

# Sunshine Health Child Welfare Specialty Plan

Physical. Mental. Social. Health

# Overview and Plan History

- Studies over the years have shown that children who have been abused and neglected have much greater health and behavioral health needs.
- A single, statewide child welfare managed care plan reduces the possibility of health and behavioral health services being discontinued during a placement change.
- Sunshine Health has been operating the Child Welfare Specialty Plan (CWSP) since its original implementation in May 2014.

# Child Welfare Specialty Plan

- Sunshine Health and Community Based Care Integrated Health, LLC (CBCIH) agreed to compete for the Medicaid contract to implement a special managed care health plan (CWSP) for children in the child welfare system.
- Sunshine Health won the statewide contract to manage health care services for children in the child welfare system, and the CWSP was fully implemented by August 2014.
- The CWSP includes children who have an open child welfare case, those who have been adopted and are receiving maintenance adoption subsidy and those who are receiving extended foster care or independent living services (with an open, active child welfare case in FSFN).

# Advantages of a single CWSP

- The child welfare system has an active role in oversight of the member's physical and behavioral health care
- CBC Lead Agencies, Case Management Organizations, Case Workers, parents, foster parents and caregivers are all participants in decisions relating to providers and service delivery. This collaboration ensures:
  - Improvement of service quality and timeliness of delivery
  - Data sharing is efficient and improves accuracy of Medicaid information
- Statewide portability

# Companies Involved

- **Sunshine Health**: Sunshine Health is contracted by the Agency for Health Care Administration (AHCA) to operate the health plan, providing both medical and behavioral health coverage and services.
- **Community Based Care Integrated Health**: Provides delegated care coordination services, data exchange, linkages to Sunshine Health and serves as the primary contact with the child welfare system.
- **CBC Lead Agencies**: Nineteen (19) CBC Lead Agencies across the State are contracted with CBCIH to provide delegated care coordination for enrollees in Sunshine Health's Child Welfare Specialty Plan.

# Sunshine Health

- Develops and maintains the network of providers, including physical health providers, physicians, behavioral health providers, clinicians and ancillary service providers
- Authorizes treatment/services and pays claims
- Provides medication/prescription management
- Operates the member services center, nurse advice line and after-hours support
- Performs quality assurance activities for the contract

# Community Based Care Integrated Health (CBCIH)

- Serves as the integrator of medical, behavioral and social services:
  - Performs statewide coordination between CBC Lead Agencies and Sunshine Health
  - Provides physical health, behavioral health and adoption services experts to CBC Lead Agencies
  - Performs data exchange, analytics and reporting functions
  - Performs compliance and quality improvement (HEDIS) activities

# Community Based Care (CBC) Lead Agencies

- Serve as the integrator of medical, behavioral and social services:
  - Perform local care coordination services via nurses, behavioral health clinicians and adoption services experts
  - Perform tasks related to the contracted healthcare management functions
  - Perform activities necessary to support the health and wellness of enrollees and to achieve HEDIS performance outcomes



# CBCIH Statewide Coordination

- CBCIH includes five (5) Integration Managers, a Director of Operations and a Vice President.
- CBCIH staff includes a Physical Healthcare Consultant and a Behavioral Healthcare Consultant, who are specialists and serve as resources to the CBC Lead Agencies.
- CBCIH Integration Managers also provide expertise in the following areas: Florida Medicaid and Department of Children and Families policy/practice; Independent Living Services; Network/Provider Resources; Adoptions; Caregiver Support
- Nurse Care Coordinators and Behavioral Health Care Coordinators who perform delegated care coordination services for the health plan are located within CBC Lead Agencies.
- Coordination includes the development and management of centralized technology and data services, providing CBC Lead Agencies with access to data and reports, and integrating medical, behavioral health and FSFN data (Integrate application).

# Nurse Care Coordinators

- CBC Lead Agencies hire, contract with or maintain existing Nurse Care Coordinators (NCC).
- NCC staff have to meet specific education and training requirements.
- NCC staff are responsible for providing delegated care coordination services for Sunshine Health CWSP members, including the assessment of medical needs, the monitoring of medical metrics and the coordination of physical health service needs for high risk/high need children.
- Nurse Care Coordinators work with Sunshine Health Nurse Case Managers to monitor children with serious medical problems or those who are at risk for serious medical problems.

# Behavioral Health Care Coordinators

- CBCs hire, contract with or maintain existing Behavioral Health Care Coordinators (BHCC).
- BHCC staff have to meet specific education and training requirements.
- Behavioral Health Care Coordinators are responsible for providing delegated care coordination services for Sunshine Health CWSP members, which includes monitoring children in need of special mental health and substance abuse services, such as STFC/TGC/SIPP/BHOS.
- BHCC staff are responsible for managing the CBHA process, conducting/overseeing Multi-Disciplinary Staffings (MDT), completing referrals to all levels of residential treatment and monitoring high risk/high need children.

# Healthcare Management Functions

- Healthcare Management Functions (HMF) are Care Coordination activities that are delegated to the Behavioral Health Care Coordinators and Nurse Care Coordinators.
- The HMF include a list of potential services or activities that must be coordinated for a member if the member needs the service or activity.
- Every member does not need every HMF. If a member needs an HMF activity, the NCC or BHCC coordinates the service or activity and documents it in Integrate®

# List of Healthcare Management Functions

- Enrollment
  - 004 Coordinate ongoing PCP changes with Sunshine Health
- Care Coordination
  - 001 Education of Caregivers and/or Dependency Case Managers
  - 002 Assessment of Needs/Self-Management Skills
  - 003 Access/View Sunshine Health's Member Health Record Portal
  - 004 Referral/Appointment for Routine, Preventative Care (PH/BH)
  - 005 Assist DCM and/or Caregiver in facilitating access to covered benefits, including Expanded and In Lieu of, Benefits
  - 006 Participation in discharge planning (Inpatient Facility, Emergency Department) and provision of information relevant to discharge plan; management of placement changes
  - 007 Discharge Planning—Inpatient Admission
  - 008 Notification from Sunshine Health—Emergency Department Visit; Assistance with Access to Services, including Expanded and In Lieu of, Benefits
  - 009 Care Coordination Identification; Documentation and Tracking of Activities (IMV Note); Collaboration with Sunshine Health regarding status, needs, scheduling of home visits, if necessary
  - 010 ECC/MFC—Collaboration with Sunshine Health and completion of AHCA required care plans, Multidisciplinary (MDT)/CMAT Staffings, input of caregivers, and frequency of reviews; arranging for caregiver participation

# List of Healthcare Management Functions (cont.)

- 011 Transition from CW system—Provision of full Transition Plan upon a member’s 17<sup>th</sup> birthday, along with updates while in the CWSP; Participation and collaboration in transition planning, treatment teams, etc. with Sunshine Health one (1) year prior to the expected date upon which an enrollee will age-out of the CW system
  - 012 Notification to Sunshine Health—Pregnancy, whether identified through medical history, examination, testing, claims or otherwise
  - 013 Care Coordination—Access to Prenatal and Post-partum services for Pregnant Members
  - 014 Review of HEDIS Care Gap Report (monthly; April-December); Assign outreach/schedule appointments
  - 015 Participation in case management integrated care team, including both physical health and behavioral health multidisciplinary team (MDT) meetings, medical foster care children’s multidisciplinary assessment team (CMAT) staffing, and comprehensive transition treatment team meetings (CTTTM) regarding the needs of Covered Persons.
- Utilization Management
    - 002 Referral to “preferred” network providers
    - 003 Response to Sunshine Health’s request for information; providing information related to determination of medical necessity for prior authorization of services
    - 004 Notice to Sunshine Health related to Court Orders for covered services, including upcoming pertinent court date(s)
    - 005 Assistance with arranging for services that have been prior authorized

# List of Healthcare Management Functions (cont.)

006 Participation in integrated care team and multidisciplinary team meetings; Summary of Needs; Follow up actions

- Pharmacy

001 Assist with ordered medication; identify issues with medication

002 Medication inventory/reconciliation; communication with Sunshine Health

003 Identification of potential medication compliance issues or failure to understand the need for medication on the caregiver's part

004 Inventory of medication and coordination of movement of medication upon placement changes; communication with Sunshine Health's pharmacy staff

- Quality Improvement

003 Assistance with coordination and scheduling of transportation to appointments for needed services related to HEDIS/AHCA performance measures

# Contact Information

Community Based Care Integrated Health

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## Integration Managers :

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Sunshine Health, Child Welfare Specialty Plan

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