

Member INTEGRITY Medicare-Medicaid Plan

MMP Mary



Description

Mary is a 58-year-old woman living alone in an apartment on Smith Hill in Providence. She has adult children who live out of state and are not able to help much with her daily living activities such as transportation, food shopping and managing her multiple medications. She has been diagnosed with type 2 diabetes, hypertension, and complains of pain in her joints. Due to her health problems and loneliness, Mary's long-time anxiety has become worse. As a result, she is a frequent visitor to the nearby Emergency Department and calls her case manager multiple times a week, sometimes just to talk.

Needs:

- Mary is a prime candidate for population health services and an enhanced care coordination and case management process for handoff between different touchpoints in her journey.
- She would benefit from participation in in-home support services for chores and other activities of daily living and Food Savings Card to assist with food insecurities.
- Needs assistance with housing, transportation, medications, PCP, and long-term services and support (LTSS).

Barriers:

- Mary's myriad needs and the complex system of supports are confusing and challenging to navigate and understand. Mary doesn't fully understand her complex issues and how to self-manage.
- She is unaware of the full breadth of care coordination and case management services available to her.
- Gaps in care coordination and care management process exacerbate Mary's challenges. She can easily fall through the cracks.

Our Goals for Mary:

- Learn about the Plan's benefits and Mary's rights and responsibilities.
- Engage with Care Manager and Integrated Care Team to increase Mary's understanding of her needs and enhance her self-care skills.
- Enroll in and use the appropriate supplemental benefits to improve health.
- Utilize population health services.

"My care manager helps me to make good choices to control my health issues."

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The Medicare–Medicaid Journey Map Phases highlight the resources and Neighborhood team members that MMP members may encounter during their healthcare journey. For MMP Mary’s needs, she will likely engage with the people and services highlighted.

ENROLLMENT	ONBOARDING	CARE MANAGEMENT	SERVICE DELIVERY	RENEWAL/ DISENROLLMENT
<div>NEIGHBORHOOD</div> <div><div></div>Community Outreach Team</div> <div><div></div>Inside Sales Team</div> <div><div></div>Marketing Messages, i.e. social media, advertising, public relations</div> <div><div></div>Neighborhood Website</div>	<div>NEIGHBORHOOD</div> <div><div></div>Member Services Call Center</div> <div><div></div>Clinical Engagement Team</div> <div><div></div>Clinical Engagement Coordinator</div>	<div>NEIGHBORHOOD</div> <div><div></div>Community Care Coordinator</div> <div><div></div>Health@Home Nurse Practitioner</div> <div><div></div>Assessment and Care Planning Team</div> <div><div></div>Nurse Advice Line</div> <div><div></div>Peer Navigators</div> <div><div></div>Care Management</div> <div><div></div>Pharmacy</div> <div><div></div>Behavioral Health</div>	<div>NEIGHBORHOOD</div> <div><div></div>Utilization Review Nurse</div> <div><div></div>Community Care Coordinator</div> <div><div></div>Member Advocate</div> <div><div></div>Housing Specialist</div> <div><div></div>Rehab Specialist</div> <div><div></div>DME Specialist</div>	<div>NEIGHBORHOOD</div> <div><div></div>Member Services Call Center</div> <div><div></div>Marketing Messaging</div> <div><div></div>Inside Sales Call Center</div> <div><div></div>Community Outreach Team</div>
<div>OTHER RESOURCES</div> <div><div></div>MMP Enrollment Line</div> <div><div></div>MMP Counselor</div> <div><div></div>Social Security Office</div> <div><div></div>Community-based Organizations</div> <div><div></div>Community-based Navigators</div> <div><div></div>HealthSource RI Website and Call Center</div> <div><div></div>RIDHS Office for Eligibility for Medicaid and SDOH Benefits</div> <div><div></div>RIDOH for Public Health Resources</div>	<div>OTHER RESOURCES</div> <div><div></div>MMP Enrollment Line</div> <div><div></div>MMP Counselor</div> <div><div></div>Social Security Office</div> <div><div></div>Community-based Organizations</div> <div><div></div>Community-based Navigators</div> <div><div></div>HealthSource RI Website and Call Center</div> <div><div></div>RIDHS Office for Eligibility for Medicaid and SDOH Benefits</div> <div><div></div>RIDOH for Public Health Resources</div>	<div>OTHER RESOURCES</div> <div><div></div>Pharmacy/CVS</div> <div><div></div>Behavioral Health/Optum</div> <div><div></div>Primary Care Provider/ CHC Care Team</div> <div><div></div>Specialists</div> <div><div></div>Hospital/Urgent Care</div>	<div>OTHER RESOURCES</div> <div><div></div>Food Pantries</div> <div><div></div>Housing/Shelters</div> <div><div></div>Supplemental Benefits Services, i.e. Moms Meals</div> <div><div></div>Transportation Services</div> <div><div></div>Durable Medical Goods Supplier</div> <div><div></div>Durable Power of Attorney for Health Care</div> <div><div></div>Member Appointee</div>	<div>OTHER RESOURCES</div> <div><div></div>MMP Enrollment Line</div> <div><div></div>MMP Counselor</div> <div><div></div>Social Security Office</div> <div><div></div>Community-based Organizations</div> <div><div></div>Community-based Navigators</div> <div><div></div>HealthSource RI Website and Call Center</div> <div><div></div>RIDHS Office for Eligibility for Medicaid and SDOH Benefits</div> <div><div></div>RIDOH for Public Health Resources</div>

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