



## Care Manager Status Guide

### Action Needed (Default)

#### GiC Action Starting Status

Action Needed ▼

- Gap in Care Identified by MCP or BHH (FFS Members)
- Review with Member “On Deck” (*forthcoming*)

### In-Progress (GiC Active)

#### Member Engaged, Connection with Provider Started (Linkage Start)

- Member Engaged, Interested in being Connected to Provider or Service
- Referral to Provider Completed, Outcome Pending
- Appointment with Provider Scheduled, Result Pending

OR

#### Connection with New/Current Provider Deferred

- Member Interested, Prefers to Wait / Hold-off on Connection

### Care Provided

#### Member Connected to Provider

AND

- Has been seen within past 3 months
- Attends appointments regularly with provider

#### Action Items

- ✓ Connect to New/Current Provider
- ✓ Schedule Next Appointment
- ✓ Contact for Appointment Reminder
- ✓ Confirm Results with Provider

### Not Applicable

- Connection to Provider or Service No Longer a “Need” or GiC MCP Status *Inactive*
- Engagement Barrier Present: *Disengaged, Residing in an Excluded Setting, Pended Status, Out of Service Area etc.*

### Member Refused

#### Member Declines Connection with Provider