



# PERSON-CENTERED CARE

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Services and support that meet your needs - the way you choose

We are committed to providing person-centered care to our members. We support the Intellectual or Developmental Disabilities (IDD) and Behavioral Health (BH) community.

At Arkansas Total Care, we're committed to **whole health**. That means we **focus on individuals**. We ensure every person receives the support and services that fit his or her needs.

We focus on member's physical, social and behavioral health. Our goal is to empower our members. We connect them with their families, guardians, caregivers, advocacy groups and providers. Together, we can improve their quality of life. We can also improve physical and behavioral health outcomes.

We know that clinical care is only part of a person's needs. Our **whole health approach** means we get to know our members first. We then tailor our portfolio of support to each person's needs.



## **An Experienced, Local Approach to Care**

The best support is close to home. That's why Arkansas Total Care operates from your neighborhood. We partner with local services and providers. Our team brings over 20 years of healthcare experience. Our local staff helps IDD and BH members access the care they need. This includes coordinating referrals to their service providers. It also includes managing costs and addressing member concerns.



## Arkansas Total Care Delivers High-Touch, Individualized, Integrated Care

We don't believe in a one-size-fits-all model to provide quality healthcare support. We understand our members and their individual needs. In fact, our person-centered planning lets our members be **in control** of their own care coordination.

***Every individual should live with respect and dignity. We will help our members to maximize their independence. We will also help and maintain members quality of life in their chosen setting.***

We use advanced technology to work with care teams and providers. We help to support our members' medical, social and functional needs. Our approach **links members to the best community resources.**

## OUR APPROACH

- High-touch, experienced local staff working with community partnerships
- Culturally sensitive, person-centered planning and self-management training
- Integrated care management & service coordination teams
- Assistive technology to increase independence and quality of life
- Transition, employment and housing support and services
- Family and caregiver involvement, education and support
- Health and wellness programs that go beyond medical care

## HOW CAN YOUR CARE COORDINATOR HELP?

### **YOUR CARE COORDINATORS PROVIDE PERSON-CENTERED CARE AND CAN:**

- Assist with setting up appointments
- Organize information from your planning meeting and help you develop your person-centered plan
- Help you troubleshoot challenges that prevent you from living the lifestyle you choose
- Make changes to your plan upon your request

## YOUR PERSON-CENTERED PLAN WILL CONTAIN:



Information about your lifestyle choices, any risks or challenges you may have with those choices, and a plan to overcome those challenges



Your chosen goals and who will help you work toward achieving these goals



A list of services and resources that are available to you



A contingency plan to address safety issues and/or emergency situations

## WHAT HAPPENS DURING THE PERSON-CENTERED PLANNING MEETING?



... You and your team will **talk about things that are most important to you** such as...

- Where do you want to live?
- Do you want to work or volunteer?
- Whom do you want to spend time with?
- What activities do you like?
- How do you want to manage your health issues?



... Your Care Coordinator will **complete an assessment** to identify all your needs.



You and your team will work together ... to **develop a plan to help you live life the way you want to.**

## WHAT IS PERSON-CENTERED PLANNING?

*Medical care addresses only a part of a person's needs. But Person-Centered Planning uses a more personal approach. We get to know who you are first. So we can better support your needs.*

**Person-Centered Planning** is directed by you and the people you choose. It helps to identify your strengths, preferences and needs.

## HOW DOES IT WORK?

First, you choose who you want to be in your person-centered team. Family members, friends, your doctors and others who know about your life are all good choices.

***Once you put your team together, you will schedule your Person-Centered Planning meeting. The meeting will be set at a time and place that works best for you.***

You will have as much control as you want, and you can get help from the people you trust. A care coordinator will be there to help guide you through the process.





Learn more about Arkansas Total Care:  
Please visit [ArkansasTotalCare.com](https://www.ArkansasTotalCare.com)  
or call 1-866-282-6280 or TDD/TTY: 711.

All materials are available for written or oral translation, in your language or alternative formats at no cost by calling 1-866-282-6280 or TDD/TTY: 711.

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Nếu quý vị, hay người mà quý vị đang giúp đỡ, có câu hỏi về

Arkansas Total Care, quý vị sẽ có quyền được giúp và có thêm thông tin bằng ngôn ngữ của mình miễn phí. Để nói chuyện với một thông dịch viên, xin gọi 1-866-282-6280 or TDD/TTY: 711.

***Do you have  
more questions?***

**No problem! Visit  
ArkansasTotalCare.com**

**Or call your Care  
Coordinator at:**

**MY CARE COORDINATOR**

**Name:** \_\_\_\_\_

**Phone:** \_\_\_\_\_