

Case Management and Care Coordination

Molina's Case Management (CM) Program involves collaborative processes aimed at meeting an individual's health needs, promoting quality of life, and obtaining the best possible care outcomes to meet the member's needs, so they receive the right care at the right time, and in the right setting.

The Molina Case Managers are licensed professionals and are educated, trained, and experienced in the care coordination process to empower the member to understand and access quality, efficient and cost-effective health care.

Molina Case Managers use information from the assessment process to develop and implement Individualized Care Plans (ICP) with the member in a timely manner based on member's own identification of primary health concern and analysis of available data on the member's medical condition(s) and history. The Molina Case Managers stratify the individual members into appropriate risk and intervention levels. Based on the level of case management needed, outreach is made to the member to determine the best plan to achieve short and long-term goals.

Members with the following conditions may qualify for CM and can be referred to the Molina CM Program for evaluation:

- High-risk pregnancy, including members with a history of a previous preterm delivery
- Catastrophic medical conditions (e.g., neoplasm, organ/tissue transplants)
- Chronic illness (e.g., asthma, diabetes, Congestive Heart Failure)
- Preterm births
- High-technology home care requiring more than two weeks of treatment
- Member accessing ER services inappropriately
- Children with special health care needs
- Sickle Cell
- BH Concerns
- Opioid Use Disorder (OUD)
- End-Stage Renal Disease (ESRD)
- Chronic Kidney Disease (CKD)

The following are conditions that our external CM vendor AccordantCare manages but a physician referral for these conditions would still be directed to Molina SC:

- ALS
- CIDP
- Crohn's disease
- Cystic fibrosis
- Dermatomyositis
- Epilepsy
- Gaucher disease
- Hemophilia
- Hereditary Angioedema

- HIV
- Multiple sclerosis
- Myasthenia gravis
- Parkinson's disease
- Polymyositis
- Rheumatoid arthritis
- Scleroderma
- Sickle cell disease
- SLE
- Ulcerative colitis