



# BENEFIT NEWS

WVCH: Intensive Case Management and Peer Mentor Services Provider Education

May 6, 2019

## Willamette Valley Community Health, in partnership with WVP Health Authority, offers Intensive Case Management and Peer Mentoring services for our patients, but the benefits to our providers can be just as great.

Our Intensive Case Management program help's with challenges in healthcare and improves how providers, patients and community work together as a care team. ICM provides your patient, our member with:

- Assistance to understand how WVCH CCO benefits work
- Ability to identify member emergency department utilization in real-time
- Finding a provider that may be able to assist with special health care needs
- Assist scheduling timely appointments with a primary care provider, specialist, or other care providers

*“Having support at the health plan allows me to provide better service. It allows patients to get additional help outside the clinical setting”*

*- WVCH Provider*



- Assist requesting equipment, supplies or needed services
- Coordinate care among all of a member's doctors, other providers, community support agencies and social service agencies.

We currently have five case managers that work with our patients and providers to ensure they are able to access the right care, at the right time, in the right place.

### New Case Management Program, Transition of Care Coordinator:

The Transition of Care Coordinator (TOCC) and its multidisciplinary team of health care leaders are committed to improving the quality of transitions of care. TOCCs are primarily responsible for working with members, families, facilities, and a multitude of other organizations involved in the members care to ensure safe and comprehensive transitions of care. The TOCC assists the member in planning, directing and organizing their transitions, as well as facilitates strategies to improve services, reach established goals, and maintain satisfactory goals.

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## Peer Mentoring Programs:

**EDIT:** Emergency Department Intervention Team. This team includes a peer mentor, a case management nurse, the patient and our providers. The program sets goals for patients to help them be their healthiest best selves. We help patients understand how to appropriately navigate and use the healthcare system. We help patients understand when it's best to go to a primary care doctor, urgent care, or the emergency room. This program is inline with our goals to ensure patients get the right care, in the right place, at the right time.

**MOMS:** Marion & Polk Obstetric Mentoring Service. MOMS team is built around the pregnant woman and includes a team of peer mentors and a nurse case manager. This team meets to develop an individualized plan which will address specific areas to focus on during the member's time with MOMS. Members will be given support and tools they need to help make gradual and sustainable changes.

The mentors are women with shared life experiences who have overcome life hurdles similar to the enrollees. Some of our mentors have even successfully gone through this program. This gives them a unique perspective when providing assistance and emotional support. They know what members are going through, because they have been there. The shared experiences helps build trust with the members.

**Family Support Coordinators:** created for families with children who have complex medical conditions and need assistance to ease some of the stresses these families have in everyday life. Many children in the Marion and Polk County have complex medical needs, yet only a small percentage of these families are getting help with the complex needs of their child. Families signed up can meet with a Family Support Coordinator in a comfortable environment, such as their home, to go over what the families could use help with. This program will help get rid of some challenges in healthcare and improve how doctors and service providers work together as a care team.

## Questions:

Contact WVCH Customer Service 503-584-2150

Our website: [www.wvchealth.org](http://www.wvchealth.org)

Questions regarding the Peer Mentoring Programs contact: Debbie Hall 503-967-1176  
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