

Care Coordination Saves Lives

Health plans employ rigorous care coordination tools that monitor controlled substance utilization and combat drug seeking behaviors by:

- Monitoring the number of controlled substances an individual is prescribed, the number of prescribers, and how many pharmacies are filling their prescriptions
- Assigning individuals who display potential over-utilization to a single prescriber and pharmacy, to ensure their controlled substance utilization is medically necessary
- When a provider knows a patient has modified a prescription, they can work with the health plan to more closely monitor their utilization
- Regularly re-evaluating whether an individual should continue to be assigned to a single prescriber and pharmacy
- Sharing information regarding over-utilizers with other health plans and the Department of Healthcare and Family Services



Health plans partner with community providers by embedding care coordination staff in their facilities who reach out to members with substance use disorders and connect them to services and supports, such as Medicaid Assisted Treatment and peer coaching