Team Care Program

Background – The Team Care program was established in August 2004 to replace the restricted card program. Team Care is for members who use more medical services than the average members indicating they need assistance in learning how to use their Medicaid benefits the right way. Members enrolled in the program receive education about how to get the right care at the right time at the right place.

Impact on member benefits – Members in the Team Care program continue to receive the care they need, they DO NOT lose their Medicaid benefits. Team Care members are however required to receive their primary care and prescriptions from certain providers. Team Care members are enrolled with a Primary Care Provider (PCP) to manage their care and receive all Medicaid prescriptions from one pharmacy. Members enrolled in Team Care have 24-hour access to the Nurse First Advice Line and receive a free self-care handbook.

Identification – Members are identified for Team Care by the following methods:

❖ **DUR (Drug Utilization Review) Board Referrals –** The DUR board performs pharmacy reviews of Medicaid's pharmacy claims. Members determined to be misusing or abusing pharmacy services are automatically enrolled in the program.

❖ **Provider Referrals** - Montana providers can make direct referrals into the program by contacting the Montana Health Care Programs Member Help Line at 1-800-362-8312 or by completing the Team Care Referral Form that is located on the Montana Medicaid provider website.

❖ **Health Improvement Program (HIP) Referrals** – Montana HIP Care Managers can make suggestions for referrals by contacting the Montana Health Care Programs Member Help Line at 1-800-362-8312 or by completing the Team Care Referral Form that is located on the Montana Medicaid provider website.

Case Management Fee: Passport providers with Team Care members enrolled on their caseload receive a $6 case management fee per member per month. This is double the case management fees providers receive for Passport to Health members.