

GiC Conversion Process Implementation

The purpose of this process is to increase Gap in Care closures among actively enrolled BHH members. BHH has developed a set of CM Action Steps. Completion of such actions will help initiate the onset of gap closures associated with each action step.

01

Identify
Gap in Care
Notifications

02

Assign
Action Steps
to Gap in Care
Notifications

03

Convert
Gaps in Care
to
Action Steps

04

Generate
Action Steps in
Member
Record

GiC Action Plan

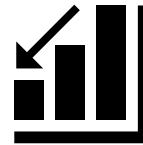
CM Action Steps

Generated Actions

- OBGYN Appt
- PCP Appt
- Eye/Vision Appt (Diabetes Care)
- PCP Appt (Diabetes Care)
- PCP Appt (Cardiovascular Disease)
- PCP Appt (Diabetes Screening)
- PCP Appt (Med Adherence)
- MH Appt (Med Adherence)
- Dental Appt
- SUD Appt
- MAT Appt
- MH Appt



Activity | Medical | Mental Health | Connection



Reduction of Gaps in Care

Gap in Care Status (MCP & FFS)

Active At Least 1 Gap in Care is Associated with the CM Action Step – Multiple Gaps can be included in single/same CM Action Step

Closed All Gaps in Care Associated with a CM Action Step have been Closed

Note: Medicaid Fee-for-Service (FFS) Members
Assigned GiC CM Action(s): PCP Appt

GiC Action Plan

CM Action Steps – Addressing GiC CM Action Steps

Overview of Care Manager Actions:

- ✓ Identify CM Action Steps Added to Member Record to Address 1 or More Gaps in Care (GiC)
- ✓ Discuss CM Action Step (*Connection*) with Member and/or Care Team Members
- ✓ Connect Member to a New Medical/Behavioral Health Provider
- ✓ Schedule Appointment with Current Medical/Behavioral Health Provider
- ✓ Confirm Appointment/Service Attendance with Current/New Medical/Behavioral Health Provider

Action Needed ▾

Why does the Care Manager Status indicate Action Needed?

“Action Needed” is the default status or starting status when a new Gap in Care (GiC

Action Step) is added to the members record in FCM.

GiC Action Plan CM Status

Action Needed ▾

**Default Status*

GiC Action Starting Status

- Gap in Care has been Identified and a CM Action Step has been Added to Member Record

In-Progress

- Care Manager has Started Discussion w/ Member about Provider/Service Connection
- Member Agrees to CM Action Step (*Connection*) to Address GiC
- CM Action Step (*Connection*) Scheduled, Confirmation or Outcome *Pending*
- Member Interested, but at Later Time – To be Reviewed with Member Intermittently

Documentation:

- ✓ Add Action Step to Plan of Care | [NEED → GOALS → TASKS](#)
- ✓ Add and **Link Encounters** to NEED/GOALS/TASKS

Care Provided

- Member Completed CM Action Step, Connection Confirmed

Documentation:

- ✓ Update Plan of Care with Completion Details ([Remember to Link Encounters](#))

Not Applicable

- Member is Disengaged or Lost to Follow-up (LTFU)
- Member is Residing Excluded Setting, Currently in a Pended Segment
- GiC MCP Status Not Active (*Inactive Status*)

Member Refused

- Member Refuses/Not Interested in Completing Action Step