

MEMORANDUM

TO: Health Benefits Representatives

FROM: Jack W. Walker, Ph.D.
Executive Administrator

DATE: February, 2000

SUBJECT: Care Coordination Program

Legislation was passed by the 2000 Session of the North Carolina General Assembly providing non-Medicare primary members of the Comprehensive Major Medical Plan with a **Care Coordination Program** to assist physicians and families in coordinating care for patients with multiple and/or on-going health care needs. National Health Services, Inc. has been selected to administer the **Care Coordination Program**, which will be **effective March 1, 2001**.

Under the program, patients will be selected for coordination based upon a catastrophic, severely chronic, or high risk condition, or some other circumstance requiring a variety of health care services. Once a candidate for care coordination is identified, a registered nurse Care Coordinator will contact the patient and the patient's physician and family members to determine whether the patient could benefit from the program. If so, the Coordinator will conduct a more thorough assessment of the patient's condition and will consult with the patient's physician regarding his/her treatment plan and care requirements and then work with the patient, physician and family to ensure that the necessary services are received.

The program is entirely voluntary for both patients and physicians, but we encourage you to advise employees to take advantage of the program if contacted. Moreover, if you are aware of an employee whom you believe could benefit from such a service, we encourage you to contact National Health Services toll-free at 877-298-7989.

Since only a relatively small number of employees will need care coordination, we are not sending a mailing to all employees. We will, however, be communicating the program to affected physicians and providers in order to encourage their participation.