














Levels of Care

For THP Senior Care Options Members

Level of Care	Primary Care Manager	Definition	Assessment Schedule
Level 1 Non-Complex Community Well (with no HCBS)	GSSC	<ul style="list-style-type: none"> No ADL or IADL deficits High functioning Limited or no chronic diseases 	<ul style="list-style-type: none"> Initial – Onboarding RNCM  Reassessment – GSSC Assessed every 180 days  POC reviewed annually by RN Oversight/Supervisor
Level 2 Non-Complex Community Well (some HCBS)	GSSC	<ul style="list-style-type: none"> Members living in the community with conditions or situations requiring coordination of one or more support services due to ADL or IADL deficits, but who are deemed to be in a stable state 	<ul style="list-style-type: none"> Initial – Onboarding RNCM  Reassessment – GSSC Assessed every 180 days  POC reviewed annually by RN Oversight/Supervisor
Level 3 Complex Alzheimer’s Dementia/Chronic Mental Illness (AD/CMI)	BHCM – Primary Owner RNCM – Secondary Owner Additional PCT support based on member’s needs	<ul style="list-style-type: none"> Members living in the community with a diagnosis of Alzheimer’s, dementia or a chronic mental illness, often with conditions or situations that require coordination of one or more support services due to ADL or IADL deficits 	<ul style="list-style-type: none"> Initial – Onboarding RNCM  Assessed every 90 days <ul style="list-style-type: none"> May have 1 assessment per year with GSSC/CHW  BHCM must see member <u>at least</u> every other visit  RNCM will complete annual assessment 
Level 4 Complex Nursing Home Certifiable (NHC)	RNCM Additional PCT support based on member’s needs	<ul style="list-style-type: none"> Members with conditions or situations that require expert coordination of multiple support services due to two or more ADL deficits, and who are deemed to be in an unstable state 	<ul style="list-style-type: none"> Initial – Onboarding RNCM  Assessed every 90 days <ul style="list-style-type: none"> May have 1 assessment per year with GSSC/CHW  RNCM will complete most assessments, including annual  May have additional contact with NP because of advanced illness or complex case  or 
Institutional Long-term Custodial Care	CCP	<ul style="list-style-type: none"> Long-term resident of a nursing facility 	<ul style="list-style-type: none"> Initial & Annual – CCP MDS 3.0 – Completed annually by facility

Acronyms: ADL – Activities of Daily Living IADL – Instrumental Activities of Daily Living HCBS – Home and Community Based Services
 PCT – Primary Care Team RNCM – Registered Nurse Care Manager GSSC – Geriatric Support Services Coordinator
 BHCM – Behavioral Health Care Manager CHW – Community Health Worker CCP – Continuing Care Partner

 – Face-to-face Visit Required (Virtual during Pandemic Emergency)

 – Assessment may be completed Telephonically (if member is stable)