

## MemberConnections Referrals

Members can be referred to the MemberConnections program in many ways, including:

- **Member Services Department**  
Members who call Home State Health Plan's (Home State) Member Service Department and would like a more personalized discussion on the topic they are inquiring about will be transferred to a Connections Representative.
- **Medical Management Department**  
Members are sometimes referred by case management nurses who, because of their involvement with physicians and hospitals, can identify members who would benefit from MemberConnections services such as those requiring prenatal care.  
  
Home State Medical Management staff also determines if a member is seeking Emergency Department services inappropriately. A Connections representative will then follow up with the member to provide information on proper utilization of the health plan's system of managed care.
- **Participating Providers**  
Providers can request MemberConnections service be provided when a member is noncompliant with recommended medical treatment or has other identified issues or high-risk factors such as frequent ED visits or repeated out-of-network services. They may also refer a member when they have high-risk social and medical situations, like a high-risk pregnancy.



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## MEMBERCONNECTIONS®

## For Providers

MEMBERCONNECTIONS®

Working with individuals who have difficult and overwhelming healthcare problems requires innovative solutions. **Home State offers a variety of programs and services that are tailored to meet the specific needs of the communities it serves. One of these programs is MemberConnections.**

**MemberConnections** is an educational and outreach program that offers members services with a personal touch. The program is designed to promote preventive health practices and connect members to both quality healthcare and community social services. By assigning Connections representatives to individual members, MemberConnections creates a special link between members and Home State providers.

Connections representatives reach out to members in a variety of ways; such as home visits, mail, phone calls, at community events and through special MemberConnections programs.





## Home MemberConnections

Connections representatives are available when a need or request from a member, provider or case manager arises. All home visits are scheduled at the member's convenience.

## Community MemberConnections

Connections representatives are available to present at group settings during events initiated by the state, community groups, the health plan, clinics, or any other approved setting. This form of MemberConnections is extremely useful in rural areas where home visits may not be feasible.

## Phone MemberConnections

Connections representatives may contact new members by phone to review health plan material, educate them on proper use of the emergency department, evaluate reasons for noncompliance or help solve a social situation.

## Mail MemberConnections

Mail MemberConnections consists of reminders about upcoming educational events, Community MemberConnections meetings, or health education material.



## Start Smart for Your Baby® and Prenatal Outreach

The MemberConnections program is a vital component of Home State's Prenatal Case Management Program. In addition to performing the usual educational services, Connections representatives will complete a pregnancy questionnaire and review prenatal and newborn care materials with members.

To augment the efforts of Start Smart for Your Baby, MemberConnections teams also hold community baby showers targeting pregnant members.

