

How Does Team Care Work?

Team Care does not impose limits on access to healthcare, doctor visits or treatment. Members may still go to the Emergency Department and receive care and may see providers/specialists as needed. Team Care only limits prescription insurance coverage to those prescribed by identified Team Care Provider(s) and purchased at their designated pharmacy. Depending upon health needs, members may have more than one Team Care provider.

- Specialists are included as needed.
- Physicians, physician assistants, and nurse practitioners working in the same practice/facility are added as covering providers as needed.

Team Care will not enroll members who meet the following exclusionary criteria:

- Members diagnosed with sickle cell disease or in treatment for cancer
- Members residing in institutionalized settings (i.e. nursing facilities, hospice etc.)

Making Referrals to Team Care

Team Care referrals may come from various sources, including providers, pharmacists, family members, neighbors, chronic care nursing staff (care coordinators), law enforcement agencies, other state agencies, and individuals in the community, newspaper articles, etc. Referrals may be anonymous. **Referral forms are completed and submitted via confidential fax to the Department of Vermont Health Access (DVHA).** The referral form is located at <https://dvha.vermont.gov/providers/team-care>

If you would like more information, your patient is enrolled in Team Care, or you want to make a referral and you have questions, please call (802) 238-6039.



A Managed Care Initiative

Provided by

The Quality and Clinical Integrity Unit

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Access (Vermont Medicaid)

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What is Team Care?

The Team Care program is a service of the Department of Vermont Health Access (DVHA) for members who may need support getting the most appropriate healthcare available to meet their needs. Members are referred to this program through providers, claims history or other sources. Members are usually enrolled for a minimum of one year. Members have a right to appeal enrollment in Team Care.

The Team Care Program is, *at the minimum*, designed to fulfill requirements under Federal and Vermont rules and regulations governing Medicaid services. ***Team Care is a federally mandated prescription lock-in program to prevent misuse, abuse, and diversion of medications on the FDA Controlled Substance Schedule such as opioid pain medications or sedatives.***

What *Else* is Team Care: The Team Care Mission:

Team Care aims to do more than just impose federally mandated restrictions as described. Vermont's Team Care is ***a managed care initiative*** for members who may need additional support to focus their healthcare services in a way that could be most beneficial to them. ***The intent of the program is to identify and help to address un-met healthcare needs, addictions treatment needs, support access to well-coordinated primary and specialty care, and prevent misuse and abuse of regulated medications.*** Additionally, for members in recovery from addictions, the Team Care Program may be a valuable tool in supporting those members' recovery efforts.



Why Team Care?

Members enrolled in team care have been chosen from claims reviews or referrals. Members may have claims that meet Team Care enrollment criteria. Reasons for referral include some or all of the following situations:

- Multiple emergency room visits for non-emergency problems
- Many healthcare providers
- Lack of coordinated care through a Primary Care Provider (PCP) or no PCP.
- Using multiple pharmacies
- Multiple prescriptions for controlled substances, such as pain or anti-anxiety medication.
- Arrest, conviction, or on probation for selling drugs.
- Altered or forged prescriptions.

Who is on the "Team"?

- One Designated Primary Care Provider
- One Designated Pharmacy
- Designated Specialty Care Providers as needed.