

Maryland Health Home Staff Roles

Updated May 2019

Role	Staffing Ratio	Responsibilities
Health Home Director	.5 FTE/125 Enrollees	<ul style="list-style-type: none"> a. Provides leadership to the implementation and coordination of Health Home activities b. Leads practice transformation based on Health Home principles c. Develops and maintains working relationships with primary and specialty care providers including inpatient facilities d. Monitors Health Home performance at the population and participant level, and leads improvement efforts e. Designs and develops prevention and wellness initiatives
Health Home Care Manager	.5 FTE/125 Enrollees	<ul style="list-style-type: none"> a. Develops wellness & prevention initiatives b. Facilitates health education groups c. Participates in the initial care plan development for all assigned Health Home enrollees d. Assists in developing care plan health care goals for individuals with co-occurring chronic diseases e. Consults with staff about identified health conditions f. Assists in contacting medical providers & hospitals for admission/discharge g. Provides training on medical diseases, treatments, & medications h. Tracks required assessments and screenings i. Assists in implementing technology programs & initiatives j. Monitors HIT tools & reports for medication adherence and hospital encounters k. Monitors & reports services, performance measures & outcomes
Physician OR Nurse Practitioner Consultant	1 .5 hrs/enrollee/yr	<ul style="list-style-type: none"> a. Reviews and signs off on initial intake assessments b. Participates in treatment planning, case reviews c. Consults with other practitioners within the Health Home d. Consults regarding specific participant health issues e. Assists coordination with external providers f. Provides training to staff as appropriate
Admin. Support Staff	Dependent on needs and capacity of provider	<ul style="list-style-type: none"> a. Tracks referrals b. Training and technical assistance c. Data management and reporting d. Schedules Health Home staff and enrollees e. Assists with chart audits for compliance f. Reminds enrollees regarding keeping appointments, filling prescriptions, etc g. Requests and sends medical records for care coordination