

Team Care Facts

Background – The Team Care program was established in August 2004 to replace the restricted card program. Team Care is for members who use more medical services than the average members indicating they need assistance in learning how to use their Medicaid benefits the right way. Members enrolled in the program receive education about how to get the right care at the right time at the right place.

Impact on member benefits – Members in the Team Care program continue to receive the care they need; they DO NOT lose their Medicaid benefits. Team Care members are however required to receive their primary care and prescriptions from one certain provider. Team Care members are enrolled with a Primary Care Provider (PCP) to manage their care and receive all Medicaid prescriptions from one pharmacy.

Members must stay on Team Care for 12 months before they are considered for graduation. Although, information on a fair hearing is provided in the letter information the member they have been enrolled in Team Care.

Identification – Members are identified for Team Care by the following methods:

- ❖ DUR (Drug Utilization Review) Board Referrals – The DUR board performs pharmacy reviews of Medicaid’s pharmacy claims. Members determined to be misusing or abusing pharmacy services are automatically enrolled in the program.
- ❖ Provider Referrals - Montana providers can make direct referrals into the program by contacting the Montana Health Care Programs Member Help Line at 1-800-362-8312 or by completing the Team Care Referral Form that is located on the Montana Medicaid provider website.

More information can be found by calling the Montana Healthcare Programs Member Help Line at 1-800-362-8312.