

Caseload

The care coordinator's assigned caseload will be limited to a maximum of fifty (50) enrolled members.
 Target: ≥90% of care coordinators will have a caseload of ≤50 enrolled members

2024	Total Care Coordinators with caseloads at ≤50 enrolled members	Total Care Coordinators with active caseloads	Percent
Quarter 1	782	818	95.60%
Quarter 2	775	807	96.03%
Quarter 3	772	796	96.98%
Quarter 4	699	769	90.90%

Initial Contact

Care coordinators must initiate contact with each enrolled member assigned to his or her caseload within fifteen (15) business days after effective date of enrollment. Target: $\geq 75\%$ of members are contacted within fifteen (15) business days of assignment by a care coordinator.

2024	Total newly assigned members who had an initial contact within 15 business days after effective date of enrollment	Total newly assigned members	Percent
Quarter 1	783	825	94.91%
Quarter 2	805	834	96.52%
Quarter 3	678	718	94.43%
Quarter 4	747	807	92.57%

Monthly Contact

Care coordinators must maintain ongoing contact with each enrolled member assigned to his or her caseload, making at least one (1) contact monthly.

Target: ≥75% of members are contacted monthly by a care coordinator.

2024	Total members who received a monthly contact by their assigned Care Coordinator	Total members	Percent
Quarter 1	34011	36610	92.90%
Quarter 2	34148	36667	93.13%
Quarter 3	34870	37564	92.83%
Quarter 4	34716	38026	91.30%

Quarterly Contact

Care coordinators must maintain ongoing contact with each enrolled member assigned to his or her caseload, making at least one (1) contact in person (including telehealth) quarterly.

Target: ≥75% of members are contacted quarterly in person by a care coordinator.

2024	Total members who received an in-person (including telehealth) quarterly contact by their assigned Care Coordinator	Total members	Percent
Quarter 1	10772	11546	93.30%
Quarter 2	11431	12351	92.55%
Quarter 3	11603	12642	91.78%
Quarter 4	11598	12791	90.67%

PCP Assignment

Care coordinators must ensure that all enrolled members assigned to them have selected a Primary Care Physician (PCP), confirm that the member is seeing the PCP as needed, and if necessary, assist the member with selecting a PCP.

Target: ≥80% of enrolled members will have selected a PCP and are on a PCP's caseload

2024	Total members who have an assigned PCP	Total members	Percent
Quarter 1	11638	13335	87.27%
Quarter 2	12590	13395	93.99%
Quarter 3	12864	13513	95.20%
Quarter 4	13152	13817	95.19%

Follow-Up

Care coordinators must follow up with enrolled members assigned to their caseload within seven (7) business days of:

- A visit to an Emergency Room
- Discharge from Hospital or In-Patient Psychiatric Unit/Facility

Target: ≥50% of members with a visit to ER or discharge from Hospital or In-Patient Psychiatric Unit/Facility will have follow-up by PASSE care coordinator or appropriate PASSE team member ≤ 7 business days of visit.

2024	Total number of follow-up contacts by their PASSE Care Coordinator or appropriate PASSE team member within 7 business days of discharge from ER, Hospital, or In-Patient Psychiatric Unit/Facility	Total number of Emergency Room visits or discharge from hospital or in-patient psychiatric unit/facility	Percent
Quarter 1	1489	2549	58.42%
Quarter 2	1416	2283	62.02%
Quarter 3	1369	2286	59.89%
Quarter 4	1372	2438	56.28%

Care Coordination Satisfaction Survey

	Question	Q1 2025	Q2 2025	Q3 2025	Q4 2025
1	In the last 3 months, have you had a phone call, zoom call or face-to-face visit with your CC?	100%	100%	100%	100%
2	In the last 3 months, if I needed to reach my CC, I was able to within a reasonable amount of time.	100%	97%	97%	100%
3	In the last 3 months, when I had contact with my CC, they were prepared and ready to assist me if I needed help.	98%	97%	98%	100%
4	In the last 3 months, when I had contact with my CC, I was able to understand the information they gave me.	98%	96%	99%	100%
5	In the last 3 months, if I had questions or concerns, my CC was able to help me.	99%	97%	99%	99%
6	In the last 3 months, if my CC said they would follow up with me, they did so.	96%	98%	98%	100%
7	In the last 3 months, ARTC provided services and information in a culturally competent way, regardless of race, ethnicity, disability, language, or sex.	98%	99%	99%	99%
8	I am pleased with the Care Coordination services I have received over the last 3 months.	97%	98%	97%	100%
9	I was involved in the creation of my most recent PCSP.	97%	97%	98%	100%
10	My preferences were considered during my most recent PCSP development meeting.	97%	98%	98%	100%
	Overall Totals	98%	98%	98%	100%