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| **Health Plan** | **Molina** | **UHC** | **Anthem** | **Aetna** | **Sentara** |
| **Compliance Plan** | Each facility has a dedicated CM assigned. If there are Vent dependent members at the facility, the dedicated RN for Vent, PDN members will be assigned. The assigned CM will make introductory call, send welcome letter and conduct face to face assessment. | Sends welcome letter to member under NF CM assigned to the NF contacts to introduce self and identify NF contact for coordination of visits. Any changes in CM are in writing to the member and facility notified directly. | Assigns one CM per NF, or two if NF has high volume of members. Members receive a letter with assigned CM contact information. Members and NF are notified of changes. | Assigns one CM to each NF and conducts a meet and greet with the NF.  Members learn of their assigned CM once the Care Plan is completed and is shared with the NF. | Presently, caseloads for nursing facilities are evenly distributed among care managers. The facility may not have all of their members followed by the same care manager at this time.  Welcome calls are made to nursing facilities to include contact information of assigned care manager.  Alternatively, the nursing facilities may also call our main Care manager number to learn the name of the assigned care manager. |
| **Contact to Identify CM** | Cardinal Care Member Services- 800-424-4518 (TTY/TDD 711) | 844-752-9434 | General Number: 800-901-0020 | General Number: 1-855-652-8249 press #1 and ask for CM. | 1-866-546-7924 |