Community Care of Central Colorado

- All outreach triggered from ED Visits and Inpatient Stays
- Consistent education to members on what HFC is and what is covered by the health plan
- Priority of PMCP attribution and health care, in general
- Community alignment/partnership

Community Assistance, Referral, and Education Services (CARES) | 2013

- Collaboration with Colorado Springs Fire Department
- Goal is to reduce inappropriate/unnecessary ED visits and 911 calls
- RCCO 7 and local hospitals refer to CARES program
  - Members with 6+ ED visits in rolling 3 months
- Encourage members to find and use a PCMP; help members with care transitions/care coordination

Advanced Illness Counseling (AIC) | 2014

- Collaboration with Pikes Peak Hospice and Palliative Care
- Goal is to reduce unnecessary ED visits and to be more proactive in one’s health care
- RCCO 7 refer to AIC Program
  - Members with 6+ ED visits in rolling 3 months
  - Members diagnosed with one or more serious chronic or progressive disorder
- Provide additional support to members with advanced illnesses, improve the member’s understanding of their diagnosis, and maximize the quality of life for these members

Ascending to Health Respite Care (ATHRC) | 2014

- Collaboration with a Physician Assistant to oversee program
- Goal is to reduce rate of readmission to hospital or ED visits
- RCCO 7 and local hospitals refer to ATHRC program
  - Members must be homeless and ready to discharge
- Provide time and space to members who are homeless and discharging from the hospital while assisting with care coordination and health care

Community Outreach

- Marian House (local soup kitchen)
- Lutheran Family Services (refugees, etc.)
- Criminal Justice Center (local County Jail)
- DOC Facilities
- El Paso County Parole
- El Paso County Detox

PCMPs

- 16 out of 37 practices are delegated and have their own care coordinator on site
- Number of delegated practices has increased steadily over time of contract
- One PCMP has shared office with AspenPointe (CMHC)

Other Partners

- El Paso County Public Health
- The Resource Exchange’s (CCB) Developmental Disabilities Health Center (DDHC)

Past Efforts

- Peak Vista (FQHC) ED Diversion Program
- Service Center staff co-located at AspenPointe (CMHC)