



# MILLIMAN CARE GUIDELINES<sup>®</sup>

## TOOLS FOR MEDICAID MANAGEMENT

Milliman Care Guidelines<sup>®</sup> products and software are developed, produced and supported by healthcare professionals with extensive Medicaid experience. Milliman Care Guidelines provides evidence-based clinical guideline solutions to over 1000 clients, including managed Medicaid plans, state Medicaid plans and Quality Improvement Organizations. These organizations license the *Care Guidelines* because they know Milliman doctors, nurses and other experts understand and address the unique issues confronted by those managing the care of Medicaid populations, including:

- **Unique Needs of Mothers and Children** – Addressed across *Care Guidelines* products, with pediatric guidelines and coverage of children with special needs, prematurity, vaccinations, well-child care, obstetrics and more.
- **Chronic Guidelines and Patient Materials** – The *Chronic Care Guidelines* provide care plans for 24 chronic conditions, such as diabetes, HIV/AIDS and high-risk pregnancy. Patient education materials written at a fourth-grade level are available in both English and Spanish.
- **Psychosocial Factors** – Specific care management tools are included to review actual or potential factors that may affect the patient's recovery, including assessments of home safety, coping and cognitive abilities, cultural influences, socioeconomic status, etc.
- **Behavioral Health** – The *Behavioral Health Guidelines* product covers five different levels of care and the appropriateness of specific psychological, behavioral, and pharmacologic therapies are provided for 15 diagnosis groups including ADD, schizophrenia, and substance abuse.
- **Complex Cases** – The *General Recovery Guidelines*, used in conjunction with *Inpatient and Surgical Care*, are ideal for cases when there is no clear diagnosis, no specific guideline covering the diagnosis, or when the clinical situation is so complex that a specific guideline doesn't fit.
- **Medicaid-specific Training and Support** – Numerous Milliman trainers, account managers and editors have Medicaid backgrounds, enabling them to offer solutions that are specific to that industry.
- **Incorporated Quality Measures** – The *Care Guidelines* support quality care through the incorporation of measures for four nationally recognized quality programs, including HEDIS<sup>®</sup>. Milliman interactive software enables tracking against state-specific measures and modified guidelines.
- **Long Term Care** – A variety of guidelines and tools within the Milliman suite of products provide evidence-based guidance to address this area.

### Products

- *Ambulatory Care*
- *Inpatient and Surgical Care*
- *General Recovery Guidelines*
- *Recovery Facility Care*
- *Home Care*
- *Chronic Care Guidelines*
- *Behavioral Health Guidelines*

### Interactive Software

- *CareWebQI<sup>SM</sup>*
- *CareGuideQI<sup>®</sup>*
- *Web Transaction Module: Prior Authorization*

### Access Software

- Web
- PC
- Handheld
- Intranet