

METS – Members Empowered To Succeed

METS TAKES A UNIQUE APPROACH TO MEMBER CARE. WE PARTNER WITH THE PROVIDER AND CCS CASE MANAGER TO ENSURE THAT THE MEMBER ACHIEVES THE ULTIMATE LEVEL OF RECOVERY AND RESILIENCY.

Our METS Clinical Liaisons work directly with providers to identify the member’s treatment and the supports needed for successful progress in treatment. The METS Clinical Liaison assists with coordination of care when multiple providers are involved to ensure cohesive communication. Additionally, our Service METS Coordinators assist with identification of resources to meet the member’s behavioral health, social, and medical needs. Focusing on the member’s individualized needs creates a recovery road map that is as unique as the individual member.



Benefits & Outcomes of METS

- ✓ **Integrated, whole-health approach to member needs and care**, including behavioral health, medical, therapeutic, pharmacy, and services
- ✓ **Identification of outpatient high-utilizer trends** to pinpoint members who could benefit from the program
- ✓ **Cross-care team partnership** to ensure coordination of care and collaborative problem solving
- ✓ **Dedicated team of specially trained** METS Clinical Liaisons and Service METS Coordinators alleviating additional lift for providers
- ✓ **Coordination of services and treatment** between multiple providers
- ✓ **Reduction in administrative tasks** with increased resources for care coordination
- ✓ **Knowledge of covered services**, such as expanded benefits or new programs and how to access
- ✓ **Assistance with provider accountability** for delivery of treatment/discharge plans
- ✓ **Access to various physicians and specialists** to promote diversity among providers and treatment team The METS Team

(continued)

The METS Team



METS Clinical Liaisons:

- ✓ Have knowledge related to the member's health plan processes and programs that can assist you as the provider in the utilization management process
- ✓ Are licensed clinicians who have both clinical and utilization management experience within managed care
- ✓ Review the member's treatment records and collaborate with the provider for additional clinical information and support
- ✓ Develop a care strategy that best matches the member's needs to the lowest acuity setting, taking into account the member's goals and desired outcomes with an emphasis on delivering high-quality care



Service METS Coordinators:

- ✓ Have knowledge related to the member's health plan processes and programs that can assist you as the provider in accessing covered and available services
- ✓ Are skilled in identifying resource needs and will provide additional support to the member's assigned CCS Case Manager
- ✓ Partner with the Care Manager and CCS Case Managers to make sure that the treatment aligns with the member's personal goals, taking into account social determinants of health, health literacy, and the availability of community resources



'Ohana is committed to helping individuals live their best lives through superior behavioral solutions.

Contact METS Senior Manager Amy Trussell at **1-813-206-2775** or **Amy.C.Trussell@centene.com** to learn more about our program and how we can help support you and your patients.