

Collaboration Success Story

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Delivering the Next
Generation
of Health Care

Behavioral Health Referral Success Story:

Ms. O



- Ms. O, a Medicare recipient is an 85-year-old female presenting with Parkinson's disease, diabetes, and hyperlipidemia. She lives with her son, daughter-in-law, and granddaughter.
- The Behavioral Health Managed Care Organization (BH-MCO) reported Ms. O's mental health hospitalization for diagnoses of major depression and neurocognitive disorder to AmeriHealth Caritas Pennsylvania (PA) Community HealthChoices (CHC).
- Ms. O worked with AmeriHealth Caritas PA CHC's internal case management outreach team and became eligible to receive waiver services within 6 weeks.
- Service Coordinator involvement was expedited in order for services to start. The Service Coordinator worked with Ms. O and her family to provide education on the progression of Parkinson's disease, long-term services and supports (LTSS) services, and continuation of psychiatric services through the BH-MCO for medication management, caregiver burnout, and stress.
- Ms. O's family reported after AmeriHealth Caritas PA CHC's intervention Ms. O was more emotionally stable with her disease process and they felt more supported and less stressed than prior to her mental health hospitalization.