Children’s TiPS
Children’s Telephonic Psychiatric Consultation Service

AN INTRODUCTION TO CARE COORDINATION
Benefits of Care Coordination

- Care coordination can lower healthcare costs, improve outcomes, and increase patient satisfaction.
- Assist with building the mental health dialogue in the primary care office regarding resources available in the community.
- Appropriate identification of proper levels of care

*TIPS UTILIZATION: JULY '17 - JUNE '18

- Med Question: 36%
- Med Eval: 7%
- Resources/Community Access: 31%
- Diagnostic: 17%
- Parent Guidance: 2%
- Other: 7%* Other includes: (Collateral contact, crisis, follow up, parent guidance, school issues, second opinion, and non-member specific data - all less than 5%)
How Does TiPS Care Coordination Begin?

- During the initial TiPS consultation, you will be asked to provide a patient phone number and parent/guardian name, which will be used if care coordination is recommended. TiPS Care Coordinators cannot contact patients and/or families until you have obtained verbal consent from the family.

- TiPS Care Coordination begins when the primary care clinician consults with a TiPS Child Psychiatrist, and the psychiatrist recommends care coordination.
What do TiPS Care Coordinators do?

- Follow up on recommendations made by TiPS psychiatrists by:
  - Researching resources to find options close to the family that are accepting new patients and accepting the child’s insurance.
  - Providing resource options to families and discuss the process for scheduling an appointment.
  - Answering questions about levels of care, obtaining services, and additional resources available.
  - Following up with the family to ensure appointments are made and kept, and problem solve barriers to receiving services.
What do TiPS Care Coordinators do?

- Follow up on recommendations made by TiPS psychiatrists by:
  - Work with existing service coordinators to assist in locating resources and supporting the family.
  - Provide additional support and resources if current options are not working.

- Provide general resources back to PCP without a TiPS consultation
What do TiPS Care Coordinators not do?

- Schedule appointments for patients/families with community providers.
- Act as long term service coordinators.
- Provide shortcuts to outpatient psychiatry, circumvent agency waiting lists, or otherwise get patients/families into agencies faster.
- Act as a referral source for parents to contact independently.
TiPS Consult Process

PCP has a question about psychotropic medication or a behavioral health concern

PCC obtains verbal consent & has patient information available

Call: 1-844-WPA-TIPS (1-844-972-8477)
Talk to TiPS team member, who will gather basic information and initiate a return call from a TiPS Child Psychiatrist (within 30 minutes or at a time specified by PCP)

PCC and TiPS Child Psychiatrist consult via phone

- Medication recommendations/LOC recommendations made
- TiPS Care Coordinator provides resources to PCC or family, if needed
- Evaluation at a hub with a TiPS Licensed Therapist or Child Psychiatrist, if needed
Questions for Parent Panel

- What were your concerns prior to talking to your child’s pediatrician?
- What did your pediatrician tell you about Children’s TiPS?
- What happened after your physician consulted with the TiPS team?