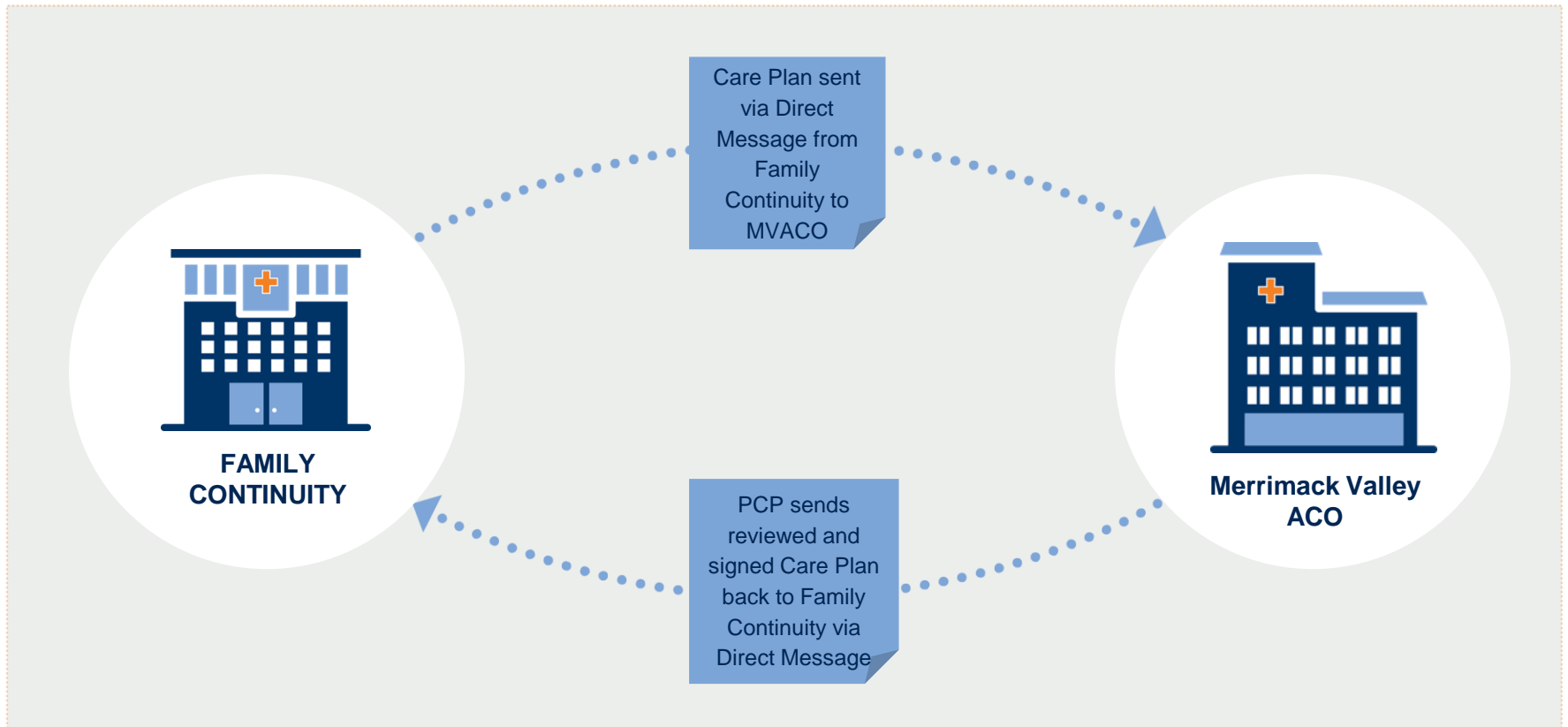


CARE COORDINATION USE CASE

CARE PLAN DOCUMENT EXCHANGE BETWEEN A MASSHEALTH ACO AND ITS COMMUNITY PARTNERS



GOAL

Facilitate the electronic exchange of care plans between MassHealth Accountable Care Organizations and Community Partners to reduce time delays and attain better patient outcomes.

CARE PLAN DOCUMENT EXCHANGE BETWEEN A MASSHEALTH ACO AND ITS COMMUNITY PARTNERS

ORGANIZATION

Merrimack Valley ACO (MVACO)

GOAL

Facilitate the exchange of care plans between MassHealth Accountable Care Organizations and Community Partners providing long term support or behavioral health services.

TRADING PARTNERS AND SYSTEMS

- MVACO
- Family Continuity

DATA TO EXCHANGE

- Care Plans

STORY

Merrimack Valley ACO (MVACO) regularly exchanges care plans with its MassHealth Community Partners, including Family Continuity. Under the MassHealth ACO program, the Community Partners provide behavioral health or long-term support and services to MassHealth-covered patients. Family Continuity is a non-profit mental health and social services agency that supports Eastern and Central Massachusetts.

Care plans are generated by a Community Partner to assist providers in keeping their shared patients safe, healthy, and out of the hospital. A Community Partner works with their patient to complete a care plan, and the plan is then sent to MVACO for the patient's Primary Care Physician (PCP) to review, update as needed, and sign. The PCP then sends the signed care plan back to the Community Partner.

In the past, MVACO and Family Continuity used faxes and phone calls to communicate. As this method took significant time to complete, MVACO worked with Family Continuity and Hlway Account Managers to implement an electronic workflow that improved the process of exchanging the care plans. In the new workflow, a staff member at Family Continuity electronically sends the care plan to MVACO via Direct Messaging over the Mass Hlway. Once the care plan is received, it is forwarded to the appropriate physician who reviews and signs it, before sending it back to Family Continuity as a PDF via another Direct Message.

**READ
THE FULL
STORY**