

## YCCO Behavioral Health Care Management

We encourage providers to refer members who need additional support to YCCO Behavioral Health Care Management. Care Management services are open to all members and available at no cost. Our primary goal is to ensure members' care needs are met and interventions occur as early as possible, thereby avoiding or minimizing deterioration in health status, pain, or suffering. This proactive approach uses health risk assessments, clinical practice guidelines, predictive modeling, and other tools for managing care.

### Prioritized Populations for Care Management Services Include:

<ul style="list-style-type: none"> <li>• Complex (Adult and Children): members with multiple, complex, serious behavioral health conditions or significant barriers to managing behavioral health conditions</li> <li>• Members diagnosed with a Serious Emotional Disorder (SED) or Serious and Persistent Mental Illness (SPMI)</li> <li>• IV drug users in need of withdrawal management</li> <li>• Substance Use Disorder with or without Medication Assisted Treatment (MAT)</li> </ul>	<ul style="list-style-type: none"> <li>• Care transition support</li> <li>• Care coordination assistance</li> <li>• Autism/ABA therapy</li> <li>• Eating Disorder support</li> <li>• Social Determinants of Health</li> <li>• High ED Utilization for primary behavioral health</li> <li>• High Cost primarily due to behavioral health</li> <li>• Transition of Care (Plan Change)</li> </ul>
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### Our Care Managers provide Comprehensive Services:

- Personalized behavioral health education; including treatment options available, specific behavioral health conditions and self-management strategies for ongoing recovery
- Coordination with providers and care teams
- Coordination and co-management, when appropriate, between physical health and behavioral health care management teams focusing on holistic integrated care
- An individualized plan developed to help members reach health goals and overcome barriers to recovery
- Ongoing one-on-one telephonic support
- Support with prior authorizations and provider referrals
- Assistance navigating health care services

### How to Access Care Management:

- Members can self-refer by phone
- Providers, family, community partners, caregivers may call or email a referral
- Members may choose to engage as a result of outreach from us
- Members can opt-out of Care Management services at any time

As members enroll in Care Management, their providers are notified by mail. Care Management may also reach out to providers by phone to coordinate real-time care coordination including closing gaps and care plan updates.

### How to Reach Behavioral Health Care Management:

- Phone (Monday through Friday 8:00 am – 5:00 pm (PST)): **503-574-7247**
- Email: **PHPHCSBehavioralHealth@providence.org**