



WISEWOMAN Program Medical Care Case Management Protocols

- If a program participant's blood pressure and/or cholesterol and/or glucose measurements fall into the alert range, she will receive Medical Care Case Management. (Less than 3% of program participants will have values in the alert range.) Alert values are:
 - Blood Pressure **greater than 180** (systolic) **and/or greater than 110** (diastolic)
 - Total Cholesterol **greater than 400**
 - Glucose **less than or equal to 50 or greater than 275** (fasting or casual) **and no history of diabetes**
- For each woman who qualifies for Medical Care Case Management
 - Complete a Medical Care Case Management Form
 - Fax the completed form to MDCH within five business days after the Resolution Date (MDCH staff will enter the appropriate data and authorizations into the MBCIS WISEWOMAN module)
- For a Participant Status of *Complete*, the case manager must:
 - Assist the program participant with addressing barriers to ensure she attends a diagnostic exam within seven days after identification of the alert value
 - If the participant does not attend the diagnostic exam within seven days, the case manager must document the reason for not meeting the deadline
 - Obtain information about the treatment prescribed and document it on the Medical Care Case Management form
 - Record the date of the diagnostic exam as the Resolution Date on the Medical Care Case Management form
- For a Participant Status of *Refused to follow through with the referral*, the case manager must:
 - Document the client's reason for refusal on the Medical Care Case Management form
 - Record the date the participant refused as the Resolution Date on the Medical Care Case Management form
- For a Participant Status of *Lost to Follow-up*, the case manager must:
 - Document three unsuccessful attempts to contact the participant by phone
 - Document the date a letter was sent to the participant
 - If the participant does not respond to the letter within 14 days, she will be considered Lost to Follow-up
 - Record the date the participant was considered Lost to Follow-up as the Resolution Date on the Medical Care Case Management form

- Medical Care Case Management concludes when the program participant attends the diagnostic exam, refuses treatment, or is determined to be lost to follow-up
- Once Medical Care Case Management concludes, the program participant will receive either the Level 2 or Level 3 lifestyle intervention (The lifestyle counselor should also encourage the participant to follow-through with medical care and indicated treatment)
- The organization can bill once during each cycle for reimbursement of Medical Care Case Management services provided to an eligible program participant