

Care/Case Management Model CoverSheet

Program Name: Direct Decision Support

Population Focus:

A State-defined subpopulation of at least 30,000 Montana Medicaid members to demonstrate health improvement, patient education and cost reduction. The subpopulation envisioned would exclude home and community based waiver participants, breast and cervical cancer program members, nursing home residents, and members participating in a complex care coordination/case management program.

Program Objectives:

Based on an evaluation of the Alaska model, the objective of a direct decision support program would be:

- Improve the health of program participants
- Assist each member with care navigation and patient advocacy,
- Increase member satisfaction with their health care services,
- Decrease health care costs in the subpopulation,
- Increase and improve DPHHS fraud and abuse prevention efforts
- Support the patient-provider relationship

Program Description:

From Alaska:

“MedExpert will regularly contact members, either through their outreach or when members call the toll-free number with medical questions or concerns. In either case, members will be able to immediately speak with a MedExpert representative.

If AMCCI members have a medical question, they can call MedExpert for guidance and support. MedExpert uses on-staff doctors and registered nurses to help answer health care questions and manage each member’s case by directly working with them. Both members and their health care providers may access MedExpert’s doctors directly.

The doctors are also supported by MedExpert’s Medical Information Coordinators (MIC) who will provide concierge and patient advocacy support to members. The MIC’s come from various backgrounds. Most are nurses, but MedExpert also employs some MIC’s with healthcare insurance and claims experience. MIC’s training on MedExpert policy and procedure, and highly engineered system is extensive and geared to maximize their effectiveness in working with doctors and with members to improve their health care.”