

**THE COORDINATED CARE PROGRAM  
KEY POLICY ISSUES  
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**PUBLIC COMMENT**

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Question #1: How comprehensive must coordinated care be?

Coordinated Care Entities should hold the responsibility of managing all aspects of clinical care for patients assigned to the entity as their medical home. In order to ensure coordinated care, there needs to be a gatekeeper, therefore I support the medical home concept. That said, the coordinated care entity would be the medical home and direct all patient care for those who are assigned to their site. This is much like the managed care model as we currently know it.

The delivery of quality care is paramount, therefore NCQA (or some other regulatory agency) medical home certification is necessary. This will set the stage for the delivery of quality care for all patients across the board. Although some flexibility should be built in, a well structured quality care model should be mandated and monitored.

Having expressed support for the medical home being the gatekeeper for all services, leads me to the idea of cost incurred to provide this type of coordinated service. It is imperative that coordinated care entities are compensated at the appropriate level to be able to employ resources to effectively implement the coordinated care model.

If umbrella coverage becomes something that HFS implements, pharmacy and behavioral health come to mind. A model for executing these services might include direction from the medical home and managed at the state level. There would also be a way in which the medical home is kept informed about services provided. Once again, this will keep the medical home well versed about their patients care.

Question #3

The state and federal government's commitment to the concept of all medical practices operating in the context of an electronic health record is a good one. Without this the question becomes, can the medical home provide cost effective coordinated care without access to all aspects of a patients medical history. This will also decrease overutilization. Overall, it will benefit patients as the physicians will have access to the information needed to provide the right care at the right place at the right time.

