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| **MONTCALM CARE NETWORK PROCEDURE 611 North State Street, Stanton, MI 48888** |
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| SUBJECT: Communication and Coordination with Other Healthcare Providers | Section: 8125A |
| Effective Date: May 27, 1997 | Revised Date: June 10, 2024 |

MCN engages in care coordination for the population served. Intensity of coordination is impacted by the severity of mental illness/developmental disability and presence of chronic health conditions.

1. Communication with the Primary Care Physician (PCP) is established at the onset of treatment with an introductory letter being sent indicating Montcalm Care Network is providing care.
2. Eligible persons are encouraged to enroll in Health 360 (MCN’s Behavioral Health Home). Person receiving this service are assigned a Nurse for care coordination.
3. MCN staff receives Admission, Discharge, and Transfer reports when individuals receive care in the Emergency Department or are inpatient. Coordination with primary care takes place when this occurs as clinically appropriate.
4. MCN medical staff utilize Health Information Exchanges to review primary care and other physical health records to ensure consumers are receiving routine preventative care, necessary follow up for chronic health conditions and to verify labs and other medical tests have been completed.
5. Psychiatric and medication reviews are sent to Primary Care Physicians for any consumer engaged in these specialty services.
6. Nursing staff is responsible for ensuring coordinated care and will collaborate with Primary Care Physician offices closely for consumers with complex co-morbid health conditions including attending medical appointments, obtaining information to assist consumers in self-managing chronic health conditions, assisting in coordinating arrangements for specialty care appointments, and ensure consumer’s abilities to understand medical conditions, treatments and adequately express needs. Peer Specialists and Primary Clinicians may assist in these tasks.
7. Primary Clinicians and Peer Specialists may also coordinate directly with Medicaid Health Plans to ensure access to health care resources including transportation reimbursement, specialist referrals, and support resources.
8. Montcalm Care Network works Mid State Health Network to coordinate with the Medicaid Health Plans on individual consumers who are identified to as having high frequency emergency department use or repeat inpatient hospital stays to best coordinate care.