

Care Coordination Participation in Patient Visits FAQ

WHY do care coordinators want to participate in visits with providers?

- This allows care coordinators to hear directly from providers what the healthcare needs of their patients are.
- Care coordinators can share any barriers to receiving the recommended healthcare directly with the provider.
- Care coordinators can problem-solve different ways to remove these barriers during the appointment.
- When the patient/family visibly see the collaboration between their provider and care coordinator, it keeps them engaged in achieving their child's healthcare needs.

WHY is it appropriate?

- Care Navigation is a service provided by the Medicaid managed care plans that leads to better patient outcomes.
- Partners For Kids' Care Navigation Program allows children and families to receive case management services from care coordinators with pediatric expertise.

HOW can providers support the care team and **HOW** does participation in visits facilitate that support?

- Providers can let care coordinators know of upcoming appointments and new referrals the patient needs so the care coordinator can attend with the patient/family, help provide reminders to families and/or trouble shoot transportation issues for the family.
- Providers can help care coordinators identify healthcare needs and provide any necessary patient/family education.
- Providers can share relevant patient history that may help the care coordinator in creating new solutions to healthcare access concerns.

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