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Section J: Disease Management Programs

J1: Disease Management

CenCal Health offers two disease management programs:

- Diabetes Condition Support
- Heart Condition Support

All programs provide a comprehensive, ongoing, and coordinated approach to achieving desired health outcomes.

These outcomes include improving patient's clinical condition and quality of life.

CenCal Health disease management programs help facilitate patient's care, and also offer, support to care providers.

Benefits include:

- Access to patient specific condition monitoring
- Collaboration to support treatment plan
- Assistance in educating patients on self-management (which includes prevention of disease exacerbation and complications)
- Use of evidence-based practice guidelines in program content

CenCal Health members who qualify for disease management program support are enrolled in these programs and may opt out of the program at any time.

Interventions are based on severity level and include, but are not limited to:

- Enhanced health education for all members (welcome packet containing health education and program information)
- Telephonic health coaching from a nurse
- Care coordination support
- Community resource referrals

CenCal Health Disease Management Program Eligibility

Who is eligible?

- CenCal Health Members

And

- Diagnosis of diabetes mellitus or heart disease

If you want to refer a new patient or confirm a patient is in the program call CenCal Health Disease Management Department (805)364-9330.

J2: Substance Use Disorder Program

The Substance Use Disorder (SUD) Program's concentration is to increase CenCal Health's participation in community-wide efforts in SUD treatment, prevention, and education. Included in this effort is a SUD care management program.

As a member of the Santa Barbara and San Luis Obispo Counties' Opioid Safety Coalitions, CenCal Health collaborates with other leaders to support the health of our community as a whole. Because SUD is not an issue that can be addressed alone, our overarching goal to increase communication and partnership with other community providers, agencies, and community-based organizations in this joint effort to better serve our members.

Collaboration: To inquire more about collaborating with CenCal Health's SUD Program, send an email to the program Administrator, at: SUDProgram@cencalhealth.org

Adult Care Management Program:

The SUD Program is founded on the principal that individuals do not choose to have this condition, however they can choose recovery. Our pursuit is to provide the support to do so because recovery is a journey and it is possible. Our goal is

to empower our members to take back control of their lives and to gain freedom from their Substance Use Disorder.

The SUD care management program is a voluntary program. It will assist with navigating the process of accessing treatment and in addressing medical conditions for whole person care. Once enrolled, a Registered Nurse (RN) will complete assessments with the member to determine their needs and to identify goals. The members will then collaborate with the RN to improve their quality of life and learn how to manage their condition. Most interactions between the RN and the member will be conducted via telehealth.

Services:

- Education:
To maintain health and recovery, focusing on whole person care, including:
 - Substance use education
 - Focused health education
 - Treatment options for SUD and other identified health conditions
 - Teaching self-management of condition(s) and coordination of care
- Assistance with:
 - Coordination of care between providers
 - Establishing care and follow-up visits to providers
 - Maintain compliance with physician directed treatment plans and prescription medications
- Coordinating referrals to County Behavioral Wellness treatment providers and other community resources
- 24-Hour Nurse Advice Line

Eligibility:

- CenCal Health member age 18 or older
- A primary Substance Use Disorder or medical condition that is caused or affected by Substance Use.
- Willingness to participate in the care plan and care management services

Referrals:

- Provider: Case Management referral through the provider services portal
- Member Self-referral: Direct contact with Case Management at (805)562-1082 or Member Services at (877)814-1861