

Chapter 10

Community Care Connector (CCC)

Fundamental to the Integrated Care Management Model is the development and utilization of the Community Care Connector (aka Connector).

The Community Care Connector is unique to South Country Health Alliance (SCHA) whereby South Country Health Alliance has a:

- Delegation Agreement with each member county within the eleven-county service area;
- Provider Participation Agreement with one non-member county in which the Community Care Connector is called a Portal Connector; and
- Commitment to establish a Community Care Connector/Portal to service each of the twelve county service areas.

The Community Care Connector is a professional level staff and is either a licensed, registered nurse or a social worker. The CCC will serve as the primary link between South Country Health Alliance and the County.

The Community Care Connector will work toward transparent communication among members, providers, South Country Health Alliance counties, South Country Health Alliance staff, and other outside organizations to support the mission and vision of South Country Health Alliance.

Primary Function

Primary goals are to assure all that members receive the services necessary to meet their needs and experience smooth transitions between settings of care. Community Care Connectors also assure that communication between settings of care and communication between South Country Health Alliance, County staff, and Providers occur to support member needs. The Connector works to assure a collaborative relationship between South Country Health Alliance and County team members. Desired outcomes are attained through shared problem-solving approaches.

The position will develop positive relationships with and between South Country staff, County workers, local health care providers, and members. They will help to assure timely and accurate communication between team members. The Connector serves as the South Country Health Alliance expert within the community/county working towards positive outcomes for the member and South Country. The position promotes preventive services, early intervention to members, and utilizes referral services available throughout the county.

Examples of how the Community Care Connector can support providers:

- Take calls from providers and answer questions about South Country programs, member benefits, and community/service resources for members
- Assist members with setting up transportation to/from medical or dental appointments
- Link provider to South Country to address authorization requirements, formularies, billing issues, etc.

The Community Care Connector will coordinate community care services at the local level when the member is determined to need such services. Existing case management/care coordination services will be used whenever possible to reduce the potential of duplication of services. A care plan may be developed to assist a member in meeting their integrated care needs.

Community Care Connector professionals are located in each of the counties South Country Health Alliance serves (see list below). To contact a Community Care Connector, please call them at the number listed below.

County	Phone Number
Brown	507-233-6816
Dodge	507-635-6150
Freeborn	South Country Member Services 866-567-7242
Goodhue	651-385-6118
Kanabec	320-679-6330
Morrison	320-632-0200
Sibley	507-237-4041
Steele (MNPrairie)	507-431-5766
Todd	320-732-4448 or 800-953-4440
Wabasha	651-565-5200
Wadena	218-631-7629
Waseca (MNPrairie)	507-837-5305