



FamilyCare, Inc.

Integrating Primary Care
and Behavioral Health

Lessons From the Field

December 8, 2013

825 NE Multnomah, Suite 300, Portland, OR 97232
Phone: 503-222-3205 toll-free 800-458-9518 TTY: 711
www.familycarehealthplans.org

FamilyCare

Incorporated



FamilyCare Mission and Values

*Create Healthy Individuals Through
Innovative Systems*

Our mission and values are reflected in everything we do!

Integrity Communication Education
Innovation Relationship
Osteopathic Respect Family physicians
Evidence-based Leadership

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Osteopathic Philosophy

- Osteopathic medicine creates opportunities for innovation in healthcare. By supporting Osteopathic medicine, we help ensure each patient is viewed as a person, not just a set of diagnoses
- FamilyCare was founded on a person-centered approach to care

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FamilyCare History

- 27-year history of serving people on the Oregon Health Plan
- One of the first managed care Medicaid plans in Oregon
- Developed our integrated physical and mental health plan in 1997

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Integrated Services — FamilyCare Priority

- Physical and mental health services are coordinated at the plan and provider level
- Our Care Management Team includes licensed physical and mental health professionals with years of experience managing care for individuals with complex health needs
- One of the first organizations in the country to create and implement a Service Care Coordination Program

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Integrated Services — FamilyCare Priority *(continued)*

- Team of nearly 25 Service Coordinators supports providers and members in navigating healthcare delivery system
- Embedded in clinics; some visit home, school, shelters, etc.
- Results in greater satisfaction and positive outcomes for the provider and their patients, as well as a higher quality healthcare
- Service Care Coordinators work with our Members to navigate the healthcare and social service system, acting as a hub of information

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Questions/Information

For more information:

➤ www.familycarehealthplans.org

Or email questions to:

➤ cco@familycareinc.org

➤ Marcia Hille: MarciaH@familycareinc.org

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Thank you!

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