

# Coordinating Care To Improve Health Outcomes

**Medicaid Managed Care Organizations (MCOs) serve as the glue that bind community resources with a unified health strategy that looks at all the factors affecting the health of individuals. Through their reach and expertise in healthcare delivery, MCOs partner with states to bring together disparate parts of the healthcare system; they build out the provider network to ensure that quality providers are available to members and that they have access to a breadth of services. Care coordinators hired by MCOs organize the process for managing the health services that members require so that MCOs can pull various providers and experts out of their silos to provide patients the care they need, when they need it.**

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## Danielle's Story

For MCOs, it's not just about physical health. It's about meeting the needs of the whole person and the different factors affecting their health. This means getting members the medical, behavioral, and social support they need to help them live healthier lives.

Take the story of Danielle, who was suffering from anorexia that was rooted in abuse she endured as a child. In 2016, she weighed 56 pounds, was in and out of the hospital and emergency room, and entered hospice care twice. She was collapsing and even having seizures due to her lack of nutrition and low body weight.

Danielle was a member of her state's Medicaid plan and her MCO noticed all of these hospitalizations and emergency room visits. She was assigned a case manager to work with her directly.

Danielle's case manager realized she needed additional support and enlisted a peer support specialist to help Danielle identify her recovery goals and gaps in her care where she was missing support. Danielle's peer support specialist helped connect Danielle to services and supports to bolster, not only her physical health, but her behavioral, social and spiritual health as well. With the support Danielle received from her MCO-assigned peer support specialist and her case manager, Danielle was able to gain 40 pounds in a year and take steps towards a healthy life.

By coordinating care across the healthcare spectrum, MCOs deliver comprehensive care for patients that seeks to address all of their health needs.

