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October 7, 2011

Memorandum

To: Hospital CEOs, Maine Hospital Association  
From: Stefanie Nadeau, DHHS *snadeau*  
Subject: MaineCare Emergency Department Collaborative Care Management Initiative Progress

It has been about a month since my memo to you regarding the MaineCare collaboration with Emergency Departments across the state, and I am writing to provide an update on this initiative.

You may remember I wrote that all hospitals met with MaineCare staff over the summer. I would like to thank you for the time your staff spent discussing this very important issue. We are appreciative of your support and look forward to a productive year.

The ED collaboration has two primary goals. This effort aims to:

1. Reduce avoidable ED use
2. Reduce overall costs through the appropriate use of medical services

When MaineCare met with your staff, they provided the list of MaineCare members who had been seen in the ED in descending order by number of visits.

For MaineCare to begin monthly case conferences for each selected member, develop appropriate service plans, and determine necessary care management interventions, the following three items were requested of hospitals.

1. **A signed Department Business Associate Agreement to assure all information exchanged with hospitals meets confidentiality requirements (both state law and HIPAA).**
2. **The hospital ED census and inpatient census needed to identify real time hospital information rather than wait for claims data from our Decision Support System.** From our previous work, we know that interventions as close as possible to the ED visit or inpatient stay result in better outcomes. The inpatient data also allows the care manager to set up appropriate services in the community following discharge to reduce the risk of readmissions.

3. **The returned ED list identifying the top candidates with ED use that can be impacted.** This is based on ED staff knowledge of the patient and family. The knowledge of members and their circumstances has proven to be a necessary tool for success in the Maine General pilot over the course of the last year.

To date, there has already been considerable work done by your staff. I am very pleased to report that:

- 23 hospitals have already begun providing daily census reports
- 20 hospitals have returned signed Business Associate Agreements
- 19 hospitals have returned the list of members with whom we will start intervening
- 9 hospitals have begun case conferences
- 10 additional hospitals have case conferences scheduled in the near future.

In addition, the hospitals with whom we have engaged have received several pieces of information from MaineCare claims data to aid all of us in our work (with the exception of substance abuse and HIV data which is prohibited by state law), including but not limited to:

- Diagnoses data
- Utilization data
- Medication compliance information
- Primary Care Provider information
- Dates of PCP visits

**In addition, your staff has been notified of an upcoming opportunity on October 20<sup>th</sup>.**

Jeffrey Brenner MD, Camden Coalition for Health Care Providers in New Jersey, a pioneer in this work, has been asked by Quality Counts and MaineCare to talk with Maine about the experience in New Jersey with a very similar project. It provides a great opportunity to learn from his work and gather feedback on our work here in Maine. I hope that many of your hospitals will be able to participate.

I will keep you apprised as the project progresses. Thank you for your continued support and your partnership with the MaineCare program. We are truly paving new ground and there is a lot to be learned and gained from our collective efforts.