

Emergency Department (ED) Collaborative



We work with health care providers and MaineCare members to reduce avoidable, non-emergency ED use and improve health outcomes for MaineCare members.

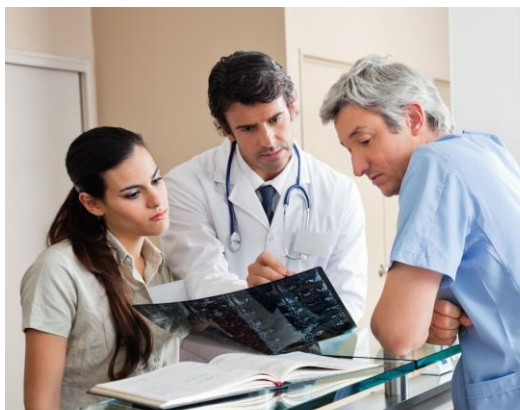


Collaboration to help members

We host monthly calls with Primary Care Providers (PCPs) to review the MaineCare members who utilize the ED for inappropriate or avoidable reasons.

During the call, we discuss members who have had new ED use since the last meeting, focusing on potential issues that brought them to the ED such as need for shelter, safety, food, or behavioral health issues, as well as any barriers preventing them from going to a PCP.

These calls help us better coordinate care for our members and reduce their use of the ED.



Goals of the ED Collaborative

- **Reduce** available ED use and improve health outcomes through statewide care management efforts.
- **Increase** availability of ED for true emergency situations.
- **Improve** continuity of care for the MaineCare member.
- **Educate** the member of alternative ways to meet their needs, such as urgent care and connection to a Primary Care Provider (PCP).
- **Reduce** costs by the use of cost-effective resources.



MaineCare's ED Collaborative team

- Nurses who review each member's claims and outreach PCPs and ED staff.
- Behavioral Health Specialists who review each member's behavioral health claims.
- Medical Care Coordinators who run reports to identify high utilizers, send invites and lists, and take notes for each meeting.
- A Nurse Supervisor who oversees the project.

Please contact [Marguerite Riley](#) with questions or to participate in ED collaborative meetings.