle risk factors that may affect the member's health and functional status. The initial HAS is sent within 10 days of a member's effective date into UPMC Community Care. New members that do not return the mailed HAS survey are contacted by automated telephone messaging. The HAS is performed on every member on an annual basis using the same questionnaire so that comparisons can be made to identify annual changes.

The information used by the ICT to develop an ICP for the member originates from analysis of their physical and behavioral health status, functional and cognitive status, lifestyle risks, types of services needed or receiving, where services are provided, level of understanding of their diseases and management of those conditions, support from caregivers, and social needs.

UPMC Community Care promotes the use of Behavioral Health Homes (BHH) - a health home is defined as a population-based integrated care model targeting consumers with chronic conditions, which coordinate medical and behavioral health care, and community and social supports. The providers at the BHH will serve as the key individuals on the ICT for members who select them. If the member does not select a BHH, and has an established relationship with another provider such as his/her PCP, their BH provider, or another practitioner who regularly sees and treats them, that practitioner serves as the key team member.

Other practitioners, providers, or community agencies are included in the ICT as needed. The provider based care manager and other care management staff are part of the ICT for UPMC Community Care. Additional members of the ICT also include the member and applicable caregivers/family, a pharmacist, and health and lifestyle coaches. The core team is supported by utilization management and discharge planners, clinical operations representatives and other community resources as needed.

This MOC summary is intended to provide a broad overview of the SNP's MOC. Although the full extent of any MOC cannot be conveyed in a short summary, this summary provides the reader with a general overview of how the SNP addresses beneficiary needs.

For more information about this health plan refer to the Special Needs Plan's website at:

www.upmchealthplan.com/snp