



COORDINATING SERVICES FOR PATIENTS WITH COEXISTING CONDITIONS

Physical/Behavioral Health Integration

CareSource understands the importance of patients with both behavioral and physical health diagnoses receiving follow-up care after a discharge from a behavioral health hospitalization. Coexisting conditions complicate the management of treatment and can be exacerbated after hospitalization if there is no follow-up care with the appropriate providers. CareSource encourages providers to collaborate when managing coexisting behavioral and physical health conditions.

It is important that inpatient behavioral health providers, including discharge planners, understand the importance of follow-up care with a primary medical provider (PMP) within 30 days of discharge for this population. Individuals diagnosed with a serious mental illness (SMI) are known to have poor physical health outcomes and a lower life expectancy. The behavioral health and medical conditions of this population are often intertwined with one diagnosis creating complications for another diagnosis. Provider collaboration for the management of coexisting behavioral and physical health conditions is essential to improving overall health outcomes for patients.

Helpful Suggestions for Providers:

- Identify any medical issues that may impact the treatment plan.
- Identify any potential barriers, including transportation, housing, food and prescriptions, so that your patients can focus on their follow-up care.
- Coordinate with your patients' PMP to ensure a follow-up appointment occurs within 30 days of discharge after a behavioral health inpatient admission.
- Assist in scheduling regular follow-up visits with the PMP to monitor ongoing care and medications.
- Communicate with other providers managing the care of the patient by phone, letter or electronic medical record to coordinate care and reduce duplication of services.

Benefits of Coordination

Coordination of care between behavioral health and primary care impacts:

- Patient satisfaction
- Malpractice risk
- Duplication of medications
- Duplication of services
- Medication adherence
- Quality of life and patient outcomes
- Better communication between behavioral health and physical health providers
- Development of professional expectations and ethics between behavioral health and physical health providers for coordination of care

CareSource's Transitions team is available to assist members with any barriers that might prevent them from keeping their 30-day appointment, including lack of transportation, missed appointments and adherence to prescription regimens. Please call us at **1-844-607-2831** to refer a patient to care management or for any questions. Providers may also make a care management referral through the Provider Portal: www.caresource.com/in/providers/provider-portal/marketplace/.

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