



MAGELLAN *Public Sector Solutions*

HEALTHCHOICES HEALTHCONNECTIONS:

An Innovative Approach to Care Integration and Whole Health

Pennsylvania's innovative HealthChoices HealthConnections (HCHC) program focuses on members' total health. The program encourages individuals to become active participants in making the decisions that affect their wellness goals, empowering them to live healthier lives.

HCHC brings behavioral health and physical health practitioners together in Bucks, Montgomery and Delaware counties, facilitating the exchange of health information among all providers involved in a member's care.

Navigating the health care system and coordinating treatment

Central to the program is the "navigator," a behavioral health clinician or case manager from a provider agency who guides members through the complexities of the health care system and focuses on personal wellness needs.

The navigator acts as a health care advocate, reaching out to primary care practitioners, medical specialists and behavioral health providers to assist the member in effectively coordinating his or her care. The navigator:

- Builds a relationship with the member
- Helps the member create a personal wellness plan
- Facilitates communication among providers
- Assists with setting up services and coordinating treatment plans
- Reviews medications, consults with prescribers, monitors adherence and helps with medication access
- Coordinates hospital and discharge plans
- Serves as the member's primary health care support person

Sharing information to close gaps in care

The member's comprehensive electronic health profile, called the Member Profile, is a critical tool that helps identify medication plans, treatment history and provider contacts. The profile, shared by physicians, therapists and treatment teams, contains key information about a member's access to different levels of care and can help close gaps in care.

Identifying appropriate treatment to save health care dollars

With the help of their navigators, members see the appropriate medical professionals who can help address their individual needs. Enhanced behavioral health support means improved access to physical health care and therefore fewer visits to the emergency room. In addition, members gain independence as they learn to navigate the physical health system.

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Providing the right treatment at the right time means efficient, quality care

HCHC facilitates provider and member interaction, coordinates appropriate services and treatment plans and engages individuals in actively developing plans that focus on their holistic health—enabling them to live longer, healthier lives.

A program centered on partnership

HealthChoices HealthConnections is a partnership among the offices of Behavioral Health in Bucks, Delaware and Montgomery counties; the Pennsylvania Department of Public Welfare; Keystone Mercy Health Plan; the Pennsylvania Office of Mental Health and Substance Abuse Services; the Center for Health Care Strategies, Inc. and Magellan Behavioral Health of Pennsylvania.

As a close collaboration between Magellan and our community stakeholders, HealthChoices HealthConnections represents the future of effective health care delivery. The program is a “best-practice” guide for what we can accomplish together to shape the health care environment.

Learn more about Magellan

E-mail BHSales@MagellanHealth.com to find out how Magellan can help your county or state.

