



## **Complex Case Management Referral to Assist Practitioners**

Mesa Mental Health (MMH) offers Complex Case Management Services to members who have experienced a critical event or diagnosis that requires the extensive use of resources and need help navigating the system to facilitate appropriate delivery of care and services.

The purpose of complex case management services is to facilitate positive treatment outcomes by proactively identifying members who have complex behavioral health needs possibly combined with co morbid medical condition(s).

The program includes:

- Removing barriers to needed services.
- Helping members effectively navigate the service delivery system.
- Coordinating and collaborating services at all levels of care.
- Preventing unnecessary hospitalizations.

MMH's CM Program is multi-focal and services are delivered telephonically. Our CM program has an obligation to the members and plans served to provide expertise and guidance regarding the judicious and responsible use of resources. This involves the following components:

- Comprehensive assessment of the member's condition.
- Determination of available benefits and resources.
- Development of and implementation of a case management plan with performance goals.
- Monitoring progress.
- Follow-up.
- Case closure after completion.

Members with the following conditions, but not limited to, are offered case management services:

- High Utilization of benefits.
- Repeated non-compliance with recommended treatment(s) that resulted in higher levels of care.
- Chronic dangerous behaviors.
- Member need of complex resources and is unable to navigate the process without assistance.
- Insufficient support system.
- Newly diagnosed members who require education about their diagnosis.

- Significant co-morbid medical and behavioral health issues.
- Dual diagnosis members with history of two or more hospitalizations in past year.
- History of AMA discharge with no discharge planning.

Member exclusion criteria:

- Member refuses services.
- Member is unlikely to benefit from the program.
- Member does not meet program admission criteria.

Mesa Mental Health has several avenues for Case Managers to receive referrals for members in need of services. The member, family member, or provider/practitioner, may submit a MMH Case Management Referral Form. The Case Management Referral form is available to practitioners on the MMH Website. The form is filled out and sent to MMH Case Management Services to begin the case management process. Case Managers also accept referrals by phone. Typical points of entry are: Discharge Planner referral, MMH UM, Member self-referral, family member, MCO and practitioner/provider referral. Please feel free to contact a MMH Case Manager at (505) 816-6792 or (800) 583-6372 (outside Albuquerque area) with any further questions or to make a referral. The MMH fax number is (505)816-6702.