

CARE MANAGEMENT TASK ASSIGNMENT MODELLING

Choose care management tasks

"PCMH" refers to PCP with more advanced capacity for care coordination/care management functions

Assign task to PCP CC, PCHM CC or PCMH CM

Assume tasks assigned to PCP CC would be done by PCMH and are additive

Assume health plan CC or CM would perform tasks in absence of PCP or PCMH unable or unwilling to assume responsibility

Allocate tasks by risk stratification

Estimate time per task

Estimate frequency of task by risk category

Estimate product category mix (in this example by Medicaid eligibility)

Insert ED visit rates from historical data

Insert hospitalization rates from historical data

Estimate salary and benefit expense based on local market rates

Modify assumptions from perspective of cost of delivering services and budget neutrality in terms of anticipated % of premium savings

All values in red should be modified to fit the specific patient population

	Time allocated (hours)	Frequency per year			PCP Care Coordinator hrs/yr			PCMH Care Coordinator hrs/yr			PCMH Care Manager hrs/yr			Health Plan
		low risk	increased risk	high risk/ Hale elig	low risk	increased risk	high risk/ Hale elig	low risk	increased risk	high risk/ Hale elig	low risk	increased risk	high risk/ Hale elig	
Care Coordination Tasks														
Onboarding new members within 30 days of enrollment to schedule a PCP appointment	0.5	0.5	0.5	0.5	0.25	0.25	0.25							
Outreach to members who have not been seen by the PCP in the previous twelve months	0.25	0.25	0.25	0.25	0.0625	0.0625	0.0625							
Initial or annual health risk screen (includes PHQ, assumes multiple attempts are sometimes required)	0.5	1	1	1				0.5	0.5	0.5				
Assist with making appointments; facilitating communication with specialists	0.5	0.5	1	1	0.25	0.5	0.5							
Outreach to close gaps in care	0.5	1	2	2	0.5	1	1							
Facilitating transportation to medical appointments as needed	0.5	0.05	0.2	1				0.025	0.1	0.5				
Health Promotion Tasks														
Providing health education about wellness and healthy lifestyle choices	0.5	1	1	1	0.5	0.5	0.5							
Referring individuals and families to wellness programs	0.5	0.1	0.2	0.3	0.05	0.1	0.15							
Providing condition-specific education to promote self-management skills	0.5	0.1	0.5	0.75							0.05	0.25	0.375	
Connecting individuals and families to peer supports as clinically appropriate	0.5	0	0.1	0.25							0	0.05	0.125	

Medicaid expansion	200	30
SPD	450	23
Blended		113

Hours/100 plan members	Total	low risk	increased r	high risk/ Hale elig
PCP Care coordinator	173	156	11	6
PCMH Care coordinator	261	223	20	19
Care manager	80	5	32	43

Non-Contact Time
(Downtime/Inefficiencies/other tasks) 20%

	Case Load	Case Load/FTE	Salary and benefits/year	PMPM
PCP Care Coordinator		849	\$50,000	\$4.91
PCMH Care Coordinator		563	\$50,000	\$7.40
Care Manager		1833	\$85,000	\$3.87
PCMH Team				\$11.27

Working hours/year 1840

Shared case load composition	Total	low risk	increased r	high risk/ Hale elig
Care Coordinator	849	789	40	20
Care Coordinator hours spent	1472	1328	96	48
Care Manager	1833	1704	86	42
Care Manager hours spent	1472	85	594	792

Premium TANF/CHIP PMPM*	\$200
Premium Medicaid Expansion	\$400
Premium SPD PMPM*	\$1,000
Blended Premium PMPM*	\$270

CM Expense as % premium 4.2%