

Coordinating Care To Improve Health Outcomes

Medicaid Managed Care Organizations (MCOs) serve as the glue that bind community resources with a unified health strategy that looks at all the factors affecting the health of individuals. Through their reach and expertise in healthcare delivery, MCOs partner with states to bring together disparate parts of the healthcare system; they build out the provider network to ensure that quality providers are available to members and that they have access to a breadth of services. Care coordinators hired by MCOs organize the process for managing the health services that members require so that MCOs can pull various providers and experts out of their silos to provide patients the care they need, when they need it.

Kyrin's Story

Mother-to-be Erin quickly developed a habit to feel her baby kick every morning and evening. One day, she noticed she did not feel the normal swift kicks she counted day after day. She couldn't shake the feeling that something was wrong.

The next day, she went to the doctor for reassurance. The doctors did not want to take chances with what they detected and sent Erin to Wesley Medical Center in Wichita.

Soon after daughter Kyrin was born, hospital staff began their work. She ended up staying in the Wichita hospital for nine more weeks, requiring her family to find temporary housing.

The Ronald McDonald House in Wichita was able to place the family right

away. Receiving home-cooked meals, much needed companionship and understanding from other parents with children in the NICU, the family felt eternally grateful for the support of the RMH during this overwhelming time in their lives.

"The staff there has become like family, and they have been a blessing that we didn't even know we needed," said mom, Erin.

The MCO care coordinator has followed this member through her journey, providing case management help and references to local resources.

The caring MCO staff even raised their own money and donated \$200 to the Ronald McDonald House location, in honor of Kyrin and her family.

