

Guidance for Providers on Payor Specific Care Management Programs Offered

		Point 32 Health	CIGNA	TUFTS MEDICARE PREFERRED (TMP)	WELLSENSE	BCBS	Commonwealth Care Alliance (CCA) One Care / SCO	United Healthcare - One Care / SCO
How will I know if my patient is enrolled?	Payor Specific Care Managers may contact you regarding establishing a care plan or for more immediate care needs. Most payor CM teams have "read only" EMR access. For Epic EMRs the use of "community messaging" may occur. Documents may be uploaded into Media.							
Do they Accept referrals?	Yes, all accept PCP referrals for consideration of specific programs. For help to facilitate a referral, please contact your BILHPN Care Manager directly or email: BILHPNCareManagement@BILH.org (please include patient name, dob, reason for referral, PCP name, Provider Group, EMR used) ** BILHPN has 3 business days to turn over referral, not intended for urgent needs							
What do they do?	Interventions are designed to help patients avoid illness, boost wellness, enhance quality outcomes, and decrease health care costs by addressing gaps in care and medication management in accordance with their physicians treatment plan. Examples of interventions are: Eduation on disease managment, medications, lifestyle choices, finding supportive resources. Preparing for effective MD visits, review of medications, review of SDOH, preventative screening reminders, transitional support after hospitalization.							
What Programs do they have?	Each payors programs vary by focus, intervention and duration. Some are captured below.							
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Behavioral Health		X	X	X	X		X	X
Case Management: Serious Illness, Complex Chronic, Rising Risk, Transitional		X	X	X	X	X		
Dementia Care		X		X				
Diabetes Care			X	X		X		
Medication Assistance			X			X	X	
SDoH Assistance		X	X	X	X	X	X	
Specialty Case Management	Pediatrics, High Risk Maternity, ESRD, Dual Eligible Under 65		X	Landmark, Advanced Care Frail Elder			X	X
TELEHEALTH			X					
WELLNESS PROGRAMS		X	X	X		X		