



# State of New Hampshire

DEPARTMENT OF HEALTH AND HUMAN SERVICES

129 PLEASANT STREET, CONCORD, NH 03301-3857

603-271-4688 FAX: 603-271-4912 TDD ACCESS: 1-800-735-2964

NICHOLAS A. TOUMPAS  
COMMISSIONER

DRAFT

## Care Management Guiding Principles

The following guiding principles have been proposed to serve as the benchmarks for the process of designing, developing and implementing a care management plan for the NH Medicaid population. The numbers are for reference only and do not indicate priorities.

1. All services will be person/family centered based on an informed choice, consumer driven model
2. Services will be designed to achieve intended outcomes within the context of available financial and human resources
3. Clients and their caregivers will be educated and informed about their options
4. The value of services will be measured by health outcomes achieved per dollar spent (cost)
5. All participants within the system, including program administrators, providers, families and clients, will be held accountable to achieve a high level of care through a transparent process of continuous evaluation of quality and cost
6. All participants within the system will be compliant with state and federal laws, regulations and contracts
7. Culturally competent care will be integrated and coordinated across all systems to achieve the intended physical, behavioral and human service outcomes of all populations
8. Services will be provided in a fair, equitable and reasonable manner using evidence-based approaches
9. Stakeholders will be engaged in the design, development and implementation of the system of care
10. The care management system will be responsible for measuring the impact of services on the Medicaid population as a whole and will continue to improve services to achieve better population health

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