

CMHC HEALTHCARE HOME

Introducing Clients to Healthcare Home

When introducing clients to Healthcare Home it is important to remember these four key points:

1. A Healthcare Home is NOT a place of residence. It is a place where individuals can receive the enhanced services that are offered from a Healthcare Home provider;
2. Services offered by a Healthcare Home are FREE, and are additional benefits available to MO HealthNet participants;
3. Healthcare Homes offer enhanced services focusing on the overall healthcare goals of the client, and includes their own Nurse Care Manager to assist them with addressing all their healthcare needs; and
4. Clients have the right to opt-out of their Healthcare Home; however, opting-out has NO impact on the current services they receive from their provider.

Below is a sample script that can be rehearsed for introductions to Healthcare Home. Before meeting with the client, prepare a welcome packet for your meeting, which includes:

- **Enrollment letter from MO HealthNet Division** that was sent on November 1, 2011
 - **The letter offers the 1-800 Healthcare Home number.**
- **List of Healthcare Home providers in the state** that was sent as an attachment with the enrollment letter
- **Your Healthcare Home provider flyer** with your agency contact information
 - **The flyer is best used for talking points during your discussion with the client. It may also contain the contact information for the assigned Nurse Care Manager for reference. It will also highlight the enhanced services of the Healthcare Home to promote the benefits of the program better understood by the client.**

Sample Script:

Meet **"HOWARD"** – Howard is currently receiving CPR services from 'Gateway Community Mental Health Center'

Meet **"JANE"** – Jane is Howard's community support specialist

JANE: Howard, I'd like to talk to you about a new service that we can offer you here at 'Gateway' that is covered as part of your MO HealthNet benefits – so it comes as no charge to you. You may have received a letter in the mail, like this one, that talks about a Healthcare Home. Do you remember getting a letter like this?

Provide Howard with a copy of the enrollment letter from MO HealthNet

HOWARD: If Howard is interested or needs more information, then proceed with the conversation.

JANE: I'd also like to give you a flyer for your Healthcare Home. You are currently enrolled with 'Gateway' as your Healthcare Home to help you reach your healthcare and wellness goals. Now to clarify, a Healthcare Home is not a place of residence. It is a place that can provide assistance with reaching your healthcare needs and goals to live a healthier life both mentally and physically.

A great benefit of having a Healthcare Home is that you now have a Nurse Care Manager on your team. Your Nurse Care Manager is a valuable resource for you, and can help you identify your health or wellness goals and assist you in developing a plan to achieve those goals. So if you want to try and quit smoking we can help you with that, or if you want to improve your physical activity or eating habits we can help you with that as well. Your nurse is also equipped to help you manage your physical health conditions, and help you access primary care providers to get you the treatment you need.

Your Nurse Care Manager is John Smith and his contact information at the bottom of this flyer. He will be meeting with you in the near future to visit with you about your health and what your goals are.

Talking points in this discussion are taken directly from the flyer you are sharing with Howard.

As I mentioned earlier, MO HealthNet has enrolled you with 'Gateway' to serve as your Healthcare Home; however, you'll notice in the letter that you have the option to opt-out from Healthcare Home services at any time. Opting-out of Healthcare Home will NOT impact the services you currently receive from us. If you choose to opt-out of the program, then let me know, or you can contact this 1-800 number.

Reference this information at the bottom of the enrollment letter.

I also want to explain the list of Healthcare Home providers that came with this letter. These are Healthcare Home providers that provide these services in each county of the state.

IF there is NOT another Healthcare Home provider serving your county, then proceed with: You'll notice that 'Gateway' is the only Healthcare Home provider in this county that can provide you with these services, and we look forward to being your Healthcare Home!

IF there IS another Healthcare Home provider(s) serving your county, then proceed with: You'll notice that there are other Healthcare Home providers in this county that can provide you with these services if they are able. You have the option to receive Healthcare Home services from them; however, if you choose to do that, they will also have to provide your CPR services. We look forward to being your Healthcare Home!

IF Howard wants to transfer to a different Healthcare Home provider, if available in his area, assure him that you will notify your Healthcare Home Director of his decision. The Director will then contact the state and correspond with the other provider of the client's request. If an opening is available, transition of client services will be made among the two providers and the state. If an opening is not available, then 'Gateway' will notify their client that Healthcare Home services are not available with the other provider, and ask if they want to opt-out or continue enrollment with 'Gateway' as their Healthcare Home.

Reference the attachment of Healthcare Home providers in the state.

HOWARD: If Howard wishes to opt-out of the program, then proceed with the following steps:

1. Gently ask why he wishes to opt-out and try to address any concerns he may have by reminding him of the benefits a Healthcare Home can offer. Point out on the flyer that Healthcare Homes provide individuals with a higher quality of care and help them achieve healthier outcomes.
2. If he still wants to opt-out, then let him know you will notify the Healthcare Home Director for 'Gateway' of his decision, and he should receive a confirmation letter in the mail that he has been dis-enrolled from Healthcare Home. Again, assure that will only exclude him from Healthcare Home services, and has NO impact on the services he is currently receiving at 'Gateway'.
3. If Howard prefers, he can contact the 1-800 number directly and request to opt-out.
4. Notify your Healthcare Home Director of Howard's decision so it can be reported to the state. The state will then send the client a confirmation letter of opt-out status of Healthcare Home.

JANE: Thank Howard for his time and participation in Healthcare Home. Remind him that his Nurse Care Manager will be contacting him soon. If Howard chooses to opt-out