

# Trauma Informed Care – Taking The Road To Better Health



## Helping Members Receive The Right Treatment

During the COVID-19 pandemic, many members may face situations that retrigger past trauma or lead to new trauma. These unprecedented times offer us an opportunity to work together to meet member needs through offering an integrated approach to behavioral health and physical health.

As an MCO, we help support providers like you through continuing education and identifying relevant social determinants of health resources. Passport Health Plan's Care Management team uses assessments and works with providers to identify, reduce, and aim to eliminate members' barriers to care.

We also provide tools to help you administer the right care at the right time in the right setting. One of these tools is [Passport Health Plan's new Behavioral Health C.O.V.I.D. Screener for Primary Care](#). The screener provides questions to help identify your patients' potential behavioral health, social, or emotional conditions. The screener may also help you identify opportunities for intervention or referrals to behavioral health specialists or the Passport Health Plan Care Management program.

For those individuals accessing public community mental health centers

**9 out of 10**  
have experienced trauma

## Mapping Positive Coping Strategies For Members

With your help, members can find and select new ways to alleviate stress and anxiety by:



When you are working with a Passport Health Plan member who has complex needs, using our integrated approach, Passport Health Plan can provide recommendations and referrals to the member and keep you informed every step of the way.

**Look for trauma red flags**, and let us know when you would like support from our Care Management team.

**Identify** potential areas of risk or intervention, it is important to comply with locally mandated reporting requirements regarding suicidal ideation, abuse, neglect, or other interpersonal violence.

