

Improving Health Outcomes Through Collaboration

What is *Condition Care Management*?

Magellan *Condition Care Management (CCM)* is a supplemental program designed to support the practitioner/patient relationship and plan of care by offering members tools and resources to help them:

- Better self-manage a behavioral health condition or help reduce risk for developing the condition
- Reduce complications or exacerbations resulting from a behavioral health condition
- Address behavioral health issues that lead to better medication adherence and treatment compliance of chronic medical conditions.

Our goal is to optimize the quality of care rendered by practitioners by helping members improve their overall health and quality of life.

What are *CCM* outcomes?

Using nationally recognized assessments tools – the SF12® Health Survey and the PHQ-9 – members completing *CCM* reported compelling clinical results:

- Eighty-seven percent reported a reduction in their depression symptoms
- Eighty-three percent reported an improvement in their overall level of functioning by 44 percent.

In addition:

- Ninety percent reduced absenteeism by 50 percent
- Ninety-six percent reported high satisfaction with the program and would recommend it to others.

How does *CCM* help you?

CCM works in collaboration with you to improve your patient's clinical outcomes. *CCM* health coaches help members increase their knowledge and insight of their behavioral health condition, as well as develop positive behavior changes that allow them to better self-manage their symptoms. *CCM* utilizes nationally recognized clinical practice guidelines in all member interactions. You may access Magellan's guidelines on www.MagellanHealth.com/provider.

Practitioners receive routine as well as urgent updates about the member's health status and progress, along

with tools that may assist in the decision-making process about the patient's care.

CCM coaches help members with referrals and the authorization process, as needed, and facilitate information-sharing with all practitioners who are involved in the member's care. *CCM* does not interfere in the patient-practitioner therapeutic relationship, nor does it affect the number of sessions that can be requested or authorized.

How are members identified?

Members are identified to participate in *CCM* in a number of ways, including:

- Predictive modeling: Analysis of historical data that identifies utilization trends that may indicate risk for less-than-optimal outcomes.
- Real-time triggers: Identification of members who may benefit from *CCM* during routine contact with Magellan staff.
- Referrals: Self-referrals, as well as referrals from practitioners, health plans, disease management vendors, family members and other Magellan programs.

How can practitioners reach *CCM*?

To collaborate with the member's health coach, to ask questions, submit comments or complaints, or refer your patients to the into the program, call 1-800-403-6549, Monday through Friday, from 9 a.m. to 8 p.m., and Saturday, from 10 a.m. to 2 p.m. Eastern time (except holidays and holiday weekends); or write to Magellan Health Services, *CCM* Program, P.O. Box 459, Columbia, MD, 21046-0459.

CCM is voluntary, confidential and free-of-charge to Magellan members. As with all of Magellan's programs, *CCM* participants have access to clinical staff for emergency response and coordination of appropriate care 24 hours a day, seven days a week.

Practitioner rights associated with this program are:

1. The right to have information about Magellan, including:
 - The Magellan *CCM* program and services
 - Magellan staff supporting the *CCM* program and their qualifications
 - Any contractual relationships associated with the delivery of the *CCM* program.
2. The right to decline participation in or work with the Magellan *CCM* program and services for practitioners' patients, if contractually possible.
3. The right to be informed of how Magellan coordinates *CCM* interventions with treatment plans for practitioners' patients.
4. The right to know how to contact the Magellan *CCM* staff who are communicating with the practitioner's patients.
5. The right to have Magellan support practitioners in their interactions with their patients, and decisions regarding care and treatment.
6. The right to receive courteous and respectful treatment by Magellan staff.
7. The right to communicate complaints to Magellan.