Care Coordination Entity –Annual Report Outline

Executive Summary

The Executive Summary should contain a high level summary of the Care Coordination Entity (CCE) program evaluation.

Section 1–CCE Care Model

The content of this section may include:

- Structure and composition of CCE team.
- Describe any changes to the CCE team during the reporting period.
- Health Risk Screening, Comprehensive Assessment and Care Plan – evaluation of timeliness of completion.
- Describe outreach, engagement and retention of enrollees.
- Discuss changes to the care model since implementation, if applicable.
- Discuss performance metrics utilized by the CCE to evaluate the effectiveness of the Care Model.

Initiatives Implemented During Reporting Year

Include an assessment of the extent to which the activities planned for the year were completed and describe if the objectives were met.

Barriers to Improvement

Identify the issues and barriers that make objectives more difficult to achieve.

Recommendations for FY 2015

Describe the recommended interventions to overcome barriers and issues identified.

Section 2- Health Information Technology

The content of this section may include:

- Case Management software implementation status
- Processing of Enrollment files
- Processing and analysis of utilization data from HFS and other data sources
- Status of implementation of secure messaging

Section 3–Utilization Management Review

In this section include the CCE evaluation of utilization data for the program for example:

  ➢ Emergency Department utilization
  ➢ Inpatient Admissions
  ➢ Behavioral Health Inpatient Admissions

Section 4 – Member Satisfaction

This section should include a discussion of member satisfaction with the care coordination team.

Section 5 – Access and Availability

  ➢ Describe the adequacy of the provider network
  ➢ Provider compliance with appointment standards

Section 6 – Complaints/Grievances

  ➢ Complaints/Grievances – identify number and type

Section 7 – Health and Safety

  ➢ Critical Incidents, Abuse, Neglect and Exploitation - identify number and type

Section 8 – Provider Education

  ➢ Describe CCE educational efforts to inform providers of the CCE care model.