

## How will I know if I have an emergency?

You should only use a hospital emergency room for very serious or life-threatening problems. An emergency is a sudden injury or illness that if not treated right away, could cause death or permanent harm. If you are pregnant, it could mean harm to you or your baby's health.

Your case manager will provide education about emergency symptoms. If you are experiencing emergency symptoms, don't wait! Call 911 or have yourself taken to the nearest hospital emergency room. Some examples of an emergency are:

- Poisoning
- Broken bones
- Chest pains
- Difficulty breathing or shortness of breath
- Unconsciousness (black out)
- Sudden dizziness, weakness, or loss of coordination or balance
- Numbness in the face, arm or leg
- Sudden blurred vision
- Convulsions or seizures
- Sudden severe headache (not a migraine)
- Sudden severe abdominal pain
- Severe burns
- Coughing or vomiting blood
- Deep cuts or bleeding that won't stop
- High fevers
- Any vaginal bleeding during pregnancy
- Any other condition you believe is life threatening.

## WHERE CAN I GET MORE INFORMATION?

### Write to us at:

Division of Health Care Services  
Quality Assurance Unit  
Department of Health and Social Services  
State of Alaska  
4501 Business Park Blvd.,  
Building L, Suite #24  
Anchorage, AK 99503-7167

### Call us at:

(907) 334-2400  
(907) 561-1684 fax

### Go to the AMCCI website:

<http://dhss.alaska.gov/dhcs/Pages/amcci/default.aspx>



# Alaska Medicaid Coordinated Care Initiative

(AMCCI)



*“Assisting members to navigate the health care system and use their health care benefits appropriately.”*

## What is the Alaska Medicaid Coordinated Care Initiative (AMCCI) about?

The AMCCI is a new program. It is designed to assist members to navigate the health care system and appropriately use the benefits of the Alaska Medicaid program. Sometimes members have difficulty finding the right doctor or getting care in the appropriate setting. The AMCCI is here to help.

A case manager will be assigned to each participating member. You and your case manager will discuss your medical and other concerns, one-on-one, including your emergency room usage.

Additionally, your case manager will interact with your medical providers and perform a medical record review to better understand the care you have received. After gathering information from you and your providers, the case manager will work with you to develop a plan of care. Our goal is to help you get the right health care and be healthier.

Participants in the AMCCI program will select a primary care provider (doctor, nurse practitioner, or physician assistant), a hospital, a pharmacy, and if appropriate, a behavioral health provider who will work with the case manager and the member to manage their care.

You may also keep your current providers if you would like.

## How is the program going to help me?

Our goal is to help members feel better and be healthier. As a participant in the AMCCI, you will receive:

- Case management services
- Coordinated health care
- Education in getting care in the appropriate setting
- Medication review & education
- Health assessment review
- Social assessment review
- Plan of care
- Referrals to providers & specialists, as needed
- Other support to obtain and access the health care you need

Your case manager will work with your current physicians and providers to ensure you are able to access the level of care you need based on your medical condition. All AMCCI members will continue to get all medically necessary Medicaid-covered health care services.

After you sign up for voluntary participation in the AMCCI, a welcome package about the program will be sent to you and a case manager will be assigned to work with you.

## How can I give feedback on my experience with the AMCCI program?

You may contact us at any time. Additionally, you will be given a patient participation survey to complete annually. Our goal is for the AMCCI program to be a positive experience for all participants.

## How long will I be in the program?

Initial participation is 12 months. Members will have the opportunity to continue with the program after 12 months, if they choose to do so.

## Why was I chosen for this program?

Due to your use of Emergency Room visits, when compared to other Alaska Medicaid members, you were identified for referral to the Care Management Program (CMP) for evaluation to see if you meet guidelines for possible placement in the CMP. For more information on the CMP, go to [http://manuals.medicaidalaska.com/docs/dnld/Fluer\\_Care\\_Management\\_Program\\_Outreach\\_Brochure.pdf](http://manuals.medicaidalaska.com/docs/dnld/Fluer_Care_Management_Program_Outreach_Brochure.pdf)

Normally, this use requires further review to determine if your use should be restricted to one medical provider and one pharmacy as allowed under Medicaid regulation 7 AAC 105.600.

**However, you may instead choose to voluntarily participate in this new program, the Alaska Medicaid Coordinated Care Initiative (AMCCI).**

## What happens if I do not volunteer?

Your participation in the AMCCI is NOT required. If you choose NOT to participate in the AMCCI, the number and type of services you have used will continue to be reviewed periodically and your use of Alaska Medicaid services *may* still be restricted if certain conditions are met under Medicaid regulation 7 AAC 105.600.