



Service coordination



Helping STAR+PLUS members live in the least restrictive environment

Because many services are required to allow members to remain independent in their home, we assign service coordinators to locate and secure necessary resources for our STAR+PLUS members so they can live as independently as possible.



The role of the service coordinator

Our service coordinators are trained health care professionals who assess a member's health care needs, develop a health history and evaluate the member's home environment. Using this information, the service coordinator works with the member's care provider(s) and caregiver(s) to create a person-centered care plan to allow the member to safely remain at home or in an independent setting.

The service coordinator

- Explores options for members to live at home or in other community settings
- Explains services and resources to the member that would allow them to remain independent
- Arranges and coordinates care for the member with their primary care provider
- Assists with health, behavioral health and social needs, including scheduling appointments and arranging transportation
- Secures services with Long-term Services and Supports, such as personal home care, employment assistance and supported employment

Let us know when a member needs more help

- Contact the member's service coordinator to report significant changes in the member's health, caregiver support, or functional status that will not normally resolve themselves without further intervention and requires a review of, and revision to, the current individual service plan.



We're here to help

If you have any questions, call Customer Service at **888-887-9003**. To speak with a Service Coordinator, please call **800-349-0550**. Thank you.

