

## How Does Care Coordination Help?

### *IDD Care Coordination:*

- ▶ Offers education on waiver services and rights and responsibilities
- ▶ Facilitates Person Centered Planning
- ▶ Assists the participant to identify service providers
- ▶ Helps to access specialized assessments
- ▶ Coordinates services with the participant's medical home
- ▶ Arranges other Medicaid services
- ▶ Monitors the participant's care to assure that services continue to be needed, and the health, safety, and well-being of the participant is met
- ▶ Conducts face to face visits, telephone calls, and reviews service documentation
- ▶ Recognizes and reports critical incidents
- ▶ Assists with filing grievances
- ▶ Provides an Orientation to Individual and Family Directed Supports
- ▶ Refers the participant for Community Navigator Services
- ▶ Provides Supports Intensity Scale (SIS) education and information



Access to Care: **1.888.235.4673**  
Administrative Offices: **1.877.864.1454**  
Website: **www.PartnersBHM.org**  
Email: **questions@PartnersBHM.org**

Corporate Office:  
**901 S. New Hope Rd., Gastonia, NC 28054**



*Planning with you to  
help you reach your goals*



## What is Intellectual & Developmental Disabilities Care Coordination?

Intellectual & Developmental Disabilities (IDD) Care Coordination's role is to make sure that people are cared for in the best possible manner. Care Coordinators, employed by Partners Behavioral Health Management, work with the individual and his or her natural supports to:

- ▶ Help monitor services
- ▶ Ensure assessments and Person-Centered Plans are completed
- ▶ Ensure provider agencies deliver needed services

The individual or family selects a provider agency to deliver services. The care coordinator works with a team comprised of the individual, family and provider to ensure:

- ▶ The individual is receiving the right services to address needs
- ▶ Progress is being made toward identified goals and outcomes

Care Coordination is not a service. It is an administrative function within Partners' managed care responsibilities. Its goal is to connect individuals to the right care at the right amount at the right time. IDD Care Coordination is similar to the way Community Care of North Carolina (CCNC) uses case management for high-risk Medicaid enrollees served in primary care practices.

## Who is selected for Care Coordination?

- ▶ Individuals participating in the NC Innovations Waiver
- ▶ Individuals eligible for NC Innovations that are not living in an Intermediate Care Facility for Individuals with Intellectual Disabilities (ICF-IID) facility
- ▶ Individuals with IDD residing in a facility operated by Department of Corrections or Juvenile Justice and planning to be discharged
- ▶ Individuals with high behavioral and medical needs also served by CCNC

In addition, individuals with a dual diagnosis of IDD and mental health and/or substance abuse may qualify.



## Am I Required To Participate In Care Coordination?

Yes, Care Coordination IS required if you are receiving services through the NC Innovations Waiver.

If you are not receiving services through the Innovations Waiver, you are not required to participate in Care Coordination. However, participation has helped many reach identified goals.

## How do I find out if I qualify?

For more information or to make a referral to IDD Care Coordination or IDD services call Partners Customer Services at **1-888-235-HOPE (4673)**.

## What is Partners Behavioral Health Management?

Partners is your local connection for mental health, intellectual/developmental disability, and substance abuse treatment. Partners is similar to an insurance company, and works with your service provider to approve and pay for the right services to make progress in your daily life.