

PROVIDER QUICK POINTS

PROVIDER INFORMATION



November 18, 2016

High Complexity Case Unit

Individuals with complex health needs often require both medical and social services support from a wide variety of providers and caregivers to maintain or improve their functional status. To address the challenges and costs of caring for these patients, Blue Cross and Blue Shield of Minnesota and Blue Plus (Blue Cross) launched a new **High Complexity Case Unit** in September to deliver better services to those with the most complex health care needs across the continuum of care.

The High Complexity Case Unit includes a dedicated cross-functional team of clinicians focused on identifying and engaging our highest risk and most complex subscribers who may require more intensive medical and behavioral health services coordinated across multiple providers. Working alongside subscribers and their support system, Blue Cross' goal is to ensure consistent, coordinated, and quality care while providing a set of high-touch, highly focused care management principles.

Occasionally questions regarding care coordination and the plan of care arise that are best answered with a shared conversation between our medical directors and the treating physician. When this need is identified, a representative from Blue Cross will call and schedule a time that is convenient for both parties to connect. The provider service agreements between Blue Cross and participating providers support and allow for this collaboration and cooperation between the parties. This cooperation helps to assure quality care is delivered to subscribers which Blue Cross knows is the shared goal between Blue Cross and providers. In alignment with the requirements of the State of Minnesota, Providers also agree to support Blue Cross quality improvement efforts that encourage patient-centered decision making for appropriate conditions in an effort to improve health outcomes. Together, Blue Cross is confident that cooperation and collaboration on this important initiative will result in the highest quality care for the patients we both serve.

Questions?

If you have questions, please contact provider services at **(651) 662-5200** or **1-800-262-0820**.

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