

Coordination of All Physical Health & Behavioral Health Needs Through One Managed Care Organization

Shawn is 55 years old and was referred to the Molina Health Plan Pre-Release Program in Ohio during his incarceration in December of 2018. Diagnosed with hepatitis C, asthma and major depressive disorder, as well as facing social difficulties once reentering society post-release, Shawn required assistance in all aspects of his health care needs.

After being released from his 28-year prison sentence in 2019, Shawn reached out to Molina case managers who helped him find housing resources, a primary

care physician and SSI information. The case managers worked diligently to ensure that Shawn could have as smooth of a transition as possible.

Many people who are released from prison fail to utilize the resources available to them due to a lack of communication and support, but Shawn wanted to change his life and work to provide for himself. Molina supplied him with the tools to live a healthy life, and he contacts his case manager weekly to give them updates and advocates for his health.

SDOH and Care Coordination Leads to Stabilization & Improved Physical Health & Behavioral Health Outcomes

Patrick is 52 years old with various physical and mental health disorders and has been enrolled with an Ohio Molina case manager since 2018. At first, Patrick was living in transitional housing, where he was creating conflicts with the staff and other residents. He called his case manager daily in crisis and had a history of poor behavior with his psychiatric support team.

Despite these barriers to his success, Molina helped Patrick find independent housing. His Molina Case

Manager also worked with his primary care provider to obtain a bus pass to travel to his appointments and for greater independence.

Since finding stable housing, Patrick is more compliant in taking his medications and has had zero new emergency department visits or hospitalizations. He now knows methods for handling his anxiety and is more confident with his health care overall.

Coordination of All Physical Health & Behavioral Health Needs Through One Managed Care Organization

Beth is 35 years old and is currently in recovery for heroin use. She is being treated for bipolar disorder, ADHD and anxiety disorder.

After a behavioral inpatient stay, a Molina case worker worked with Beth to understand her healthcare needs and goals. She reaches out to her case worker to inquire about new medication-assisted treatment and psychiatry providers, and she works with them when her pharmacy lacks her necessary medications.

With the help of her case manager, Beth is now independent, employed and has a great relationship with her primary care provider. She has not had any inpatient or emergency department visits since enrolling with a case manager, and she believes that the support from her care team has helped her remain sober despite facing hardships.