Complex Care Management Criteria for Pediatric Patients  
[Updated: June 6, 2018]

Note: Patients who do not have a PCP that is part of the ACO should be referred to their Primary Care Provider, rather than to an ACO or MMP Complex Care Manager. This includes Intermed patients, Martin’s Point patients, etc.

Criteria for pediatric patients who are candidates for complex care management:

Example include, but not limited to:

- New diagnosis of a chronic or complex condition
- Chronic disease that begins to worsen
- Uncontrolled/poorly managed disease
- Psychosocial challenges, coupled with a complex medical condition
- Mental health challenges, coupled with a complex medical condition
- Financial instability
- Missed a lot of appointments
- Multiple providers
- High utilization (i.e. multiple office visits; multiple ED visits; multiple IP visits; etc.)

Complex Care Management Best Practices for Pediatric Patients  
[Updated: June 6, 2018]

1) Assess understanding of post-discharge instructions
2) Teach back use of medications, inhalers, etc.
3) Coordinate follow up visits with providers, if needed (i.e. cardiologist, lab work, PCP, etc.)
4) Assess medication affordability
5) Assess transportation needs
6) Assess food insecurity
7) Assess financial status and provide assistance with applying for financial support programs
8) Connect to case management for long term support

Note: Additional home visits will be set up if appropriate (i.e. after follow up appointment with provider, discuss changes to medications, care plan, etc.)
Primary Care: Pediatric Patient Referrals to Care Managers

[Updated: June 6, 2018]

**Referral**

Provider notifies their designated Care Manager in-person, warm handoff, telephone, electronically through the EMR, or can contact Central Navigation by phone (207-482-7089), fax (207-761-3078), or email ctilialison@mmc.org

For MMP Practices, send the referral through the MMP Care Transitions Clinical Pool “940900” in Epic, or call MMP CM at (207) 661-7906

---

**Need for Complex Care Management Identified**

1) Pediatric patient meets complex care criteria

   and...

2) Caregiver provides verbal consent to Complex Care Management Intervention Services

3) Care Team educates patient that a Care Manager Nurse will call the patient

---

**Care Manager Nurse Outreach**

MHACO Care Manager Nurse calls patient to set up an initial home visit.

MMP Care Manager Nurse will contact patient and set up initial meeting (i.e. at practice)

---

**MHACO Complex Care Management**

“6 Pillars” model of coaching

- Home visit within 48-72 hours
- Follow-up telephone calls weeks 1, 2 & 4
- Additional home visit (if appropriate)

**Expected discharge?** Around 30 days

**MMP Care Management**

After initial evaluation & assessment, patient/caregiver and Care Manager will develop plan of care and patient goals

---

**Complex Care Management Continued**

“6 Pillars” model of coaching

- Follow-up telephone calls every 1-2 weeks

**Expected discharge?** Around 2-6 months, depending upon patient’s level of engagement and ability to self manage

**MMP Care Management**

MMP Care Management will continue to work on plan of care and patient goals

---

**Self Managing**

Is patient self managing?

**Yes**

Discharge Plan

- Discharge patient (i.e. patient goals completed, patient is self managing, connected with a community resource, or a warm hand-off to their practice has occurred)

**No**

**Complex Care Management Continued**

“6 Pillars” model of coaching

Follow-up telephone calls every 1-2 weeks

**Expected discharge?** Around 2-6 months, depending upon patient’s level of engagement and ability to self manage

**MMP Care Management**

MMP Care Management will continue to work on plan of care and patient goals

---

**END**

---

Please include the reason for referral (i.e. new diagnosis; poorly managed condition; etc.)

Refer to “Criteria” on Page 1

Refer to “Best Practices” on Page 1