

Toll Free MO PCN Phone 1-877-347-9367

Toll Free KS PCN Phone 1-833-802-6427

Toll Free Fax 1-888-670-7260



If you have or are aware of pediatric patients with any of the following diagnoses or needs, please refer them to Case Management by calling PCN Care Integration.

Reasons to refer a patient for case management would include:

- When a patient or caregiver needs help understanding or accessing their health plan benefits
- When a patient has complex care needs requiring ongoing support to adhere to the plan of care they have established with your providers
- When there is concern that without additional support the patient is at risk for decompensation resulting in unnecessary ED utilization or hospital admission
- When the patient would benefit from support in building self-advocacy and self-management skills
- When SDOH needs have created barriers that are limiting the patient from reaching their optimal level of wellness



Children's Mercy Pediatric Care Network adopts the Case Management Society of America's definition:

Case management is a collaborative process of assessment, planning, facilitation, care coordination, evaluation, and advocacy for options and services to meet an individual's and family's comprehensive health needs through communication and available resources to promote quality cost effective outcomes.

PCN provides Care Navigators who utilize their experience and working knowledge of the health care delivery system to assist providers and patients in accessing appropriate services.

Case Management Services Primary Functions

- Identification of patients who have or are at risk of developing complex medical and/or behavioral needs
- Utilize evidence-based clinical practice guidelines to develop individualized care plans
- Establish prioritized goals in collaboration with patients and their provider(s)
- Assist patients with implementation of a self-management plan
- Serve as an advocate and educator for the patient and the family, facilitating access to care through the health care delivery system and community resources
- Assist patients in achieving an optimal level of wellness and function by facilitating timely and appropriate health care services
- Reduce inappropriate inpatient hospitalizations and utilization of emergency room services
- Promote clinical care that is consistent with scientific evidence and patient preferences
- Ensure the integration of medical and behavioral health services
- Educate the patient in self-advocacy and self-management
- Achieve cost efficiency in the provision of health services while maximizing health care quality
- Mobilize community resources to meet the needs of patients

Program Levels

All patients enrolled into case management are assigned a case level. This level is determined by the needs of the member and determines the recommended frequency of contact by the PCN staff member. Intervention/follow up planning across all program levels are individualized and determined with member input at the time of enrollment and may vary based on individual need/preference of member.

What Patients Can Expect

PCN has a unique, high-touch case management program with the ability to provide face-to-face case management using Registered Nurses and Licensed Social Workers for high-risk patients with complex needs.

What Providers Can Expect

- Communication from a Care Navigator when a case is opened
- Assistance in establishing patient-specific treatment goals
- Assistance in reinforcing the Plan of Care
- Care Navigators accompanying patients to appointments, when requested
- Notification when case is closed