

Introducing HighCare Health Care Coordination

What we do. For Members.

We provide members with personalized care coordination and navigation assistance to help eliminate barriers to health and wellbeing. Our care coordination team members work directly with members and their primary care providers (PCPs) to identify, understand, and take control of health risks and chronic diseases so that members have the best health outcomes possible.



Care decision support

Helping members decide where and when to seek medical care



Quality and prevention

Helping members use preventive measures to maintain a healthy lifestyle



Chronic disease support

Helping members with chronic disease maintain a healthy lifestyle



Complex care support

Helping members maintain a healthy lifestyle when facing a major health event



Medication support

Helping members understand their medications and take them correctly



Transition of care

Helping members come home from a hospital or care facility



Behavioral Health

- Supporting members with chronic medical problems, intellectual disabilities, behavioral health issues, and substance abuse disorders in-between visits with your primary provider.
- Comprehensive care planning, care coordination and support ensures a continuous relationship between the you, your primary provider, and the care team.



Provider Selection Assistance

- Helping you locate the right doctor or facility based on your needs.
- Screening for in network/out of network status, if new patients are being accepted, if providers are close to home, office, or school, and if the provider is open during the hours that work for you.
- Helping you make the appointment and following up to ensure satisfaction.



Smoking Cessation Support

- Helping you access preventative services, wellness visits and/or smoking cessation to maintain a healthy lifestyle

What we do. For Providers.

We work with Primary Care Providers (PCPs) to provide them the tools and additional support they need to ensure patients follow the best care pathway to optimal health outcomes. Our predictive analytics, access to patient health claims information, and technology platforms make it easier for us to work with the PCPs to leverage patient and peer insights in treatment planning. Our care coordination team members work directly with members and their primary care providers (PCPs) to understand and follow treatment plans so that members have the best health outcomes possible across all health risk tiers.



Provider/system mapping

Helping members connect with a PCP and coordinate care using the HighCare Health team



Data analytics & management

Helping aggregate and analyze data to identify populations at risk, measure cost of care, and share insights



Pharmacy Management

Coordination of care for pharmacy-related issues between members, a pharmacist and their PCP

The HighCare Health Difference

We provide more timely interventions on identified health problems of members, tackling identified health risks earlier to avoid or reduce the occurrence of major health events. Through an engaged team relationship of member, PCP, and care coordinators, everyone understands the agreed upon treatments and medications, shares a common goal towards a health outcome, and works together to manage care. Moreover, we think data matters and that better outcomes arise from better access to data by all stakeholders, especially patients and their providers. Data helps personalize treatment planning, improves PCP practice efficiencies, raises overall quality of health outcomes, and reduces the total cost of care.

How it works

All members have access

Members with identified chronic conditions and health risks receive a call from the HighCare Health care coordination team to jump start their engagement with information, available services, and resources.

Member Outreach

The care coordination team will help members fully understand their treatment plan, will monitor member progress, and will help eliminate any delays in treatment. Our team also uses tracking tools, and recommend community resources, a web-based library, and educational programs to help members reach their health goals.

Contact us today to learn more.

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