



Using best practices to manage and coordinate care

The model is built on the use of evidence-based best practices to manage and coordinate care. This produces better care, improved outcomes (including a positive patient experience) and lower costs.

Best practices include:

- Identification of a primary care clinician as the individual's regular source of care.
- Patient-centered primary care homes that provide team-based care. Care coordination through primary care homes is essential for patients with chronic health conditions.
- Behavioral, physical and dental health care integrated through evidence-based best practices. Evidence-based practices such as shared treatment plans and co-location of services are designed to maximize outcomes and efficiency, and eliminate waste.
- Providers and health systems use electronic health records and information exchange across care settings. These systems improve data accuracy, allowing for better patient care, while reducing costs associated with duplicate or unnecessary services.
- Value-based benefit design that create incentives for consumers to use evidence-based services. These services are the most effective for cost and quality, so they cost less for consumers, their employers or purchasers, and health plans.
- Culturally and linguistically appropriate care.

What it means for

The health plan

- ✓ Providers are using evidence-based best practices
- ✓ Information from more care delivery points is available (dental, physical, mental)
- ✓ More robust picture of members
- ✓ Case management efficiencies developed

The purchaser of health benefits

- ✓ Lower costs as the result of better quality care and better health outcomes
- ✓ A central point of contact for navigation of services

Your employees

- ✓ Higher quality care and better health outcomes
- ✓ Streamlined information sharing, due to electronic health records and care coordination
- ✓ Improved patient experience
- ✓ Prevention-focused health strategies
- ✓ Improved care coordination, especially for those with chronic health conditions