



# ICCoP: Care Coordination

## Participant FAQs

### **1. What is the Integrated Care Community of Practice (ICCoP) on care coordination?**

An Integrated Care Community of Practice (ICCoP) is composed of individuals who share an interest, concern, or activity and learn together how to solve problems or improve performance through their interactions. Care coordination is a central feature of programs aimed at integrating care for people who are dually eligible for Medicare and Medicaid, yet it can be challenging for health plans and providers to successfully provide it.

As a participant in the ICCoP on care coordination, you will work with the ICCoP faculty and colleagues from other plans to address some of the specific problems you encounter in your care coordination efforts. You will also learn how others have successfully addressed shared challenges.

### **2. Who is sponsoring the ICCoP, and who will be facilitating it?**

Experts from The Lewin Group and Community Catalyst will facilitate and manage the ICCoP, which is sponsored by the Medicare-Medicaid Coordination Office (MMCO) in the Centers for Medicare & Medicaid Services (CMS) through [Resources for Integrated Care](#). Other health plan staff will also serve as guest faculty.

### **3. Who are the other participants?**

Participants in the ICCoP are health plan staff directly engaged in managing outreach, care coordinators, care managers, health plan administrators, and other staff responsible for care manager recruitment and retention.

### **4. What topics will we discuss?**

Over the course of the ICCoP, we will discuss topics identified in participant applications, made concrete through a “challenge summary” that participants present to the group to discuss and generate potential solutions. Topics may include:

- Highest value care coordination activities in integrated care
- Care coordination during COVID-19
- Conveying the value of care coordination to members
- Keeping members engaged with the care team
- Helping members achieve care goals (both theirs and the plans)
- Person-centered practices in care coordination
- Culturally competent care coordination, including engaging members with Limited English Proficiency or those from diverse cultures

- Addressing social drivers of health in care coordination
- Ensuring equity in the care coordination process

### **5. What is a “challenge summary” and how do I present one?**

A “challenge summary” is a written description of a specific issue you are encountering in care coordination. Each participant is required to present one challenge over the course of the ICCoP. As part of your challenge presentation, faculty and other ICCoP participants will provide feedback, suggest strategies, and share how they have dealt with similar challenges in their own environments. Summaries of the challenges submitted in your application will be used to inform the work of the ICCoP.

### **6. What is the schedule for the ICCoP?**

The ICCoP will meet once per month via Zoom videoconference. The exact schedule of seven sessions will be determined once participants have been selected.

Between sessions, we will share resources and promote dialogue through a group listserv for ICCoP participants and faculty experts.

### **7. What is my commitment as a participant in the ICCoP?**

- Attend and actively participate in each monthly videoconference
- Prepare and present one “challenge summary” that describes a challenge you are currently experiencing related to care coordination for members and for which you are seeking feedback and ideas from the ICCoP
- Share your own experiences or suggestions in response to challenge presentations from other ICCoP participants
- Report back to the community on your experience implementing one or more solutions to your challenge
- Join the ICCoP listserv in order to stay in touch between meetings. You will receive an invitation from the ICCoP faculty to join the listserv

If you have additional questions, please contact: Renée Markus Hodin, Center for Consumer Engagement in Health Innovation, [rmhodin@communitycatalyst.org](mailto:rmhodin@communitycatalyst.org) or Laurel Ruesch, The Lewin Group, [laurel.ruesch@lewin.com](mailto:laurel.ruesch@lewin.com).