

# Nevada Silver State Wellness

Optimizing Recipient Health, Managing Costs

*“The education that I have received from this program has been the most complete information I have ever received regarding my disability. Now I fully understand which symptoms I need to report immediately to my doctor and which ones I can manage though changes in my behavior. Your program is a Godsend. It gets very scary to be all by yourself in a rural area, with many medical issues, and not much information but the basics. Now that I have someone to call with my concerns or questions, I feel like a weight has been lifted. Thank you, thank you, and thank you!”*

— Netta B, from a personal letter sent to her Silver State Wellness Health Coach



## Program Overview

- Serves Medicaid fee-for-service recipients who are aged, blind or disabled (ABD)
- Provides preventive health and wellness services, and coordinates care management for recipients with severe or chronic disease — reducing or eliminating avoidable emergency room and inpatient hospitalization costs

## Identification and Enrollment

- Nevada Medicaid claims and pharmacy data is routinely mined to identify qualified recipients; then stratified to determine who needs help most (for example, those with multiple chronic conditions)
- APS Healthcare conducts direct outreach to Nevada Medicaid fee-for-service recipients
- Potential enrollees also are identified at the point-of-care through field-based Health Coaches, state agency and healthcare provider referrals

## Community-Based Health Coaches Throughout Nevada

- APS Health Coaches, located at Nevada hospitals and long-term acute care facilities, work closely with discharge planners and case managers to:
  - Enroll recipients into the appropriate program
  - Identify candidates for comprehensive disease management services
  - Coordinate recipient’s personal and medical care plan

## Disease Management Coaching and Education

- For recipients with severe, chronic or multiple illnesses, the programs offer disease management services to reduce or avoid medical complications, address disease-specific health concerns, and improve health behaviors
- In addition to on-site discharge planning, follow-up and telephonic coaching, the programs provide disease-specific educational materials

## HIPAA-Compliant Electronic Health Record

- By integrating data from multiple sources (medical claims, Rx, labs, health risk assessments), APS Healthcare creates an interactive, HIPAA-compliant, electronic health record

## Nevada Silver State Kids

Ensuring Quality Care for Youth

### Program Overview

- Serves Medicaid fee-for-service recipients age 3 to 21, who are utilizing residential or inpatient behavioral health services or are at-risk for needing this level of treatment
- Ensures recipients are appropriately placed in the safest, least restrictive level of care, and that youth who are identified as at-risk receive appropriate outpatient community services
- To date: Identifies recipients receiving residential treatment care and facilitates their transition to the least restrictive setting
- Employs an intervention and discharge planning approach aimed to:
  - reduce recipients' risk for future placement in residential treatment centers by providing referrals and securing services to support recipients after discharge
  - empower recipients to meet their mental/behavioral health treatment needs within their communities

### Program Background

- Applies total health management to improve quality of care, promote behaviors that lead to better health outcomes, and minimize Nevada Medicaid expenditures by reducing healthcare costs
- Provided by the Nevada Department of Health and Human Services, and administered by APS Healthcare, since July 2008

### Provider Outreach and State Agency Collaboration

APS services include proactive outreach, collaboration and coordination with key Medicaid stakeholders, including:

- Division of Child and Family Services
- Clark County Department of Family Services
- Department of Juvenile Justice Services
- Nevada Youth Parole
- Washoe County Department of Social Services
- Statewide behavioral health consortia
- Federally Qualified Health Centers
- Residential treatment centers and behavioral health therapeutic treatment homes.

