



## **METROPLUS HEALTH PLAN'S INTEGRATED CARE MANAGEMENT PROGRAM: 360° MEMBER CARE, INCLUDING A HOUSING INITIATIVE**

Founded in the last quarter of 2017, The MetroPlus Integrated Care Management (ICM) program is a collaborative process that assesses, plans, implements, coordinates, monitors, and evaluates the services and options available to meet the health and human service needs of members with complex care needs and who are at risk for increased hospital admissions and emergency room visits. The ICM program provides face-to-face interaction (when needed) to foster member engagement, member-centered care planning and goal attainment. The ICM program serves eligible members in the 5 boroughs of New York City. Care Managers complete a comprehensive assessment, identify/prioritize goals, coordinate based on member need and available resources and work with the primary care provider, specialist and other members of the health care team to develop and implement a plan of care. Periodic evaluation of progress, with interdisciplinary team meetings, are conducted and modifications are made as needed.

The goal of ICM is to provide high quality, integrated, culturally competent care management services to complex members often assessed as requiring medical, social, and behavioral care management needs to improve health outcomes and health system engagement.

ICM meets this goal by utilizing qualified Registered Nurses, Licensed Practical Nurses, Licensed Social Workers, and community partners to collaboratively identify and assess the physical, behavioral, cognitive, functional, and social needs of members for care management services. The outcome of the assessment is used to develop a comprehensive care plan, which is tailored to the individual needs of the member and the family/support system. Through a collaborative relationship with the member and his/her health care community, the care manager empowers the member to take action to improve quality of life, functional status, and personal health outcomes by ensuring the member accesses services at the right time, in the right setting, for the right reason.

The Care Management Taskforce is a subset of the Integrated Care Management team consisting of a core group (RN, Licensed Social Worker, Personal Health Coach, Housing Specialist) responsible for providing day-to day care management interventions for high-risk members of the health plan (i.e. highest utilization). This team targets members who have either had less success or are less likely to independently navigate the resources available to contribute to the attainment of optimal health outcomes. The overall Taskforce, which includes behavioral and medical clinical leadership in addition to the core group, serves as a resource team to strategize and implement best practices to improve the overall health status of our most vulnerable members.

The Taskforce's responsibilities also include connecting the health plan's most vulnerable members to affordable and supportive housing when needed -- addressing this very basic and powerful social determinant of health.

The homeless services group meets weekly and the Taskforce meets at least monthly to review available housing resources, discuss the needs of complex members, analyze data and recommend continuous improvement strategies. This team is managed by a team leader who is responsible for managing day to day care management activities, coordinating and leading taskforce case rounds, and working with medical and behavioral health clinical leadership to ensure care management activities are conducted in a safe, efficient, and effective manner to improve the health status of members.

Recently, over 35 homeless MetroPlus members saw their lives profoundly change as a result of the ICM Taskforce. Working closely with the members, their healthcare providers, NYC Health + Hospitals/Woodhull, Comunilife, and the NYCDHS shelter system, the Taskforce team identified 29 MetroPlus members receiving care at NYC Health + Hospitals who were eligible for housing units in the Woodhull Residence, at 179 Throop Avenue, Bedford-Stuyvesant, Brooklyn, successfully moving these individuals in over a period of a few weeks late January through mid-February. Woodhull Residence, a new six-story, 53,200-square-foot community residence building, is a \$28 million construction project on the campus of NYC Health + Hospitals/Woodhull, offering 89 studio units of supportive and affordable housing. All units have their own kitchenettes and bathrooms. Fifty-four units were set aside for supportive housing for patients of NYC Health + Hospitals/Woodhull -- including 29 MetroPlus members who have experienced behavioral health issues, but do not have a permanent housing situation to which they can be released.

Additionally, MetroPlus has been allotted 13 housing units at the Marion Street Residence in the Bronx for chronically homeless, high utilizing members with mental health issues. To date, the plan has placed a total of 12 men and women at Marion Street.

For these housing opportunities, the bases for member selection were MetroPlus enrollee with some NYC Health + Hospitals affiliation for care and an approved supportive housing application (HRA2010e). For HRA2010e eligibility, members must have a documented mental health and/or substance abuse issue, as well as a history of chronic homelessness.

MetroPlus care management staff will continue to partner with these members at both the Woodhull and Marion Street residences, partnering with members to meet their independent housing, social services, and health care needs - all under one roof. The health plan is also working with 20 adults and families to secure them housing with Section 8 vouchers. All will receive vouchers through a Health + Hospitals initiative; ICM Taskforce housing specialists are working to find these members apartments, as well as continuing to identify opportunities to place other MetroPlus members in need of supportive housing. With a revolving population of approximately 8,000 homeless members, MetroPlus Health Plan is committed to doing all it can to help.