Child Welfare Specialty Plan

Physical. Mental. Social. Health
Contents

• Companies Involved
• Overview of Child Welfare Specialty Plan
• Covered Services
• How CBCs are Involved
• Integrated Care Team Meeting/Multidisciplinary Team Meeting
• CBCIH Statewide Coordination
• Network Management
• How Guardian Ad Litem is Involved
• Implementation – Next Steps
Companies Involved

- **Sunshine Health** (contracted entity) – operates health system
  - Clinical and pharmacy management experience, sophisticated data infrastructure, clinical tools, robust network.
- **Cenpatico** – operates behavioral health system
  - Clinical experience, clinical tools, robust network, trauma-informed training.
Companies Involved con’t

• CBC Integrated Health (CBCIH) – integrates health and behavioral health with social services
  – Shares program management and decision making.
  – Provides care coordination and linkages to Sunshine Integrated Care team, and acts as primary contact with the dependency system.
Sunshine Health

- Serves as Medicaid primary health insurance plan:
  - Develops/maintains provider/physician networks
  - Authorizes treatment and pays claims
  - Provides medication/Rx management
  - Operates call centers and help line (e.g., NurseWise)
  - Performs quality assurance
Centene Scope

• Established in 1984 in Milwaukee with headquarters in St. Louis.
• Fortune 500 company with plans in 18 states.
• Employs approximately 9,000 nationwide, with 1400 employees anticipated in Florida by fall 2014.
• Serves more than 40,000 Child Welfare members in 7 states (exclusive programs in TX and MS.)
• Fully integrated Medicaid-focused managed care company that includes behavioral health, pharmacy, disease management, vision, and 24-hour nurse line.
Cenpatico

- Serves as the behavioral health insurance plan:
  - Develops/Maintains BH provider/practitioner networks
  - Authorizes BH treatment and pays BH claims
  - Authorizes access to SIPP/BHOS/STFC etc.
  - Performs BH prescription management
  - Performs BH quality assurance
CBCIH

- Serves as the integrator of medical, behavioral and social services:
  - Performs statewide coordination between CBCs and Sunshine/Cenpatico
  - Provides health/BH experts to CBCs
  - Performs data warehouse, mining, analyzing and reporting functions
  - Conducts integrated plan quality assurance
Sunshine Health/CBC Model of Integrated Health

- Primary Care/Medical Home
- Dependency Case Managers
- CBC Care Coordination
  - Contractual Agreements
  - Joint Staffing
  - CenTraCare
  - Collaborative Governance
  - Shared Risk
  - SSHP Case management
- CBC Coordination
  - Placement Agencies
  - Law Enforcement
  - School System
  - Birth or Foster families
  - Residential Facilities
  - DOH CMS network

(Developed using recommendations and input from advocacy organizations - FAP, AAP, FLS, U of FL, U of Miami, CMS physicians)
Child Welfare Specialty Plan

• Community Based Care Integrated Health, LLC (CBCIH) was formed by CBCs within the State of Florida to partner with Sunshine Health to implement a special plan (CWSP) for children in the child welfare system.

• In May 2014, the CWSP will roll out by AHCA region and will be fully implemented by August 1.
Benefits of CW Specialty Plan

• Lead Agency, Case Management, parents, foster parents actively involved in health care provider/service decisions

• Improvement of quality and timeliness of service delivery

• Lead Agencies will have input into provider network and service delivery system
Benefits of CW Specialty Plan con’t

• Data sharing allows more efficient and accurate Medicaid information
• Access to services throughout the state
• Integrated services with CW increases timely reunification or adoption
• Dedicated staff at Sunshine Health for care management and enrollee help line
Covered Services
Covered Services

- Advanced registered nurse practitioner services
- Ambulatory surgical treatment center services
- Chiropractic services
- Dental services
- Early periodic screening & treatment services
- Emergency services
- Family planning services
- Healthy start services
- Hearing services
- Home health services
- Hospice services
- Hospital inpatient services
- Hospital outpatient services
- Laboratory & imaging services
- Medical equipment & prostheses
- Mental health services
- Nursing care
- Optical services
- Optometrist services
- Physical, occupational, respiratory and speech therapies
- Podiatric services
- Physician services, including physician assistant services
- Prescription drugs
- Renal analysis services
- Respiratory equipment & supplies
- Substance abuse treatment
- Transportation to covered services
Enhanced Benefits

Sunshine Health offers a variety of enhanced benefits to Child Welfare Plan members, including the following:

• Over-the-counter/mail order – A $25 per family benefit to purchase health related items such as vitamins, aspirin and first aid supplies

• Art therapy – Delivered in an outpatient setting in conjunction with other behavioral health services

• Circumcision – For newborn males during the initial hospitalization
Enhanced Benefits con’t

• Medically-related lodging and food – For family members when a member’s approved specialized hospital stay is 150 miles or more from home

• Post-discharge meals – Up to 10 home-delivered meals for members who are discharged from the hospital and participate in Sunshine Health’s transitional care program
Other Benefits

Sunshine Health provides a number of other programs and benefits to Child Welfare Plan members. Those benefits include:

• NurseWise – A 24-hour nurse advice line to answer health care questions in English, Spanish and other languages per request

• Care grants – Up to $150 a year to cover expenses not covered by Medicaid, such as athletic uniforms, athletic equipment, school trips, and college application fees or visit expenses
Other Benefits con’t

- Children’s follow-up incentive program – A $10 gift card if a child keeps a follow-up outpatient appointment within seven days of discharge from an inpatient behavioral health hospitalization
Getting Services Authorized
Service Authorization Process

• To effectively manage resources, Sunshine Health requires prior authorization for specific services for which standardization or clinical guidelines can assist in determining medical necessity.

• Utilization management staff considers a member’s unique needs when processing requests. Sunshine UM staff may contact the CBC coordinator for additional information to support the utilization management process, and the CBC coordinator must respond to information requests within one day.
Service Authorization Process

con’t

• Specific services that require prior authorization in order for payment to be made include:
  – All out-of-network non-emergency services
  – Private duty nursing
  – Non-emergency inpatient admissions, including SIPP
  – Selected outpatient behavioral health services
  – Physical therapy, occupational therapy, speech therapy
  – Some outpatient procedures, such as ambulatory surgery
  – High-tech imaging (MRI, CAT scan)
  – High-cost durable medical equipment such as a motorized wheelchair
  – Some medications (Following AHCA’s Preferred Drug List)
Court-ordered Services

• CBC staff must provide Sunshine Health notice within two business days of any court-ordered covered services and the next court date. Sunshine Health complies with all court-ordered requests and follows the standard UM process if those services require prior authorization. Utilization management or case management staffs relay the outcome of the utilization management decision to the CBC coordinator.
Court-ordered Services con’t

• If a judge requests a service for which Sunshine Health has determined a better alternative, the service manager or medical director for Sunshine/Cenpatico will contact the CBC Coordinator to communicate to the requesting judge potential alternatives.
Court-ordered Services con’t

• If the court-ordered service does not require prior authorization, a service manager may facilitate the coordination of those services with a network provider or contact the CBC coordinator in regards to the specific services.
How CBCs are Involved
Nurse Care Coordinators

• Each CBC will have a Nurse Care Coordinator to work with Sunshine and foster parents
• The Nurse Care Coordinator is responsible for monitoring well child checkups, immunizations and medical/dental appointments
• The Nurse Care Coordinator works with Sunshine Nurse Managers to monitor children with serious medical problems or at risk for serious medical problems
BH Care Coordinators

• Each CBC will have a Behavioral Health Care Coordinator to work with Cenpatico

• Behavioral Health Care Coordinators are responsible for monitoring children in need of special mental health and substance abuse services such as STFC/TGC/SIPP/BHOS

• Behavioral Health Care Coordinators lead the multi-disciplinary team in determining the best services needed
Ongoing Care Coordination

- CBC Care Coordinators will work with Child Welfare Case Managers and foster parents to identify children who may in need of higher levels of care.
- Sunshine/Cenpatico staff will monitor data to identify possible high risk/high need children and share that information with the CBC staff and foster parents.
Ongoing Care Coordination con’t

• CBC’s and Sunshine/Cenpatico will identify treatment needs and work together to design the best treatment plan for each child needing a higher level of care management

• CBC Care coordinators and Sunshine/Cenpatico staff may attend MDT’s and Integrated Care Teams (ICT’s) as needed
Eligibility and Enrollment

• Refer and monitor completion of well child check up and CBHA.
• Medicaid eligibility (freeze on new enrollees and enrollees who move)
• Enrollment in CW specialty plan
• Complete the Health Risk Screening (HRS)
Integrated Care Team Meeting and Multi-Disciplinary Team Meeting

• Process for those children/youth whose assessments suggest a need for specialized services due to their physical, mental health/behavioral health needs.

• The MDT/ICT process also serves to identify those children who may benefit from physical or behavioral health case management, health counseling or care coordination.
Integrated Care Team Meeting

• The discharge planning staff or concurrent review nurses routinely schedule an integrated care team (ICT) meeting for any member requiring complex discharge planning to ensure a safe discharge.

• If an ICT is needed, staff contacts the CBC coordinator to obtain additional information and request the CBC coordinator’s participation.
Integrated Care Team Meeting
con’t

• The team discusses issues related to post-discharge placement, home care services, medication management and provider follow-up care along with caregiver support and education.

• The discharge planning staff or concurrent review nurses note any planned interventions in the member’s care plan.
Multi-Disciplinary Team Meeting

• Provides a forum for review of cases which are recommended for specialized therapeutic placements for children with mental health needs

• The core members of the MDT should include: CBC Coordinator, Dependency Case Manager and a clinical person who can speak to the current clinical treatment and condition of the child and caregiver. The CBC Regional Coordinator can also attend the MDT and provide feedback
Multi-Disciplinary Team Meeting con’t

• Lead Agencies within the State provide coordination and act as a liaison in obtaining authorization for therapeutic services from Cenpatico

• The MDT also provides guidance/coordination for other services in the event that a therapeutic placement is not recommended
CBCIH Statewide Coordination
Statewide Coordination

- CBCIH will provide 4 regional plan coordinators and a vice president.
- CBCIH staff will include health care and BH specialists as resources to CBC’s.
- CBCIH will provide centralized technology and data services to CBCs.
Network Management
CBCIH Assistance in Network Management

CBCIH assists Sunshine Health in building the Child Welfare Provider network by:

• Providing information to support Sunshine Health’s network strategy to contract providers who traditionally serve the child welfare population

• Providing information related to access and availability issues in the current network
CBCIH Assistance in Network Management con’t

• Assisting provider contracting in contacting potential new providers or in obtaining credentialing information

• Referring any network provider or provider claims issues to the appropriate Sunshine Health staff
How the Guardian Ad Litem is Involved
Your Role

• Assistance in completion of HRS
• Participation in MDT/ICT meetings
• Assistance with developing Sunshine’s provider network
• Assistance with court-ordered services, communicating orders to DCM/CBC
Implementation
# AHCA Region Rollout

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(Note: Doesn’t include the 2,745 youth 18-22)
AHCA Letters

• 3 months before region rollout – Notice of changes in Medicaid to all enrollees
• 2 months before region rollout – Letter asking each enrollee to choose a managed care plan
• 1 month before region rollout – Reminder letter if choice has not been made
• 1 week before region rollout – Medicaid/MMA identifying card and enrollee handbook
Discussion