



# Health First COLORADO™

Colorado's Medicaid Program



## Care Coordination Success Stories

TriWest Group recently worked with the Department of Healthcare Policy and Financing to interview ten sets of coordinator-member dyads to explore what is working in care coordination.

### **The Accountable Care Collaborative Helps Members Take Control of Their Healthcare**

The Accountable Care Collaborative (ACC) is Health First Colorado's (Colorado's Medicaid Program) primary health care program. It is designed to improve your health and help you get the services you need to stay healthy. As an ACC member, you also belong to a Regional Care Collaborative Organization (RCCO). The RCCO makes sure everyone involved in your care is working as a team and can:

- Connect you to providers and specialists.
- Help your health care providers communicate with each other, so your care is coordinated.
- Help you get the right care after you come home from the hospital or a nursing facility.
- Help with changes like moving from children's health services to adult health services.
- Help you find community and social services in your area.

### **What Is Care Coordination?**

Care Coordination means that providers are working together. Care coordinators help members understand their health and the healthcare system and keep track of medical appointments and prescriptions. They also help members find community resources like food, clothing, utility assistance, and housing.

### **What Do Care Coordinators Do for Members?**

*Here's a short list of examples from the ten interviews:*

Arranged to build a new wheelchair ramp at a member's house.

Helped a member select a new medical home and primary care provider.

Arranged after school activities for children.

Set up food assistance and house cleaning services.

Negotiated with a landlord to keep a member in her home.

## What Do Effective Members Do?

Trust the care coordinator. Give them a chance to demonstrate they can help.

Ask questions, communicate needs and challenges.

Help your care coordinator really understand your situation so they can help.

Prioritize your health and your child's health and be proactive.

Set small goals and follow up as much as you can. Take on more as you are able.

## Who Was Interviewed?

The map to the right shows the distribution of coordinator-dyad pairs interviewed (marked in dark green).

Six interviews took place in urban areas, four in rural parts of the state.

## What Members Are Saying About Their Care Coordination Experiences

"And she's like an ace-in-the-hole. I love her to death. She has helped me in so many ways, that it isn't even funny."

"She helped me switch doctors. That was for me like a fresh start."

"I'll try to make an appointment, but I bugger it up so bad, they don't know what in the world I'm talking about. She picks up the phone, calls the dentist, and no problem!"

"Be honest and have a sense of humor. Don't walk in there all scared and serious and thinking that somebody is going to be telling you what to do... because you're part of it, and they are trying to help you."

## What Do Effective Care Coordinators Do?

Invest the time it takes to build trusting relationships.

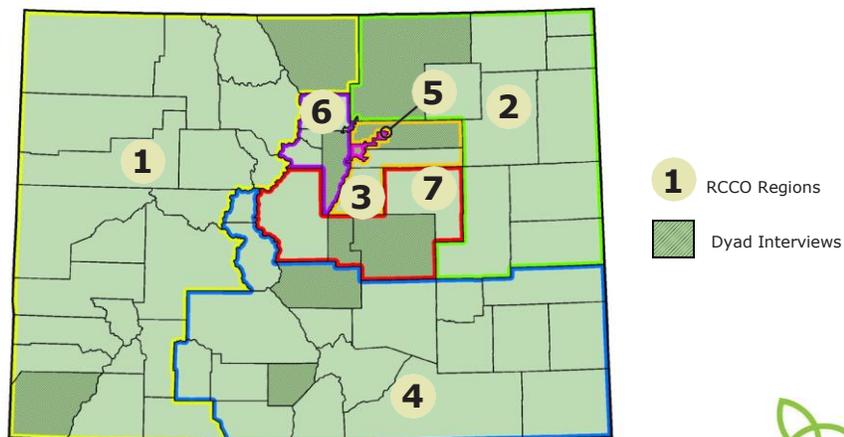
Frequently check-in with members.

Facilitate positive relationships between providers and members.

Follow up on everything offered or promised as quickly as possible.

Support all aspects of members' lives (e.g., food assistance, transportation, house cleaning, children's activities).

Explain and re-explain medical information and help members navigate the health care system.



For a copy of the full report, please contact <https://www.colorado.gov/hcpf/research-data-and-grants>