

Multidisciplinary Care Coordination Training for Children with Medical Complexity: The Arizona Experience

Case Studies Utilized in Care Coordination Training

Case 1

Issue: Re-evaluation at 6 years of age for Arizona Division of Developmental Disabilities (DDD) services, DDD Communication/documentation

6-year-old female who has a chromosomal abnormality, developmental delay and is non-verbal. She has been receiving therapies through Arizona's Early Intervention Program until 3 years of age and then through DDD since 3 years of age. Her DDD case manager changes every 4-6 months. She is up for recertification and needs evaluation through DDD, as she does not have 1 of the 4 diagnoses (Cerebral Palsy, Autism, Epilepsy and Intellectual Disability) that will qualify someone for DDD services at the age of 6. She likely qualifies for Intellectual Disability; however, doesn't carry that as a formal diagnosis. Her mom is not sure how to get her "certified" for DDD services.

Case 2

Issue: Communication/closing the loop with home health company

3 yr female with cerebral palsy who is not yet potty trained and recently had her PCP put an order through for diapers. Mom has called Preferred and they report they have not received any order for diapers. Mom calls the PCP who states that the order was faxed 2 weeks ago.

Case 3

Issue: Navigating Behavioral Health

13-year-old male with Autism, Anxiety and Depression who has been having more issues as he is entering puberty. His family is not sure how to navigate the behavioral health system and unfortunately his primary care clinician is not very helpful in this realm.

Case 4

Issue: Prior authorization

10-year-old male with mitochondrial disorder, reflux and gastrostomy tube (GT) dependent who has been on Lansoprazole liquid for years; however, the liquid is no longer covered by insurance. The primary care clinician switched him to capsule, but the capsule powder is clogging the GT. Mom is requesting the liquid as that was much easier to get through the GT.