



Empowering Healthcare

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Addressing Health Disparities Among Minority Populations in State Medicaid Disease Management

Case Studies

- ☞ **Montana Department of Public Health and Human Services**
- ☞ **Mississippi Division of Medicaid**

Mississippi Division of Medicaid – Program Overview

Disease Management

- 👉 **Jackson Call Center at the Jackson Medical Mall**

- 👉 **Community- and call center-based registered nurses**

Nurse Triage

- 👉 **Call center-based RNs**

Mississippi Division of Medicaid

Understand and address local idioms

Localize the program

-  **Community-based registered nurses**
-  **Locally-based call center registered nurses**

Montana Department of Public Health and Human Services – Program Overview

“Nurse First” Program

- ◆ **Disease Management**
 - Community- and call center-based registered nurses
- ◆ **Nurse Triage**
 - Call center-based RNs
- ◆ **“Team Care”**
 - Helping over-utilizers of health services

Native American population

- ☞ **Respectful of culture, way of life**
 - ♦ **Communication materials review**
 - ♦ **Presentations to Indian Health Services, Tribal Councils, providers on Reservations**
 - ♦ **Collaboration with Indian Health Services staff and providers**

Discussion and Questions

Thank you.

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