Missouri Department of
SOCIAL SERVICES
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JEREMIAH W. (JAY) NIXON, GOVERNOR • BRIAN KINKADE, DIRECTOR

MO HEALTHNET DIVISION
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Dear MO HealthNet Health Care Provider:

Your patient,_____, has been selected to receive an additional benefit package of disease management and care coordination as part of a joint initiative of the MO HealthNet Division and the Department of Mental Health. The disease management program, implemented in November 2010, has proven successful in helping people with behavioral health disorders, who may also have other chronic medical conditions, have better health outcomes and reduce costs to the state's Medicaid program.

Your patient was selected for this benefit package based on a review of health care received from MO HealthNet providers in the past year. That review identified a group of patients *who are not current consumers of the Department of Mental Health* but have a behavioral health disorder and significant Medicaid costs. Many also have other chronic health conditions. Patients in this group are more likely than the general population to have high hospital admission rates, multiple emergency room visits, poor adherence to prescribed medications, and inconsistent use of primary care.

Patients in this project are referred to a local behavioral health provider that will assign trained staff to contact them and offer care management services including, but not limited to:

- Finding a PCP for medical care if they do not have one;
- Obtaining mental health services and/or treatment for substance use disorders;
- Identifying health care gaps and getting specialty medical care, if needed;
- Scheduling and keeping track of health care appointments;
- Adhering to medication and other medical regimens, as prescribed;
- Coordinating care between multiple health care providers;
- Health promotion interventions to address smoking, obesity, and lack of physical activity;
- Obtaining and maintaining safe and affordable housing;
- Obtaining available safety net benefits in their communities.

An outreach specialist from _____ will contact you in the near future to discuss _____ health care needs. Regular communication about the behavioral and physical health needs of this target population will help achieve successful patient outcomes and avoid unnecessary costs to the Medicaid program.

The provision of treatment, as well as the coordination/management of health care and related services among one or more health care providers, is permitted under HIPAA so this interaction does not require patient consent. The Federal Confidentiality Regulations (42 CFR Part 2), do not apply to primary care providers who render alcohol or drug abuse services incident to their medical care function and these services are not

considered their principal practice. The Federal regulations apply to programs for which their principal practice is the provision of alcohol or drug abuse diagnosis, treatment, or referral for treatment and they "hold themselves out" as providing those services (Fed. Reg., 52:110, 6-6-87, 21803). If the patient decides to enroll in services for a diagnosed substance use disorder with a specialty provider, that provider is responsible for obtaining all required consents in order to discuss any further care and treatment.

We believe this new benefit package and opportunity for collaboration with your local behavioral health program(s) will be a great asset to you, and most importantly, result in better health for those receiving care. We look forward to working with you.

Sincerely,

Joseph Parks, M.D., Director
MO HealthNet Division
Department of Social Services

Mark Stringer, Director
Division of Behavioral Health

JP/MS/dsm