



## Children's Mercy Family Health Partners Care Management

Children's Mercy Family Health Partners adopts the Care Management Society of America's definition: "A collaborative process of assessment, planning, facilitation and advocacy for options and services to meet an individual's health needs through communication and available resources to promote quality cost-effective outcomes."

Children's Mercy Family Health Partners provides Care Managers who utilize their experience and working knowledge of the health care delivery system to assist providers and members in accessing appropriate services. If you have or are aware of CMFHP members with any of the following diagnoses or needs, please refer them to the Care Management Department.

### Care Management Services

#### Primary functions:

- Identification of members who have or are at risk of developing complex medical and/or behavioral needs
- Utilize enhanced clinical practice guidelines to develop individualized care plans
- Establish short- and long-term goals in collaboration with member and their provider(s)
- Assist members with implementation of a self-management plan
- Serve as an advocate and educator for the member and the family, facilitating access to care through the health care delivery system and community resources

#### Diagnoses/conditions that may be appropriate for Care Management:

- AIDS/HIV
- Abuse and/or Neglect/Domestic Violence
- Anxiety
- Autism
- Behavioral health/Substance abuse
- Burns with greater than 3-day hospital stay
- Cancer
- Cardiovascular diseases
- Cerebral Palsy
- Cerebral Vascular Accident (CVA/Stroke)
- Chronic pain
- Children with Special Health Care Needs
- Conditions requiring long-term IV antibiotics or TPN
- Conditions requiring long-term rehabilitative services
- Congenital Abnormality
- Cystic Fibrosis
- Degenerative Neuromuscular Diseases (Multiple Sclerosis, ALS, Guillan Barre')
- Diabetes (newly diagnosed or uncontrolled)
- Failure to thrive
- Hepatitis C
- Home Health services greater than 7 visits
- Homelessness
- Hospice services
- Immunological Disorders
- Inpatient hospital 7 days or greater
- Lead Poisoning Levels 10 and above
- Pervasive Developmental Disorder
- Pregnancy, High Risk/Maternal Complications
- Premature births with complications
- Rehabilitation Services - Inpatient
- Renal failure
- Sickle Cell Disease
- Skilled Nursing Admission
- Transplants
- Wound Care Center Services
- Other Chronic or Disabling Diseases/Conditions

**Visit [www.fhp.org](http://www.fhp.org) for  
Claims submission and status  
Eligibility  
Helpful forms  
The most up-to-date information**

**CMFHP Customer Service  
and Provider Relations**  
816-559-9598  
1-877-347-9363

**Claims**  
P.O. Box 411806  
Kansas City, MO 64141-1806

**Electronic Payor ID:**  
Ask/EDI: 31472  
Emdeon/WebMD: 31472  
Gateway: 31472  
SSI: 31472

**Prior Authorization  
Care Management**  
1-888-691-4874 (Voice)  
1-877-347-9366 (FAX)

**Pharmacy (Caremark)**  
1-888-413-2723  
952-820-3513 (FAX)

**24-Hour Nurse Advice Line**  
1-800-347-9369

**TDD**  
1-877-347-9361

**Mental Health  
HealthWave 19**  
Mental Health 1-888-547-2878  
Substance Abuse 1-866-645-8216

**HealthWave 21**

**Cenpatico Behavioral Health**  
1-866-896-7293

**Non-Emergency Transportation  
Medical Transportation  
Management (MTM)**  
1-800-890-6026

**Dental**  
1-800-766-9012



# Children's Mercy Family Health Partners Care Management

**Visit [www.fhp.org](http://www.fhp.org) for  
Claims submission and status  
Eligibility  
Helpful forms  
The most up-to-date information**

**CMFHP Customer Service  
and Provider Relations**  
816-559-9598  
1-877-347-9363

**Claims**  
P.O. Box 411806  
Kansas City, MO 64141-1806  
**Electronic Payor ID:**  
Ask/EDI: 31472  
Emdeon/WebMD: 31472  
Gateway: 31472  
SSI: 31472

**Prior Authorization  
Care Management**  
1-888-691-4874 (Voice)  
1-877-347-9366 (FAX)

**Pharmacy (Caremark)**  
1-888-413-2723  
952-820-3513 (FAX)

**24-Hour Nurse Advice Line**  
1-800-347-9369

**TDD**  
1-877-347-9361

**Mental Health  
HealthWave 19**  
Mental Health 1-888-547-2878  
Substance Abuse 1-866-645-8216

**HealthWave 21  
Cenpatico Behavioral Health**  
1-866-896-7293

**Non-Emergency Transportation  
Medical Transportation  
Management (MTM)**  
1-800-890-6026

**Dental**  
1-800-766-9012

## What Members Can Expect

CMFHP has a unique, high-touch care management program with the ability to provide face-to-face care management using Registered Nurses for high-risk members with complex needs.

Our nurses are separated into specialty areas for care management, including pediatrics, adult, lead toxicity, ER, and High Risk OB.

CMFHP members can expect:

- Communication from a Care Manager when a case is opened
- Health education specific to their needs
- Help developing short- and long-term goals, focused on maximizing health outcomes
- Assistance in creating a Self-management Plan
- If needed, we can accompany members to health care appointments to reinforce the physician's Plan of Care
- Help accessing benefits and resources through CMFHP and in the community

## What Providers Can Expect

- Communication from a Care Manager when a case is opened
- Assistance in establishing member-specific treatment goals
- Assistance in reinforcing the Plan of Care
- Care Managers accompanying members to appointments, when requested
- Notification when case is closed

## Here is what our members tell us about our care management programs:

- "Thanks a million to everyone at CMFHP. It is nice that CMFHP cares about the well being of others."
- "It is cool that CMFHP was here for me. They are doing a lot of good."
- "It is so amazing what a great service CMFHP provides to expectant moms."
- "I absolutely loved the extra special touch that CMFHP provided."
- "I felt like I had someone in my corner."