

Cooper University Health Care Early Intervention Program Case Management Services

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Cooper EIP funding support disclosure:

- Medical Case Management funding - Ryan White Part A and the Minority AIDs Initiative
- Non-Medical Case Management funding – New Jersey Department of Health, Division of HIV, STD and TB services

Cooper Early Intervention Program (EIP)



- Multidisciplinary comprehensive medical and supportive care services at one location on campus of Cooper University Hospital, “one-stop shop” approach to care
- Located in Camden, NJ
- Service area is southern New Jersey region inclusive of Burlington, Camden, Gloucester and Salem counties.

Cooper EIP Non-Medical Case Management (NMCM) Service delivery model:

- Integrated within multidisciplinary chronic care model for delivery of health care and supportive services
- Works in partnership with Medical Case Management and Clinical Navigation staff to assist clients with accessing medical, social, community, legal, financial, employment, vocational, and/or other services.
- Focus on addressing immediate needs upon entry into care or re-engagement of care
- Supports physicians, advanced practice providers, clinical psychologists, pharmacy liaison and other Cooper specialists when providing medical care.

Role of NMCN - Health Coach

- Completes intake/acuity assessment to determine unmet social services and health needs
- Completes referral and linkage for medical care, social services and medical case management (MCM)
- Assists clients with healthcare and medication insurance applications and housing applications.
- Completes RW Certifications on all patients to determine RW eligibility
- Complete Insurance applications ex.. NJ ADDP, NJ Health Insurance Continuation Program, NJ Health Insurance Premium Program
- Assist with scheduling Specialty Care referrals that are generated from EIP Physicians for patients that do not have ongoing MCM needs.

Access to Support Services

- Emergency Food Assistance- PHMC Emergency Food Bank , EIP Emergency Food assistance, Local Food Bank referrals
- Medical Transportation- Modivcare, Cab Vouchers and Bus Tickets
- Emergency Housing – NJ 211 , NJ Housing Collaborative
- EIP Emergency Financial Services for housing assistance, utilities assistance and urgent medication needs.
- Functions as a liaison for community resources and dental care

Warm Hand-off Process

- Warm hand off of new patients, patients reentering into care from EIP Navigators to Non-Medical Case Managers (NMCM)
- Assist with calls to AACO Client Services Unit for a RAP to be completed for MCM services
- Provides internal referral for MCM based on acuity score or if client requires additional health care and psychosocial support
- Assist with addressing immediate needs of patient until MCM linkage is completed.
- NMCM and MCM work in collaboration to provide services jointly to sustain the patient rapport and comfort level with existing staff

Cooper EIP Integrated Model

- There is overlap of services which requires employees to work as teams
- Cooper EIP has 3 teams comprised of staff from each delivery service from registration to discharge of visit that facilitates communication and streamlining services to avoid duplication of effort
- Cooper EIP has a daily huddle to review the patient schedule, discuss any potential concerns with care, review hospitalized patients and identify newly diagnosed/re-engaged in care patients being navigated into medical care.

For informational purposes:

- The follow slides will provide a comparison of NMCM and MCM to demonstrate the difference between the two services based on Ryan White program requirements.
- Cooper views NMCM as immediate and short-term assistance that is needed to access medical, social and other services to improve access to care.
- MCM services are provided over the long term to assure improved health care outcomes for persons that are newly diagnosed and have not achieved HIV viral load suppression and/or have multiple co-occurring chronic medical conditions.

MCM and NMCM Objectives:

- **NMCM Services** objective is to provide coordination, guidance, and assistance in **improving access** to and retention in needed medical and support services to mitigate and eliminate barriers to HIV care services.
- **MCM Services** objective is to improve health care outcomes.

***Source:** Policy Clarification Notice 16-02

*Defining Case Management Services:

- Medical Case Management (MCM):
 - A range of client-centered activities focused on improving health outcomes in support of the HIV continuum. Activities under this service category may be provided by an interdisciplinary team that includes other specialty care providers.
- Non- Medical Case Management (NMCM): a range of client-centered activities focused on improving access to and retention in needed core medical and support services. Provide coordination, guidance, and assistance in accessing medical, social, community, legal, financial, employment, vocational, and/or other services.

*Source – Policy Clarification Notice
(PCN 16-02)

Services Comparison by activities:

MCM

- Initial assessment of service needs
- Development of a comprehensive, individualized care plan
- Timely and coordinated access to medically appropriate levels of health and support services and continuity of care.
- Continuous assessment of client care plan and re-evaluation every 6 months
- Assessment of client's personal support systems
- **Treatment adherence counseling to ensure readiness for and adherence to complex HIV treatments**
- Client advocacy and review of utilization of services.

NMCM

- Initial assessment of service needs
- Development of a comprehensive, individualized care plan
- Timely and coordinated access to medically appropriate levels of health and support services and continuity of care.
- Client advocacy and review of utilization of services.
- Continuous client monitoring to assess the efficacy of the care plan and re-evaluation every 6 months
- Assessment of client's personal support systems

Thank You!

- For information regarding Cooper EIP Case Management and Support Services contact:

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