



# CWSP Care Coordination and Case Management Roles and Responsibilities

Presented by Sunshine Health and CBCIH  
Quarterly Regional Meetings



# Welcome!!!!

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## CBC Care Coordination

- Assessing member's needs
- Communicating member's needs and preferences to applicable parties
- Organizing member care activities and services and helping to ensure access to services

# Sunshine Health Case Management

- Assessing factors that are driving the use of services
- Assisting members and their support system with managing medical conditions effectively
- Performing chronic condition management, which includes targeted education, medication adherence support, health coaching and/or other interventions to ensure access to recommended care

# PCP Changes

CBC Care Coordination	Sunshine Case Management
<ul style="list-style-type: none"><li>• Identifying network PCP for newly enrolled members, including assisting members in finding a Network PCP when needed</li><li>• Assisting with PCP changes as needed</li></ul>	Assisting with Find a Provider and Single Case Agreements when no In Network PCP is available (PC's)

# Specialists



CBC Care Coordination	Sunshine Case Management
<ul style="list-style-type: none"><li>• Utilizing all resources to identify specialists for members and assist with appointments, if needed</li><li>• Following up to ensure the member attended the appointment and assessing for additional needs, including care coordination and referrals to Case Management, if needed</li></ul>	<ul style="list-style-type: none"><li>• Assisting CBC with finding specialists and making appointments after the CBC has exhausted all options (PC's), including coordination of Single Case Agreements</li></ul>

# Education Materials



CBC Care Coordination	Sunshine Case Management
<ul style="list-style-type: none"><li>• Providing resources to DCM's/Caregivers utilizing Krames materials for education, Sunshine Health Community Resource Database for social determinants of health and myStrength for supports for emotional health</li><li>• Requesting materials from Sunshine Health's Community Relations Specialist to give to parents including pregnancy, health, dental, diabetes, asthma, etc.</li><li>• Providing education, including providing information about the member's PCP, such as days and hours the PCP's office is open, how to contact the PCP outside of office hours, contacting the PCP on a timely basis when the member begins to have symptoms of illness, appropriate use of the emergency room, and alternatives such as urgent care</li></ul>	<ul style="list-style-type: none"><li>• Assisting with access to materials and other resources not identified via Krames, Community Resource Database, and myStrength</li><li>• Completing assessments based on diagnosis and providing education and interventions.</li></ul> <p><b>How to find Krames:</b></p> <p><a href="http://sunshinehealth.kramesonline.com/?redirect=true">http://sunshinehealth.kramesonline.com/?redirect=true</a></p> <p><b>my Strength-</b> <a href="https://app.mystrength.com/go/epc/florida">https://app.mystrength.com/go/epc/florida</a></p> <p>These resources are available in a mobile app. Visit your phone's app store to download a free version of Krames StayWell or myStrength.</p>

# Care Gaps



CBC Care Coordination	Sunshine Case Management
<ul style="list-style-type: none"><li>• Reviewing the Care Gap report when provided and educating caregivers regarding the need and importance of the following:<ul style="list-style-type: none"><li>• Administering prescribed medications</li><li>• Receiving of routine primary care, dental, and vision care</li><li>• Keeping appointments for behavioral health services</li></ul></li></ul>	<ul style="list-style-type: none"><li>• Providing a Care Gap report to CBCIH to assist CBC in ensuring a member is receiving timely services including physicals, dental, and immunizations</li><li>• Reviewing Impact Pro, Care Gap report, Membercenterweb, and Interpreta for members in CM and informing CBC of gaps and needs for member</li></ul>



# Placement Changes



CBC Care Coordination	Sunshine Case Management
<ul style="list-style-type: none"><li>• Assessing on an ongoing basis (and at placement changes) the member's needs, as well as the self-management skills of the member and/or caregiver</li><li>• Ensuring members have access to all medications and DME items, especially during all placement changes</li></ul>	<ul style="list-style-type: none"><li>• Assisting with ensuring members have access to all medications and DME items, when the CBC's encounter barriers accessing them</li><li>• Assisting with identification of services needed in new placement including PCP, behavioral health services, etc.</li></ul>

# Placement Changes



Scenario	Care Coordination Activities	Case Management Activities
Child moves outside of CBC area and needs to follow up with a Pulmonologist	<ul style="list-style-type: none"><li>• Ensure Caregiver is educated about member needs</li><li>• Assist in finding a provider (Find a Provider, Reach out to NCC in that area to get suggestions, Call member services)</li></ul>	<ul style="list-style-type: none"><li>• If CBC Coordinator has exhausted efforts in identifying a provider, CM can assist</li></ul>

# Referrals to Case Management



CBC Care Coordination	Sunshine Case Management
<ul style="list-style-type: none"><li>• Identifying members who may benefit from case management and referring to Sunshine Health following established methods, on an ongoing basis</li><li>• Making referrals to Sunshine Health CM within two (2) business days of identification of needs</li><li>• Identifying members with special conditions who would benefit from specialized case management support – examples include human trafficking victims, independent living members who need support transitioning, members with co-occurring diabetes/behavioral issues, members who could benefit from adoption supports, and members with intellectual disabilities</li></ul>	<ul style="list-style-type: none"><li>• Outreaching to CBC within 2 business days to assess Sunshine case management needs of member and opening a case according to CM policies and procedures</li><li>• Cases may be assigned to specialized case management including human trafficking victims, independent living members who need support transitioning, members with co-occurring diabetes/behavioral issues, members who could benefit from adoption supports, and members with intellectual disabilities</li></ul>

# Member is open to Case Management



CBC Care Coordination	Sunshine Case Management
<ul style="list-style-type: none"><li>• Collaborating with Sunshine Health to ensure contact information is shared for caregiver and CBC DCM and providing ongoing information on the status of the member and any needs of the caregivers or members</li><li>• Continuing to provide all Care Coordination activities</li></ul>	<ul style="list-style-type: none"><li>• Outreaching to CBC Coordinator and caregiver according to outreach policies and collaborating with them on any ongoing needs of the caregivers or members</li><li>• Developing, updating and monitoring Care Plan during each outreach</li></ul>

# Emergency Department Utilization



CBC Care Coordination	Sunshine Case Management
<ul style="list-style-type: none"><li>• Reviewing Sunshine ED reports when provided.</li><li>• Triageing all of the needs of member and following up to ensure member attends all follow up appointments, locating specialists, if appropriate, and working with DCM and caregiver with a focus on preventing future ED usage when possible</li><li>• Educating DCM's and caregivers on alternatives to ED</li></ul>	<ul style="list-style-type: none"><li>• Collaborating with CBC Coordinator upon assignment, when the CBC has identified that a member has complex needs post triage, in order to identify interventions needed from both Sunshine and CBC Coordinator</li></ul>

# Emergency Department Utilization



Scenario	Care Coordination Activities	Case Management Activities
<p>Child is diabetic and has had multiple ER visits related to hyperglycemia</p>	<ul style="list-style-type: none"> <li>• Assist with scheduling appointments and ensuring member attends each appointment</li> <li>• Ensure caregiver is educated on alternatives to ED</li> <li>• Refer caregiver to Nurtur</li> </ul>	<ul style="list-style-type: none"> <li>• If CBC identifies that CM is necessary, CM will collaborate with the CBC Coordinator to discuss member needs</li> </ul>

# Physical Health Inpatient Admissions, Readmissions and Discharges



CBC Care Coordination	Sunshine Case Management
<ul style="list-style-type: none"><li>• Reviewing reports provided by Sunshine for IP and IP readmissions</li><li>• Triage the needs of the member, ensuring member attends all follow up appointments, locating specialists, if appropriate, and working with DCM and caregiver with a focus on preventing unnecessary ED and IP utilization</li><li>• Collaborating with Sunshine to determine when Sunshine case management is appropriate or if member needs can be met through care coordination</li><li>• Assisting with the coordination of prior authorizations and accessing DME supplies, as needed</li><li>• Referring parent/caregiver to Nurtur for coaching for diabetes, asthma, etc.</li><li>• Assisting with discharge planning for any member who is admitted to a facility, providing information that helps inform the development of a strong discharge plan to keep the member safely in the community, and managing any changes in placement</li></ul>	<ul style="list-style-type: none"><li>• Assign Sunshine CM when member has an IP or readmission</li><li>• Outreaching to CBC Coordinator to collaborate on needs of the member and identifying interventions needed from both Sunshine and CBC Coordinator</li><li>• Collaborating with CBC to determine whether member needs Sunshine Health case management or if member needs can be met through care coordination at the CBC</li><li>• Referring parent/caregiver to Nurtur for coaching for diabetes, asthma, etc.</li></ul>

# Physical Health Inpatient Admissions, Readmissions and Discharges



Scenario	Care Coordination Activities	Case Management Activities
<p>Member discharged from hospital with a prescription that is being denied at the pharmacy</p>	<ul style="list-style-type: none"> <li>• Call pharmacy to assess issue</li> <li>• Check AHCA PDL and/or Summary of Drug Limitations to see if medication is covered/prior authorization needed</li> <li>• Call Envolve Pharmacy 866-399-0928 (Prior authorization and coverage determination department) for assistance</li> </ul>	<ul style="list-style-type: none"> <li>• If CBC identifies that CM is necessary, CM will collaborate with the CBC Coordinator to discuss member needs</li> </ul>



# Member in Medical Foster Care



CBC Care Coordination	Sunshine Case Management
<ul style="list-style-type: none"><li>• Notifying Sunshine Health when a member is referred to a CMAT and providing Sunshine Health any information about the member prior to the CMAT, as available</li><li>• Notifying Sunshine Health when a current MFC member is enrolled in the CWSP</li><li>• Maintaining an ongoing list of members in MFC to include the name and contact information of the foster parent</li><li>• Attending all CMATs and MFC Monthly Staff meetings, as invited, as well as outreaching to Sunshine Leadership if Sunshine Health is not present for the call</li><li>• Notifying Sunshine Health once a member is placed into or discharged from a Medical Foster Care Placement</li><li>• Collaborating with Sunshine Health CM upon identification of placement challenges or placement disruptions</li><li>• Providing care coordination in collaboration with Sunshine Health CM</li></ul>	<ul style="list-style-type: none"><li>• Notifying CBC Coordinator when a member is referred to a CMAT</li><li>• Attending all CMAT Staffing's (Sunshine Health CM and Medical Director)</li><li>• Completing POC, obtaining Medical Director signature and sending a copy to the CBC Coordinator</li><li>• Collaborating with CBC Coordinator upon identification of placement challenges or placement disruptions</li></ul>

# Member in Medical Foster Care



Scenario	Care Coordination Activities	Case Management Activities
Member has been in a MFC home but just came onto the CWSP	<ul style="list-style-type: none"><li>• Refer to CM</li><li>• Attend all CMAT's and other staffing's for member</li><li>• Provide Sunshine with contact information for MFC Parent</li><li>• Provide Sunshine with current Plan of Care for member</li><li>• Collaborate with Sunshine CM on an ongoing basis</li></ul>	<ul style="list-style-type: none"><li>• Attend all CMAT's and other staffing's for member</li><li>• Complete Plan of Care for member</li><li>• Collaborate with CBC Coordinator on an ongoing basis</li></ul>

# Enhanced Care Coordination



CBC Care Coordination	Sunshine Case Management
<ul style="list-style-type: none"><li>• Attending all CMATs and MFC Monthly Staff meetings, as invited, as well as outreaching to Sunshine Leadership if Sunshine Health is not present for the call</li><li>• Attending monthly meetings to review members in ECC to provide information specific to the Dependency case and outcome of monthly visits</li><li>• Working with the DCM to present information on permanency, home visit, PDN and DME needs, and any other information about member and facility/home</li><li>• Coordinating with Sunshine Health on any placement changes or changes in needs</li><li>• Collaborating with Sunshine Health CM upon identification of placement challenges or placement disruptions</li><li>• Providing care coordination in collaboration with Sunshine Health CM</li></ul>	<ul style="list-style-type: none"><li>• Attending all CMAT Staffing's (Sunshine Health CM and Medical Director)</li><li>• Collaborating with CBC Coordinator for all ECC Members</li><li>• Attending monthly meetings to review members in ECC and provide any information about services, PDN and DME needs, prior authorizations, and information from SNF or MFC</li><li>• Coordinating with CBC Coordinator on any placement changes or changes in needs</li><li>• Collaborating with CBC Coordinator upon identification of placement challenges or placement disruptions</li></ul>

# Pregnant Members



## CBC Care Coordination

- Assisting with identification of Pregnant Members, sending Notice of Pregnancy (NOP) if available and notifying Sunshine health of status of pregnancy and name of member's OB/GYN
- Maintaining an ongoing list of all pregnant members, checking eligibility month and notifying Sunshine Health of any changes
- Collaborating with Sunshine Health CM to identify needs of the member pre and post-delivery
- Notifying Sunshine Health when a member is placed in a Mommy/Baby Program
- Ensuring member has access to birth control, including assisting with educating on the benefits of birth control and assisting with access to appropriate appointments throughout pregnancy, as well as post-partum

## Sunshine Case Management

- Sunshine will notify CBCIH who will then notify CBC's of members who are pregnant weekly including members who have NOPs
- Assigning a Sunshine Health CM to all pregnant members and complying with the Start Smart for Baby program and policies
- Collaborating with the CBC Coordinator to identify needs pre and post-delivery

# Pregnant Members



sunshine health

Scenario	Care Coordination Activities	Case Management Activities
<p>CBC identifies that member is pregnant and is searching for a placement that specializes in pregnant and parenting teens</p>	<ul style="list-style-type: none"> <li>• Refer to CM</li> <li>• Determine if NOP has been completed and assist in ensuring this is sent to Sunshine</li> <li>• Ensure that member attends all prenatal and post partum appointments</li> <li>• Collaborate with Sunshine CM on an ongoing basis to ensure member's needs are met</li> <li>• Notify CM when placement changes occur</li> </ul>	<ul style="list-style-type: none"> <li>• Remain assigned to member throughout pregnancy</li> <li>• Ensure member has access to Start Smart program</li> <li>• Collaborate with CBC Coordinator on an ongoing basis to ensure member's needs are met</li> </ul>

# Transitioning Members



CBC Care Coordination	Sunshine Case Management
<ul style="list-style-type: none"><li>• Providing a copy of the IL transition plan upon a member's 17th birthday, along with any updates to this plan while the member remains in the Child Welfare Specialty Plan</li><li>• Assisting Sunshine Health with notification of Independent Living meetings</li><li>• Providing information on preparation for adulthood and transitioning out of foster care.</li><li>• Participating in meetings with Sunshine Health to communicate needs of the member</li></ul>	<ul style="list-style-type: none"><li>• Reviewing IL transition plans and referring to BH or PH staff if more complex needs are identified</li><li>• Reviewing list of members who turn 17 and in licensed out of home care and scheduling a meeting within 60 days of member turning 17 to be held within 90 days of member's birthday if a meeting is not already scheduled through the CBC and/or designee</li><li>• Providing information to CBC and/or designee about Medicaid, Medicaid covered and non-covered benefits, and assistance with housing, access to expanded benefit for transitioning out of foster care</li></ul>

# Behavioral Health Inpatient Admissions, Readmissions and Discharges



CBC Care Coordination	Sunshine Case Management
<ul style="list-style-type: none"><li>• Following the Seven Day Follow Up and Rapid Inpatient Readmission Process developed in partnership by Sunshine Health and CBCIH</li><li>• Following up with the DCM/Caregiver to ensure that a member keeps the seven (7) day post discharge appointment, any additional ordered medications are filled, and other ordered services are scheduled, upon discharge from a BH IP Admission</li><li>• Collaborating with Sunshine Health to determine which party is responsible to make the seven (7) day post-discharge follow-up appointment</li><li>• Collaborating with Sunshine Health immediately when any issues arise that may affect a member's ability to keep seven (7) day appointment, filling ordered medications, or keeping appointments for other ordered services in order to resolve the issue</li></ul>	<ul style="list-style-type: none"><li>• Following the Seven Day Follow Up and Rapid Inpatient Readmission Process developed in partnership by Sunshine Health and CBCIH</li><li>• Assisting with discharge planning, including Sunshine CM staff notifying CBC Coordinator, DCM, Adoption specialist and CBCIH of all IP admissions</li><li>• Collaborating with CBC Coordinator to determine which party is responsible to make the seven (7) day post-discharge follow-up appointment</li><li>• Assigning staff to all members with a BH IP, either a SC or for those members with 2 or more IPs in 6 months, they will be identified as Complex Cases and assigned a SM</li><li>• Collaborating with CBC Coordinator when any issues arise that may affect the member's ability to keep seven (7) day appointment, filling ordered medications, or keeping appointments for other ordered services.</li></ul>

# Behavioral Health Higher Levels of Care



CBC Care Coordination	Sunshine Case Management
<ul style="list-style-type: none"><li>• Coordinating Multi-Disciplinary Team meetings in accordance with the current Medicaid guidelines when a member is in or being considered for a higher level of care including SIPP, STGC, STFC and Substance Abuse Residential and ensuring all recommendations from the MDT are followed</li><li>• Inviting Sunshine to all MDTs, Treatment meetings, and ad hoc meetings</li><li>• Collaborating with Sunshine on discharge planning and service delivery for all members in higher levels of care</li></ul>	<ul style="list-style-type: none"><li>• Assigning all members in higher levels of care an SM/SC</li><li>• Participating in all MDTs, Treatment meetings and ad hoc meetings</li><li>• Collaborating with CBC Coordinator on discharge planning and service delivery for all members in higher levels of care</li></ul>



# Behavioral Health Higher Levels of Care



Scenario	Care Coordination Activities	Case Management Activities
<p>CBC identifies an enrollee that needs inpatient substance abuse treatment</p>	<ul style="list-style-type: none"> <li>• Coordinate an MDT to discuss clinical needs of the enrollee</li> <li>• Ensure that there is a substance abuse assessment and/or evaluation that has been completed that recommends level of care</li> <li>• Ensure that the treatment team members are in attendance and in accordance with the inpatient substance abuse treatment recommendation</li> <li>• Invite Sunshine to MDT</li> <li>• Collaborate with Sunshine to find appropriate treatment facilities participating in the network</li> <li>• Maintaining ongoing MDT's and/or participation on treatment team meetings upon admission</li> <li>• Collaborating with Sunshine on discharge planning and service delivery</li> </ul>	<ul style="list-style-type: none"> <li>• Sunshine will assign a SM to the enrollee</li> <li>• Sunshine will participate in all MDTs, Treatment team and ad hoc meetings as needed</li> <li>• Collaborate with CBC Coordinator on discharge planning</li> <li>• Sunshine will assist as needed in finding participating providers</li> </ul>

# Out of State Requests



CBC Care Coordination	Sunshine Case Management
<ul style="list-style-type: none"><li>• Following the Out of State Workflow developed in partnership with Sunshine Health and CBCIH</li><li>• Communicating with CBCIH/Sunshine when out of state treatment facility is being considered</li><li>• Providing a list of all efforts to locate an in state treatment facility and the outcome of these efforts</li><li>• Participating in ongoing discharge planning, including making efforts to transition member back to Florida</li></ul>	<ul style="list-style-type: none"><li>• Following the Out of State Workflow developed in partnership with Sunshine Health and CBCIH</li><li>• Participating in ongoing discharge planning, including making efforts to transition member back to Florida</li><li>• Reviewing the member with the Sunshine Medical Directors</li></ul>

# Out of State Requests



Scenario	Care Coordination Activities	Case Management Activities
<p>CBC identified an enrollee that can benefit from Out of State Inpatient Residential Treatment</p>	<ul style="list-style-type: none"> <li>• Follow the Out of State Workflow</li> <li>• Show evidence that in state programs have not accepted the enrollee in to their programs and the reason for denial</li> <li>• Communicate with CBCIH/Sunshine timely when Out of State treatment appears to be necessary</li> <li>• Coordinate an MDT to discuss clinical needs</li> <li>• Collaborate with Sunshine to find appropriate out of state treatment facilities</li> <li>• Maintaining ongoing MDT's and/or participation on treatment team meetings upon admission</li> <li>• Collaborating with Sunshine on discharge planning and service delivery</li> </ul>	<ul style="list-style-type: none"> <li>• Follow the out of state workflow</li> <li>• Participate in MDT and/or Treatment team as needed</li> <li>• Assist in finding appropriate out of state treatment facilities as needed</li> <li>• Assist with discharge planning</li> </ul>