

Table II: Tasks of Care Coordination in 23 Care Coordination Programs

The Care Coordination Work Group of the Massachusetts Consortium for CSHCN conducted a survey of 23 different organizations providing care coordination services to children with special health care needs and their families in October 2003. These different examples of care coordination have been clustered into five model types based on the locus for the service. Presented below is a table describing the 23 programs, with each of the organizations implementing a program listed under one of the five models. Descriptive information on 25 tasks of care coordination, as collected through the survey, is summarized below.

CC Tasks	A	B	C	D	E
	Purchaser/Health Plan Model	State Agency – Purchased or Delivered Through Vendor or Community Agency Model	Community-based Physician/Medical Home Model	State Agency - Centrally Administered Model	Hospital/Private Institution Model
	<i>(7 examples)</i>	<i>(7 examples)</i>	<i>(4 examples)</i>	<i>(4 examples)</i>	<i>(1 example)</i>
1. Initiate contact or work with primary care doctors	All	All	All	3 out of 4 (19, 21, 22)	1 out of 1 (23)
	A	B	C	D	E
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2. Initiate contact or work with EI	All	6 out of 7 (9, 10, 11, 12, 13, 14)	All	All	1 out of 1 (23)
3. Secure transportation to MDs office	4 out of 7 (2, 5, 6, 7)	6 out of 7 (8, 9, 10, 11, 12, 13)	3 out of 4 (15, 16, 18)	2 out of 4 (19, 21)	
4. Schedule doctor appointments	2 out of 7 (2, 7)	3 out of 7 (11, 12, 13)	2 out of 4 (16, 18)	1 out of 4 (21)	
5. Accompany families to school or other meetings	1 out of 7 (2)	All	3 out of 4 (15, 16, 17)	3 out of 4 (19, 20, 21)	1 out of 1 (23)
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6. Review and/or explain what is covered under health insurance policy	All	6 out of 7 (9, 10, 11, 12, 13, 14)	All	All	1 out of 1 (23)
7. Help families obtain covered services	All	All	All	All	1 out of 1 (23)
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8. Review and/or explain what services are available from sources other than insurer	All	All	All	All	1 out of 1 (23)
9. Help families obtain services available from other (non insurance) sources	All	6 out of 7 (8, 9, 11, 12, 13, 14)	All	All	1 out of 1 (23)
10. Help coordinate between school and clinicians	5 out of 7 (1, 3, 4, 5, 7)	5 out of 7 (8, 11, 12, 13, 14)	All	3 out of 4 (20, 21, 22)	1 out of 1 (23)
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11. Help families appeal denials of coverage	6 out of 7 (1, 2, 3, 4, 5, 7)	6 out of 7 (8, 9, 10, 11, 12, 14)	All	2 out of 4 (19, 20)	1 out of 1 (23)
12. Help families assess potential eligibility for certain services	5 out of 7 (1, 2, 3, 4, 7)	All	2 out of 4 (16, 17)	All	1 out of 1 (23)
13. Provide or coordinates delivery of clinical medical care	4 out of 7 (1, 2, 3, 7)	2 out of 7 (11, 13)	3 out of 4 (16, 17, 18)	2 out of 4 (20, 21)	
14. Follow up on prescriptions and referrals	5 out of 7 (1, 2, 3, 4, 7)	4 out of 7 (11, 12, 13, 14)	3 out of 4 (16, 17, 18)	3 out of 4 (19, 20, 21)	1 out of 1 (23)
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15. Provide clinical support to MD (e.g., write medical necessity, referral letters, etc.)	2 out of 7 (1, 2)	5 out of 7 (8, 10, 11, 12, 13)	3 out of 4 (16, 17, 18)	1 out of 4 (19)	1 out of 1 (23)
16. Educate families about clinical needs	5 out of 7 (1, 2, 3, 4, 7)	4 out of 7 (8, 11, 13, 14)	2 out of 4 (16, 18)	3 out of 4 (19, 21, 22)	1 out of 1 (23)
17. Provide emotional support	5 out of 7 (1, 2, 3, 4, 7)	All	3 out of 4 (16, 17, 18)	All	1 out of 1 (23)
18. Handle specialty referrals	4 out of 7 (1, 2, 3, 7)	4 out of 7 (8, 10, 11, 13)	3 out of 4 (16, 17, 18)	3 out of 4 (19, 20, 21)	
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19. Handle behavioral referrals	3 out of 7 (1, 2, 7)	4 out of 7 (8, 9, 11, 13)	3 out of 4 (16, 17, 18)	3 out of 4 (19, 20, 21)	
20. Coach families on organizational skills for child's care management	5 out of 7 (1, 2, 3, 4, 7)	All	2 out of 4 (16, 18)	3 out of 4 (19, 20, 21)	1 out of 1 (23)
21. Provide clinical care		2 out of 7 (8, 13)	2 out of 4 (16, 18)	1 out of 4 (21)	
22. Make referrals for parent and/or sibling services (e.g., in cases of domestic violence, alcoholism, emotional support groups)	4 out of 7 (1, 2, 3, 7)	All	3 out of 4 (16, 17, 18)	3 out of 4 (19, 20, 22)	1 out of 1 (23)
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23. Participate in community outreach (e.g., schools, other programs)	2 out of 7 (2, 7)	All	2 out of 4 (16, 17)	2 out of 4 (19, 20)	1 out of 1 (23)
24. Help with training of medical residents or other clinicians	1 out of 7 (7)	2 out of 7 (8, 14)	3 out of 4 (16, 17, 18)	3 out of 4 (19, 20, 21)	1 out of 1 (23)
25. Access to other service dollars		4 out of 7 (9, 10, 11, 12)	1 out of 4 (17)	1 out of 4 (19)	
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