



ACCEL Care Pathway
Newborn Securing Health Care Coverage (NBSHCC)
Case Study

FOR WESTERN SLOPE ONLY

Milestone 0: Referral

1. CHW will daily pick up UMH Referral Log at Marshall OB unit, M-F.
2. CHW enters referral into iREACH.
See handout: "Referral Specialist – Making a New Pathway Referral for **Newborn Securing Health Care Coverage** in iREACH."
3. iREACH sends all referral to Pathway Manager (Vicki).
4. Pathway Manager assigns Pathway to appropriate CHW.
[Module 0: Referral & Assignment of Pathway].
5. Task list will sort by client name. Pathway Manager completes NBSHCC 0
[Module 4A: Complete Milestone/Task/Tickler – Successful].
6. **For Western Slope – CHW Deletes Milestones 1-3 by:**
 - a. Select "Task Tracking #"
 - b. Select "Step # of Process"
 - c. Scroll down to the Tasks
 - d. Highlight "Step 1"
 - e. Select "delete" on the right side of the screen
 - f. Repeat for steps/milestones 1-3.

Milestone 4: Medi-Cal Request of Newborn Coverage

(2 Working Days to Complete)

1. CHW calls mother within 2 working days of birth and up to 3 times and documents each call
[Module 1: Pathway Tracking].

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- a. If reaches mother, CHW completes/updates Client Info (all 4 tabs), including baby's name, date of birth and the required fields for mother [2nd Tab: Household/Relationships/Insurance].
 - b. If unable to reach mother, terminates pathway [Module 6: Terminate Pathway].
2. CHW teleconference with Medi-Cal worker to request enrollment of newborn into Medi-Cal.

Documents call [Module 1: Pathway Tracking].

3. Completes milestone [Module 4A: Complete Milestone/Task/Tickler – Successful].

Milestone 5: Confirm Newborn Medi-Cal Coverage

(10 Working Days to Complete)

1. Call mother to confirm Medi-Cal enrollment.
 - a. CWH documents health coverage type and effective date of coverage [Module 11: Client Insurance Policy].
 - b. If mother does not know the baby's insurance status, CHW tries to confirm coverage through MEDS or by calling Medi-Cal worker.

Document

[Module 1: Pathway Tracking – confirm health care coverage].
Repeat step "1.a." above.

2. Complete milestone [Module 4A: Complete Milestone/Task/Tickler – Successful].

Milestone 6: Health Care Coverage Renewal

(2 Working Days to Complete)

1. Pathway Manager creates tickler for renewal for 9 months from the date of coverage [Module 2: Create Task/Tickler].
2. Completes milestone [Module 4A: Complete Milestone/Task/Tickler].

NBSHCC PATHWAY COMPLETED