

# Coordination of Care for Humana-covered Patients

## Tips for Physicians & Providers

Humana presents coordination-of-care (COC) assistance to promote a whole-person healthcare approach and assist physicians and providers in focusing on behavioral healthcare along with physical health care.

### Important mental health and physical health correlation data\*

- 70% of patients diagnosed with opioid use disorder have a mental illness
- Patients with Type 2 diabetes mellitus are twice as likely to experience depression as the general population
- Patients with a mental illness are twice as likely to smoke
- Up to 50% of patients with cancer have a mental illness, especially depression and anxiety, and treating symptoms of depression in cancer patients may improve survival time
- Patients who are depressed have twice the risk of having a heart attack as the rest of the population, and patients with cardiac disease who also are depressed have an increased risk of dying. Moreover, treating the symptoms of depression after a heart attack has been shown to lower mortality and re-hospitalization rates

\*Source: World Health Organization editorial, "No physical health without mental health: Lessons unlearned?" ([who.int/bulletin/volumes/91/1/12-115063.pdf](http://who.int/bulletin/volumes/91/1/12-115063.pdf))

### Coordination of care in 2018

Humana analyzed COC efforts in 2018 and reported these outcomes:

- 80% of providers routinely exchange information across the continuum of medical care
- 82% of providers routinely exchange information across the continuum of behavioral healthcare
- 84% of providers are aware of the Clinical Practice Guidelines and where to locate them

### Research and coordination of care

The Agency for Healthcare Research and Quality states that the main goal of care coordination is to meet patients' needs and preferences in the delivery of high-quality, high-value healthcare. This means that the patients' needs and preferences are known and communicated at the right time to the right people, and that this information is used to guide the delivery of safe, appropriate and effective care.

### Referring Humana-covered patients to healthcare professionals

Have you identified a behavioral health or physical health condition that requires coordinated care with another provider? Could your patient benefit from the assistance of a Humana care coordinator to find a provider? If so:

- Contact Humana to request a care coordinator. The coordinator will help your patient navigate the healthcare system and link him or her to in-network behavioral health or physical health providers and specialists.
  - Commercial Customer Service: **1-800-448-6262**
  - Medicare Customer Service: **1-800-457-4708**