

Next Generation MyCare Program Care Coordination

Care Coordination is a team-based, person-centered approach designed to include the full variety of care coordination activities, ranging from short-term assistance to meet care gaps to longer-term, intensive care management for members with complex needs.

Care coordination assists members through

Managing data and information systems to coordinate care through centralized care coordination portals.

Providing care continuity while honoring member experience and choice.

Identifying and addressing physical, behavioral, and other needs.



Supporting member goals through a person-centered, trauma-informed, and culturally attuned approach.

Establishing clear communication and outline of roles and responsibilities.

Assigning one dedicated care manager for every Next Generation MyCare member to provide hands on assistance.

Area Agencies on Aging (AAA)

AAAs play a key role in delivering person-centered care and supporting efforts to enable members to stay in their homes and communities.

In the Next Generation MyCare program, each member has a care coordinator from their AAA or plan who helps manage medical, behavioral, and long-term care services, and explains what services Medicaid and Medicare will cover.



Members enrolled in a MyCare Ohio waiver program also have access to a dedicated waiver service coordinator represented by their AAA or plan to help them stay in their homes and communities.

How AAAs may be involved in the Next Generation MyCare program

For members 59 or under, the plan may work with their local AAA to help coordinate waiver services.

AAAs use their experience to make sure members get the support and communication they need.

The plan may delegate to the AAAs or other groups to act as a member's care coordinator or waiver service coordinator.

For members 60 or older and enrolled in the MyCare Ohio waiver, the AAAs will serve as their primary waiver service coordinator.

AAAs Should Focus on the Following Priorities When Assisting Members

Person Centered Approach

Place members at the center of their own care.

Delegate Plan Connection

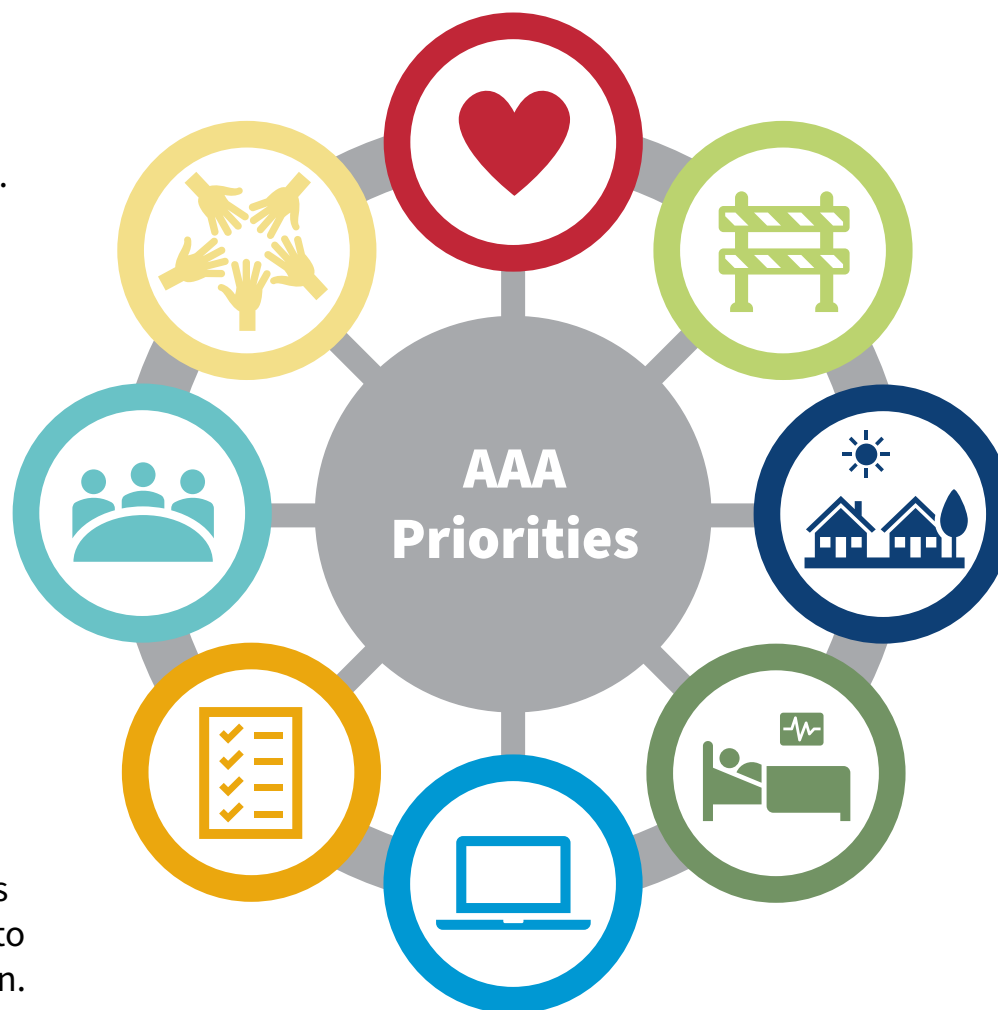
Support from the plans in communication and documentation standards.

Escalation and Consultation

Gather clinical review teams to assist with complex cases.

Policies and Procedures

Hear about plan processes and procedures that lead to successful policy execution.



Reduction of Barriers to Care

Provide proactive care coordination when setting care standards and reducing barriers.

Community Collaboration

Work with members, community supports, and other involved care coordination entities respectfully.

Patient Transition

Follow up on member care throughout hospital and nursing facility stays and proactively plan for their return to the community.

Transparent Documentation

Provide clear documentation of care coordination activities to for reporting to the MyCare plan.

Next Generation MyCare plan delegation strategies

	Age 59 & Under Member and care team are supported by:		Age 60 & Older Member and care team are supported by:	
	Care coordinator	Waiver service coordinator	Care coordinator	Waiver service coordinator
Partial Delegation Example: AAAs or the Next Generation MyCare plan may serve as a member's waiver service coordinator or care coordinator.	Next Generation MyCare plan care coordinator	Next Generation MyCare plan waiver service coordinator	Next Generation MyCare plan care coordinator	Next Generation MyCare plan waiver service coordinator
		AAA waiver service coordinator		AAA waiver service coordinator
Full Delegation Example: AAAs serve as a member's waiver service and care coordinator.	AAA acting as a care coordinator	AAA waiver service coordinator	AAA acting as a care coordinator	AAA waiver service coordinator



Questions: Email CareManagement@medicaid.ohio.gov



Department of Medicaid

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