

**coordinated care**™

*Apple Health Core Connections*™

A Partnership with HCA,  
DSHS and Coordinated Care  
of Washington

*Embracing Every Child*

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4/26/2016

# Program Details

- Coordinated Care was awarded the contract to provide the Apple Health Foster Care (AHFC) managed care *program*, called **Apple Health Core Connections**.
- The Apple Health Core Connections program is a partnership with HCA, DSHS and Coordinated Care of Washington.



# Who Does Apple Health Core Connections Serve?

Coordinated Care is serving approx. 22,000 members in this program across the state (ALL 39 COUNTIES):

- Children and youth in out-of-home placements
- Children and youth receiving Adoption Support (without comparable private medical insurance)
- Extended Foster Care (18-21 years of age)
- Alumni of Foster Care (aged out the month of their 18<sup>th</sup> birthday or after, enrolled until they are 26)

# What makes AHCC different?



- Only one health plan option available – Coordinated Care
  - Adoption Support and Alumni of Foster Care may choose to opt-out and return to Fee-for-Service
  - Native Americans/Alaskan Natives will not be automatically enrolled on April 1<sup>st</sup>, but can opt-in at anytime
- Program available in all 39 counties.
  - Currently Coordinated Care is only contracted in 26 counties for Apple Health (Medicaid)
- Members are categorically eligible. No income requirements.
- Members who age out of foster care can stay on the program till the age of 26. *(Members on Adoption Support are only eligible until the age of 18, or 21 if still in high school)*

# Alignment with National and State Goals

*Support CFSR Safety, Permanency and Well-being Outcome Measures*



Solution tailored to align with states' initiatives and goals aimed at fully integrating care and services for vulnerable populations:

- Improve access to care by establishing an integrated medical home
- Improve coordination of physical and behavioral health services
- Support improvement of functional outcomes and overall stability of children and youth in foster care through enhanced quality of services

# National Expertise



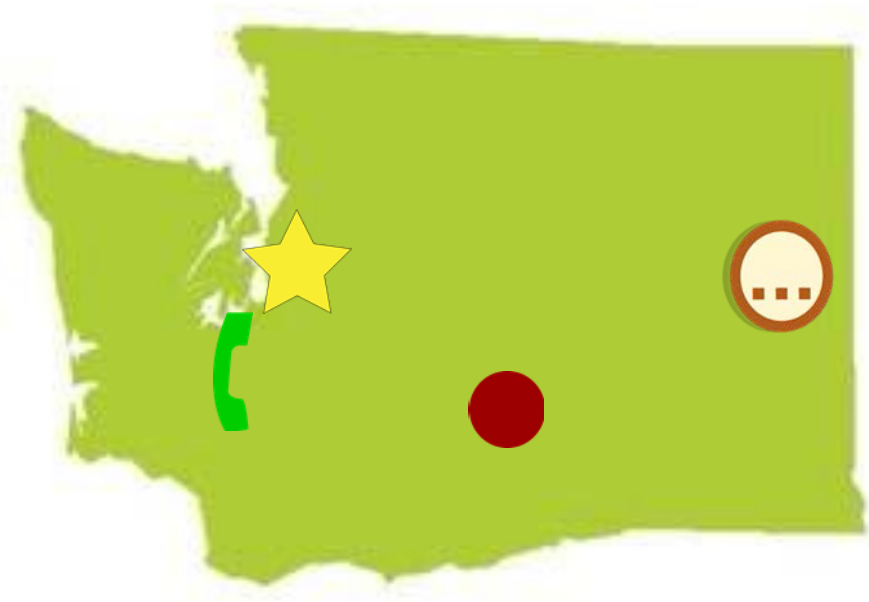
Operational, clinical, and policy leadership in delivering managed Medicaid services to children in child welfare.

- Established first Managed Care program specifically for children in Foster Care
  - Superior Star Health, Texas 2008
- Currently responsible for 67,000+ members in 10 states
  - Only health plan serving entire population – Texas, Mississippi, Florida
  - One of several health plans serving entire population– Missouri, Louisiana, Kansas, New Hampshire, Washington, Indiana, California
- As of April 1, 2016, Coordinated Care is the health plan for all 22,000+ eligible members in Washington State

# Local Approach

## AHCC Office Locations

- Seattle: AHCC  
“Headquarters”
- Tacoma: Call Center and  
AHCC Staff
- Yakima: AHCC Staff
- Spokane: AHCC Staff



# Network Development



- For out-of-network providers, we will:
  - Work with them to assist in joining our network,
  - Make arrangements when necessary to allow the member to continue seeing the provider,
  - Or help find and transition the member to an in-network provider to meet their needs.
- Expanding our network in all 39 Washington State counties
- Reaching out to current fee-for-service providers who treat children and youth
  - [CoordinatedCareHealth.com/For-Providers](http://CoordinatedCareHealth.com/For-Providers)
  - To join our network email Coordinated Care [JoinFosterCareNetwork@CoordinatedCareHealth.com](mailto:JoinFosterCareNetwork@CoordinatedCareHealth.com) or call (253)442-1344



# Our Primary Goal: Make it Easier



- Ensure timely access to needed physical and behavioral health services.
- 24/7 support through our nurse advice line
- Improve the quality of life for children, their families, and caregivers.
- Health Care Coordination to assist social workers and caregivers in ensuring children have access to the right physical and behavioral health services for each individual.
- This leads to:
  - Improved functional health outcomes
  - Fewer placement/treatment disruptions
  - Prescription medication oversight
  - Improved school performance
  - Member/caregiver satisfaction

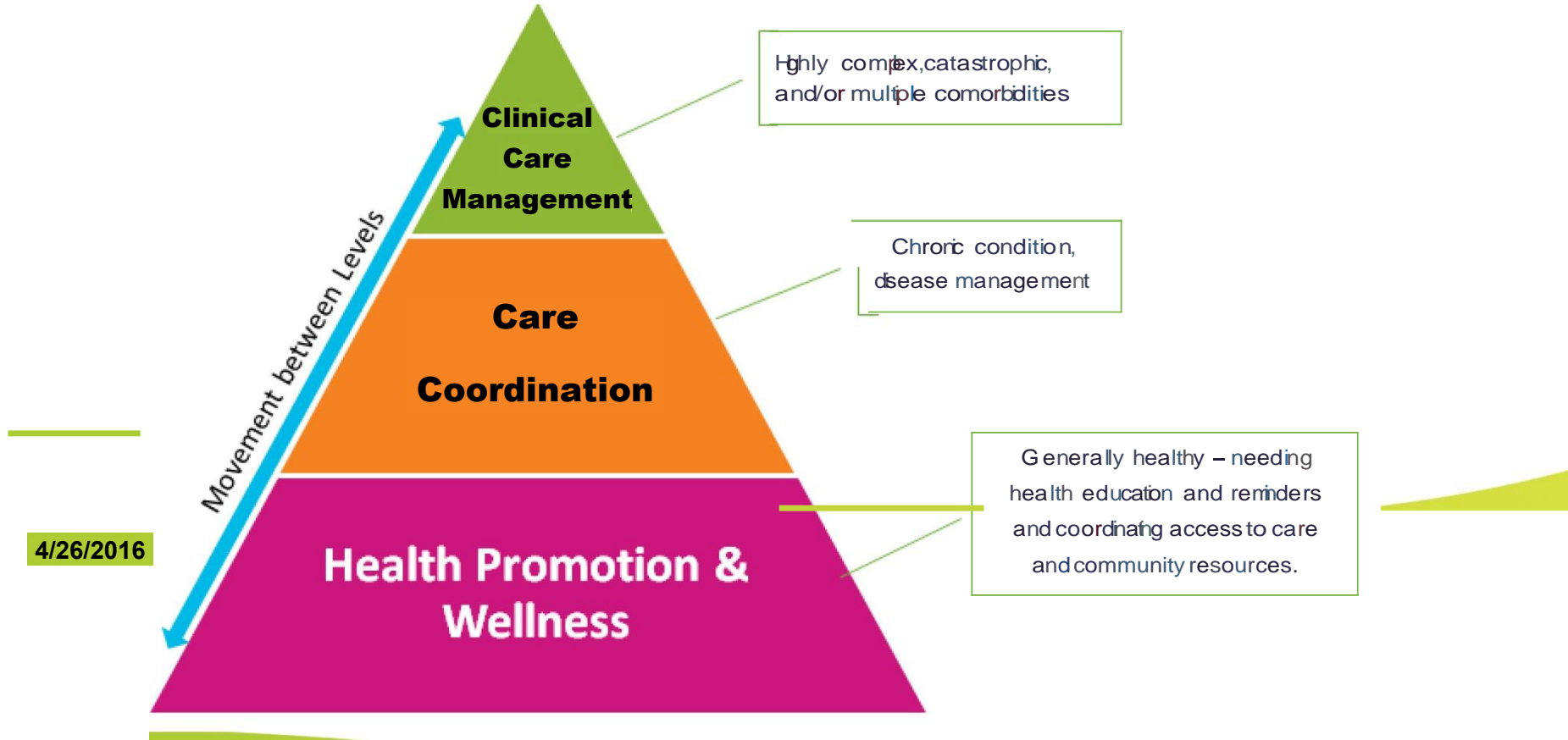
# Transitioning to Apple Health Core Connections



- Priority is getting kids the care they need and maintaining already established health care and behavioral health provider relationships whenever possible.
- 90-day transition period for new enrollees
  - Remain with existing provider until care needs are assessed and enrollee is assisted in transition by health care coordinator.
  - Expanding our medical provider network and identifying key providers in each community to target for contracting. Will attempt to contract with the health care provider or work with them as a non-participating provider, or transition enrollee to another health care provider.
  - Enrollee maintains current prescriptions and care plans until assessment is completed.

# Integrated Health Care Coordination

## Levels of Health Care Coordination



# Keeping Our Kids Healthy



- Upon initial placement, a child must be seen within 30 days for an EPSDT (well-child) exam.
  - As a provider it is essential the EPSDT appointment and documentation is completed within the 30 day time frame to support the DSHS CHET workers.
- Children in AHCC follow the published EPSDT schedule for ongoing wellness visits.
- Children in an initial placement also require an Initial Health Screen by a medical provider within 5 days.
- If a child moves to a new county and need a new PCP we make that change within 72 hours of notification.

# Psychotropic Medication Utilization Review (PMUR)



Works with existing Second Opinion Process and Partnership Access Line.

- Retrospective review of psychotropic medications that looks at medications prescribed compared to a set of parameters.
- Parameters for review include:
  - **Children under age 5 prescribed any psychotropic medication**
  - **4 or more psychotropic medications**
  - **2 or more psychotropic medications in the same class (example: 2 or more anti-depressants)**
- Includes a review of recent treatment notes from the prescriber and a peer-to-peer consultation between our Medical Director and the prescriber.
- If a determination is made that medications can be reduced, one of our health care coordinators will follow up at 60 and 90 day intervals to monitor that progress
- This process happens automatically and members and caregivers do not need to take any action.

# Accountability & Transparency

- Medical Advisory Committee made up of physical and behavioral health providers, DSHS Regional Medical Consultants, child advocates and stakeholders
- Will provide real-time feedback and monitor progress of program and outcomes

# Provider Processes



- Processes and procedures will remain the same for ALL Apple Health members.
- The only change is Interim Voucher used for children in foster care who do not yet show in Coordinated Care system.

# Interim Voucher

- Doctors and pharmacies use this form to:
  - Verify member's Medicaid eligibility
  - Identify who the social worker and foster parent/caregiver are if the child is not showing in ProviderOne or our Secure Provider Portal
  - Interim Voucher is available on our website now:  
<https://www.coordinatedcarehealth.com/providers/resources/core-connections-resources.html>



# Interim Voucher



## Voucher for Interim Pharmacy and Medical Services for Foster Children



Dear Pharmacist or Physician:

Effective April 1, 2016 Coordinated Care will serve all children and youth who are in out of home placements with Children's Administration. Children in foster care will be auto-enrolled with Coordinated Care, with the Apple Health Core Connections program for coverage of health care services. Children in foster care are now enrolled with Coordinated Care, with coverage beginning the first of the month they were determined eligible for Medicaid. When verification is delayed in either ProviderOne or the Coordinated Care Provider Portal, this document will serve as proof of the child's eligibility as a Coordinated Care enrollee.

Please use this voucher when health care services are needed by a child in foster care when a Coordinated Care ID Card is not available. Children are often placed in foster care during non-business hours when an ID Card cannot be issued or coverage verified. Please do not withhold health care services, including the filling of prescriptions, based on lack of verified eligibility in the ProviderOne or Coordinated Care Provider Portal for a child in foster care. The billing, coverage, and reimbursement policies applicable to health care services provided to children enrolled with Coordinated Care will apply to services you provide to a child in foster care in reliance on this voucher and you will be paid by Coordinated Care. If for any reason the child is in foster care and remains on the HCA fee for service Apple Health program, we will inform you how to submit for payment to HCA for services provided.

Please FAX this form to Coordinated Care, as a record of providing services or prescriptions in reliance of the voucher.

- Pharmacists fax this voucher to 1-866-270-0122
- Providers fax this voucher to 1-855-678-6980

Please utilize the following resources to determine eligibility and coverage:

- Coordinated Care in network providers can obtain member IDs through the provider portal: <https://provider.coordinatedcarehealth.com> or by calling 1-844-354-9876
- Out of network providers must call 1-844-354-9876 .
- Pharmacists, please contact the Coordinated Care Pharmacy Department at 1-877-644-4613 Ext. 69622
- Once the Coordinated Care ID number is obtained, providers may bill within the timely filing limit of 365 days from date of service to receive reimbursement.
- To locate in-network providers, please visit: <http://apps.coordinatedcarehealth.com/findadoc>
- Pharmacy providers, to check the Coordinated Care preferred drug list please visit: [www.coordinatedcarehealth.com/for-providers/pharmacy-program](http://www.coordinatedcarehealth.com/for-providers/pharmacy-program)
- Apple Health Core Connections Member Services can be contacted at 1-844-354-9876

HCA 2016-070

## Voucher for Interim Pharmacy and Medical Services for Foster Children



Social Worker's Name:	
Social Worker's Telephone Number:	
Coordinated Care Eligibility Number:	
Child's Name:	
Child's Date of Birth:	
Date of Service:	
Foster Parent's Name:	
Address:	
City, Zip, Telephone Number (include area code):	
Medical Provider's Fax Number (include area code):	
Medical Provider Contact Name:	

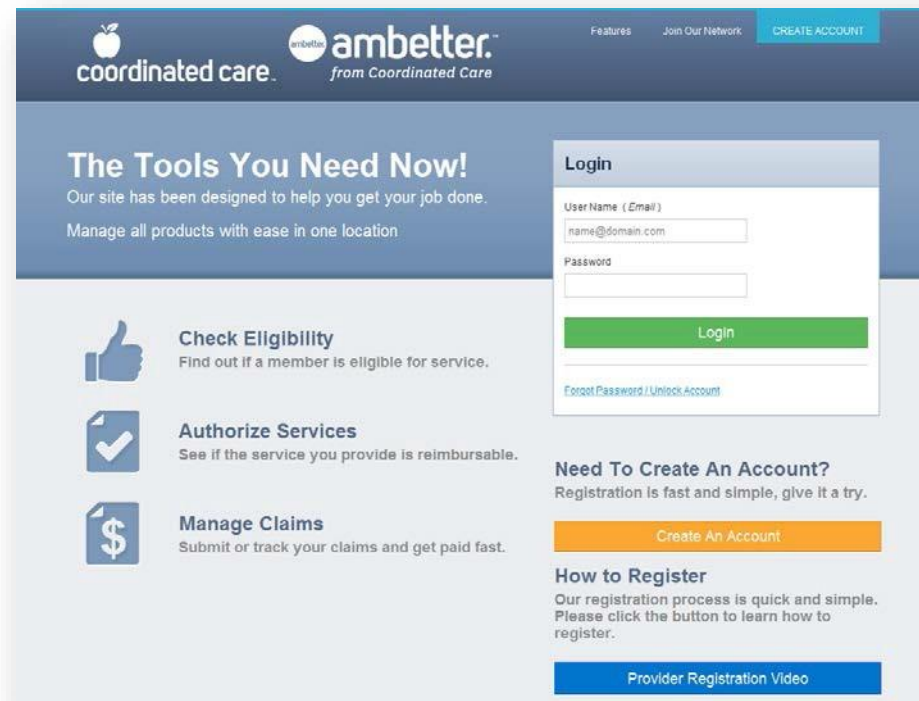
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# RESOURCES

# Secure Portal

## Provider Resources

- Check Member Eligibility
- View Member Care Gaps
- Check by CPT or HCPC code whether prior authorization is needed
- Contracting & Operational Forms
- Submit Prior Authorization Requests
- View Patient Lists
- Submit, view and adjust claims
- View Payment History
- Provider Manual
- Provider Billing Manual
- Clinical Practice Guidelines
- Provider Newsletters and Announcements
- Preferred Drug List
- EDI Claims Submission
- Medical Policies for determining medical necessity



The screenshot displays the Coordinated Care Secure Portal interface. At the top, the navigation bar includes the Coordinated Care logo, the Ambetter logo with the tagline "from Coordinated Care", and links for "Features", "Join Our Network", and "CREATE ACCOUNT". The main content area is titled "The Tools You Need Now!" and includes the text: "Our site has been designed to help you get your job done. Manage all products with ease in one location." Below this, there are three primary service tiles: "Check Eligibility" (with a thumbs-up icon), "Authorize Services" (with a checkmark icon), and "Manage Claims" (with a dollar sign icon). To the right of these tiles is a "Login" form with fields for "User Name (Email)" and "Password", a "Login" button, and a link for "Forgot Password / Unlock Account". Below the login form, there is a section titled "Need To Create An Account?" with the text "Registration is fast and simple, give it a try." and a "Create An Account" button. At the bottom right, there is a "How to Register" section with the text "Our registration process is quick and simple. Please click the button to learn how to register." and a "Provider Registration Video" button.

# Centelligence™

## Health Record 360



Enhanced features to improve member health, visibility, communication and coordination between providers, caregivers, CA social workers and care coordination teams

- Access these new features in the Secure Provider Portal
- Will allow Health Care information “travel” with the youth, if placement changes occur.
- Will allow the alumni population access to Health Care information after aging out.

# VALUE-ADDED PROGRAMS

# Our Programs



## CentAccount® (Rewards Program)

Innovative approach to encourage healthy behaviors by rewarding members with financial incentives through a pre-paid card that can be used for health-related expenses, groceries and more. **(Only available for Adoption Support and Alumni.)**



## Start Smart for Your Baby®

Prenatal and Postpartum program that promotes education and communication between members and their case managers, incorporates care management designed to extend the gestational period and reduce pregnancy related risks.



## SafeLink (Cell Phone Program)

Cell phone at no cost with 250 minutes per month and unlimited text messages. Access to our Coordinated Care team, 24/7 Nurse Advice Line and case managers provided at no cost and not counted towards their monthly minutes. **(Only available for Adoption Support and Alumni.)**



## Care Management and MemberConnections®

Advocates are assigned to each member in case management to assist with support for dealing with diseases, behavioral/mental health, connections to their community resources and assisting them to reduce barriers to achieving better health

# Examples of AHCC Extra Programs

## Transitioning Youth and a2A (adolescent to Adult)

Outreach and education starting at age 15, will partner with DSHS to support Shared Planning Meeting. All members outreached to the month of 18th birthday and invited to take part in a2A. a2A program for young adults age 18 to 26, provides transition education, no cost cell phone and includes financial incentives for healthy behaviors through our CentAccount Rewards Program.

## Adoption Success

Specialized care management initiative staffed by Health Care Coordinators experienced in foster care adoption, BH, and family wrap-around services.

## Foster Care EDU

Comprehensive educational training initiative endorsed by the National Foster Care Parents Association. Foster care EDU provides free interactive training online, featuring live teleconferencing with a facilitator. Examples include: Mental Health 101, Attachment in Foster Children, Substance Abuse 101, Promoting Placement Stability, and Childhood Traumatic Grief.

## AHCC Community Educators

Located throughout the state to provide training for caregivers, adoptive parents, DSHS Social Workers, and providers on topics that relate to the needs of children in the child welfare system. Provide training opportunities on such topics as trauma, resiliency, and evidenced based treatment.

# WHAT HAPPENS NEXT?



# What Happens Next?



- Eligible members automatically enrolled in Apple Health Core Connections April 1, 2016 and did not need to take any action.
- Eligible Children removed from their home and placed in foster care will automatically be enrolled in AHCC moving forward.
- All enrollees will keep their current **Provider One Services** card and continue to use it for Apple Health Fee-for-Service Medicaid services (including intensive behavioral health/RSN (BHO) services, dental, vision hardware).



# Welcome Calls



- New Apple Health Core Connections members will receive a welcome call from our staff.
- During this call, we can help members:
  - Select/change their Primary Care Provider (PCP)
  - Answer benefit questions about Apple Health Core Connections
  - Identify health care coordination needs
  - Help caregivers find providers for an Early Periodic Screening Diagnosis and Treatment (EPSDT) appointment or other appointment needs

# Keeping you updated



- Apple Health Core Connections web page can be located at:  
[CoordinatedCareHealth.com/AppleHealthCoreConnections](https://CoordinatedCareHealth.com/AppleHealthCoreConnections)
- Community meetings, trainings, webinars
  - Regularly scheduled Provider Webinars
  - Trauma Informed Care trainings provided by Community Educators
  - AHCC staff out in community at conferences and community meetings

# More Information



- Coordinated Care Provider Services
  - 1-844-354-9876
- Coordinated Care Contracting
  - [JoinFosterCareNetwork@CoordinatedCareHealth.com](mailto:JoinFosterCareNetwork@CoordinatedCareHealth.com) or call (253)442-1344
- Eligibility/Enrollment
  - HCA Foster Care Medical Team 1-800-562-3022 ext. 15480

# Thank you!