

Navigating SNPs

Case Mangers can help clients to navigate this new program and assist them in taking advantage of the full range of services and benefits.

Key points about SNP	How can CM assist client?
PCPs provide most referrals and are gatekeepers to accessing a range of SNP services and providers.	Encourage clients to get an appointment with their PCP as soon as possible to find out more about SNP services and/or to begin building a relationship with their PCP.
HIV+ enrollees will have PCPs who are HIV Specialists.	Encourage clients to use their PCPs HIV knowledge and expertise by partnering with them in assessing and choosing the direction of their care and treatments.
SNPs will provide a team approach to HIV care that includes a PCP, a Case Manager as well as a contact at the SNP.	Explain that SNP team members will conference about a member's needs, care and services. Facilitate needed conferences by the team.
SNPs will be required to do a psychosocial assessment within thirty days of receiving a client's application and to then develop a service plan with client input.	Identify the SNP CM for client and ask client for consent to contact CM to share information on care needs.
Clients may retain community case management services while accessing SNPs case management.	Share information relevant to client care (with consent) including number of contacts
SNP providers can share confidential information between them, without having to secure additional release of information forms from a SNP member.	Explain that the release signed at the time of SNP enrollment allows for information sharing amongst the SNP providers. Discuss the need for clients to sign release of information forms if they want a non-plan provider to be able to share/secure information from the SNP.
AIDS CBOs may be a part of a SNP's provider network through contract or linkage.	Need to know if the AIDS CBO is a member of the SNP provider network or not. Affects information sharing and other communications.
SNP members continue to use their Medicaid card to access benefits and services that are not included in the SNP benefit package, but which Medicaid recipients are entitled to.	Explain that clients will need to hang on to their Medicaid card. Assist clients in obtaining a replacement card if it has been lost or misplaced.
SNPs have internal complaints and grievance procedures to address member concerns.	Review the SNP grievance and complaint procedures as described in the SNP Member Handbook. Assist the client in filing a complaint or grievance (when requested).
NYS provides an external Fair Hearing process to SNP members who aren't satisfied with a SNPs response to complaints or grievances.	Explore the Fair Hear procedures outlined in the SNP Member Handbook. Assist the client or refer the client to someone who can provide assistance in filing a request for a Fair Hearing.
People enrolled in a SNP may disenroll at any time and all disenrollments will be expedited.	Explain that if a client is dissatisfied with a SNP, they may disenroll at any time. Explore if the client is interested in a different SNP or

	wants to return to FFS or MMC.
SNPs should be updated frequently on any changes relevant to client care.	CMs can play a role in making sure that SNPs are informed to relevant client address changes, telephone number changes, etc. CMs can also help smooth the recertification process to ensure no interruption of care takes place.

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