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The Coordinated Care Program, Key Policy Issues, June 2011

Gateway Foundation is Illinois' largest substance abuse treatment program, caring for persons affected by addiction and mental health disorders. Gateway appreciates the opportunity to participate in the development of Illinois' coordinated care program, and to that end respectfully submits the following comments.

1. How comprehensive must coordinated care be?

a) We agree that physicians and caregivers are best engaged by contract, thus enticing commitment to participate.

c) We agree the system of care should be credentialed by a body such as NCQA, fostering standards of practice that promote consistency across the system of care.

e) We agree that HFS should/could support the process with umbrella coverage for common elements, such as a pharmacy contract.

f) We recommend prompt payment as an incentive to join the network(s).

6. What should be the requirements for client assignment?

We endorse the principle that client choice is fundamental to the new approach.

7. How should consumer right and continuity of care be protected?

We agree with the statement that, the degree of quality assurance and oversight in the managed care market is greater than what exists in the fee-for-service market. To support quality, we agree the entities must be accredited.

Quality measures should include: client satisfaction, and data should be collected and published for consumers and participant review.

d) We agree that clients should have the option to continue a medical home relationship in the face of changing circumstances. Portability is important to client endorsement of the process.

8. What are our preliminary thoughts about participating?

a) Although we are not structurally able to participate as a plan manager, we enthusiastically endorse the development of a coordinated system of care, and we commit to participate as the behavioral health provider. We expect to participate as

both Medicaid and a Medicare provider.

b) Due to the historical mistrust between physical health and mental health providers, we recommend that behavioral health care be available as a carve out. This promotes access too.



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