



## FAQs for Care Management Program

### 1) **What is the Care Management (CM) program?**

CM services are provided to SOMOS patients who are attributed to a SOMOS PCP. The suite of clinical programs and performance management framework will drive care coordination resulting in increased quality, improved efficiency, increased member & provider satisfaction, and improved clinical outcomes. Programs and services include, but are not limited to, transitions of care, behavioral health (BH), pregnancy care, complex care, and care coordination.

### 2) **Who is Evolent Health? What will they be responsible for?**

Evolent Health has strong expertise in care management, with an NCQA-accredited care management program that ensures objective, evidence-based best practices. They will utilize proprietary analytics to evaluate the SOMOS membership for appropriateness of participation in the CM programs, as well as conduct member outreach and enrollment into the program. Once enrolled, Evolent will guide members through their CM program. SOMOS will retain oversight of Evolent and the CM program, and periodically review the program for quality and performance.

### 3) **Which SOMOS MCO partners does this CM program apply to?**

This CM program applies to the following MCO partners:

- HealthFirst (live, excludes behavioral health)
- Fidelis (upon final effective date, excludes behavioral health)
- Empire BCBS HealthPlus Innovator arrangement (upon final effective date, includes behavioral health)
- Emblem Innovator arrangement (upon final effective date, excludes behavioral health)

More MCO partners may be added in the future.

### 4) **What CM programs are offered?**

Programs and services will include the following care programs:

- Care after a catastrophic event (e.g., malignant cancer, degenerative neurological disease, respiratory failure, liver diseases)
- Management of a chronic condition (e.g., asthma, coronary artery disease (CAD) & hypertension, chronic obstructive pulmonary disease (COPD), heart failure, diabetes)
- Management of multiple significant conditions
- Care coordination and connecting with social determinants of health (SDoH) resources
- Behavioral health (Empire HealthPlus only)
- High-risk pregnancy care
- Transitions of care post-discharge

### 5) **What benefits will my patients get from the programs?**

Members will receive support from population health management team members on:

- Navigating the healthcare system via care coordination and transitions of care post-discharge
- Locating resources for social determinants of health (SDOH)
- Working towards personal health goals
- Health interventions



## FAQs for Care Management Program (cont.)

6) **How do patients sign up? Will I be notified when one of my patients qualifies for the CM program?**

Patients who are eligible for CM will be contacted by an Evolent team member, who will be reaching out on behalf of SOMOS. They will verify the patient's information and provide an overview of the CM program. Evolent will also notify practices that they have contacted a member of their practice. They may connect with practices with additional questions regarding the member's contact information and willingness to participate in the CM program. We expect approximately 10% of patients to be outreached and half of those enrolled over the course of the year, but this may change as the program evolves.

7) **How does Evolent's CM program integrate with my population health management efforts?**

Evolent CM team members will connect directly with practice staff from the beginning of member engagement to ensure that care coordination efforts are aligned. Evolent CM staff include case managers, social workers, community health workers, health educators, licensed pharmacists, and registered nurse care advisors.

8) **What can I do to help members enroll for CM support?**

If a member is contacted by a CM team member, the member may ask practice staff about the program before the member is comfortable enrolling. We've included an example brochure that members will receive when they enroll in the CM program. We encourage you to provide them guidance on the program and reach out to SOMOS if you have any questions.

9) **How can I refer a member for CM support?**

To refer your patients to Care Management, please call 855-225-3211, email [SOMOSCareManagement@evolenthealth.com](mailto:SOMOSCareManagement@evolenthealth.com), or fax 1-646-940-9886. When referring patients for care management, please send the member's name, date of birth, referral reason, and any conditions or relevant clinical information.

10) **Who should I reach out to with more questions about the CM program?**

Please email [ProviderRelations@somosipa.com](mailto:ProviderRelations@somosipa.com).