



LTC case manager now listed as part of care team in Point Click Care (PCC)

Instructions on how to find case manager information in PCC

Effective 1/2025 PCC users will now be able to identify clients receiving LTSS services under the Care Team section.

Home and Community Services partnered with PCC with a goal to improve care coordination for individuals receiving Long-Term Services and Supports (LTSS). We know that many hospitals across the state and Managed Care Organizations utilize PCC to assist with care coordination and that including the Long-Term Care (LTC) case manager in this system has long been requested to assist with improved coordination.

Why did we do this?

To increase awareness and coordination. Hospitals and Managed care entities (Medicaid or Medicare) should coordinate with LTC case managers on transitions or when there are gaps in care to improve client care and outcomes. What does it look like? The assigned HCS or AAA Case Manager will be displayed along with their contact information. Note: Currently all case managers show up as DSHS HCS due to limitations, we hope to update this in the future to show either HCS and AAA.

This is how it will display in the care team section of PCC:



What if I have trouble reaching out?

If there is any trouble coordinating directly with the case manager you should follow current escalation processes: Hospitals: may contact their escalation contacts [Acute Care Hospitals](#) | [DSHS](#)

Managed Care Entities: may contact the HCS Managed Care Systems Consultants for assistance.

Email contact: MCSCsupport@dshs.wa.gov

- Region 1: Sarah Rogala
- Region 2: Laura Botero
- Region 3: Genevieve Boyle

What does this mean for me?

If you receive a call from a hospital or managed care organization, they should be looking to assist or to connect for care coordination purposes.

