

# Care Management Workflow

January 3, 2023

# Agenda

- Happy New Year
- Updates & Reminders
  - 5055
  - 30 days post hospitalization; post alert follow-up
- Unite Us
- Care Manager Check In: Burn Out

# DOH – 5055: Updates

- DOH will be sending updates to all Medicaid providers regarding DOH 5055 in the next few weeks.
- Have you run into challenges with providers?
  - A specific link to give providers regarding 5055.
  - How/Where to report?

# DOH- 5055: Reminders

- Page 1: check the box
- Page 3: BHH, your agency – both needed
- Please do not have the member sign or initial on any blank line or consent form
- Please use providers first and last names on forms, and whenever possible add their specialty/agency
- Please add title and full name for all individuals on consent (I.E. Emergency Contact)

# 30-days post hospitalization Beyond Alert follow up

Hospital Alert, now what?

- Following up on the ER, hospital visit, or other report with a call or visit?
- After a hospital visit a member should be seen by their providers within 7 and/or 30 days. Let's help get them there!

UNITE US

# Welcome Chelsea Sexton

Senior Engagement Manager

Unite Us

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# Care Manager Check In: BURNOUT

## Symptoms

- Changes in sleeping patterns
- Changes in appetite/weight
- Somatic issues
- Impatient, Irritable
- Muscle Tension
- Hopeless or helpless
- Depression
- Anxious
- Loss of interest in things
- Withdrawing from people

# Care Manager Check In: BURNOUT

## Symptoms

- Disorganized at home/work
- Decreased cleanliness at home or work
- Avoiding task
- Everyday situations are difficult to manage
- Trouble concentrating
- Not finishing things
- Work Performance decreases
- Interactions with co-workers becomes strained
- Decreased job satisfaction



# Care Manager Check In: BURNOUT

## Steps to Take

- Name it
- Take a beat, to name your support team
- Seek out help, where you can delegate responsibilities
- Talk to your supervisors/managers
- Sleep
- Take a walk
  - Get outside, or simply move your body
- Take deep breathes-completely fill your lungs and completely empty your lungs.

# Care Manager Check In: BURNOUT

## Steps to Take

- Set Boundaries
- Communicate with your teams (at home and work)
- Be mindful of social media uses
- Participate in your hobbies
  - Read?
  - Creative outlets?
  - Podcasts?
  - Music?
- Ensure you are feeding yourself foods to satisfy you and to energize you
- Set Goals for yourself
  - SMART goals– be realistic and kind to yourself.
- Set aside time to be alone
- Make plans with friends/family
- Meditate or Pray
- Set up “sacred” space that is for you.

Questions?

THANK YOU FOR JOINING US  
TODAY!

Next CM Workflow:

TUESDAY, Feb 7, 2023

Information Session Topic:

Homebase

Happy New Year!