DEPARTMENT:	DOCUMENT NAME:
Pharmacy Operations	Care Management Referral Process
PAGE: 1 of 2	**REPLACES DOCUMENT:**
APPROVED DATE: 06/2014	**RETIRED:**
EFFECTIVE DATE: 06/01/2014	**REVIEWED/REVISED:** 05/02/2016; 04/04/2017; 03/20/2018
PRODUCT TYPE: All	**REFERENCE NUMBER:** MS.PHAR.17

SCOPE:
Magnolia Health Plan Pharmacy Services, Medical Management, and Member Services Departments.

PURPOSE:
To promote effective, consistent care coordination between Plan's pharmacy department, medical management programs. This coordination of care will be included in the provision of the Plan's care management programs.

WORK PROCESS:
The Plan integrates data from many sources, maintaining clinical data pertaining to Members' use of services. Members' health data is used proactively to identify those Members with chronic diseases that may benefit from Care Management programs.
Members are identified for Care management programs by the following triggers, including, but not limited to:

- Pain Management
  If two or more narcotics are prescribed within a month and exceeds the allowed quantity limits.

- Those members through pharmacy care coordination that are identified as having high acuity and/or chronic disease states that may be prevalent in Addiction recoveries, Arthritis, Asthma, Behavioral Health disorders, Cardiovascular diseases, Diabetes, HIV/AIDS, Renal Disorders, Obesity, Oncology, Transplants treatments, Specialty Pharmacy Therapies(Hepatitis C, MS, Psoriasis, etc.,) that require precision medications, as well as identified Poly-Pharmacy members.

Referral Source
Pharmacy staff work closely with care management staff on a daily basis and can initiate a referral for care management verbally or through a reminder/task in the clinical documentation system (TruCare) when a member is identified through the pharmacy utilization review.

REFERENCES:

ATTACHMENTS:

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DEFINITIONS: N/A

REVISION LOG

REVISION	DATE
Annual Review	05/04/2015
Annual Review; changed second reviewer from Chief Medical Director to VP of Pharmacy	05/02/2016
Annual Review	04/04/2017
Annual Review	03/20/2018

POLICY AND PROCEDURE APPROVAL

The electronic approval retained in Compliance 360, Centene's P&P management software, is considered equivalent to a physical signature.

Director of Pharmacy: _____ Approval on file: _____

VP of Pharmacy: _____ Approval on file: _____