



# Apple Health Core Connections

*The Apple Health Foster Care program  
in partnership with HCA, DSHS and  
CCW*

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3/8/2016

# Over 25,000 Amazing Reasons to Make this Program a Success



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

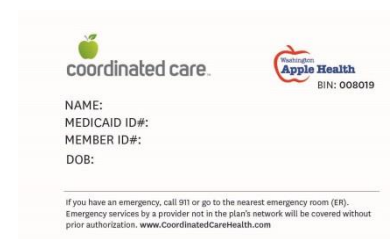
\*\*American Indian or Alaska Native may choose AHFC/Apple Health Core Connections but will not be automatically enrolled



# What Happens Next?



- Coordinated Care's program name for Apple Health Foster Care is **Apple Health Core Connections**.
- Eligible members automatically enroll in Apple Health Core Connections for the April 1, 2016 start date and do not need to take any action.
- Week of Feb 22 enrollees received a **welcome letter and booklet** explaining Apple Health Core Connections from Health Care Authority (HCA).
- All enrollees will keep their current **ProviderOne Services** card and continue to use it for Apple Health fee-for-service Medicaid services (including intensive behavioral health/RSN services, dental, vision hardware).
- Coordinated Care **welcome packet** and **Member ID** card mailed after April 1 for health care needs including: medical care, prescription drugs, vision exams, hospital care, outpatient behavioral health and more.



# 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
- April 1, 2016 Coordinated Care will be the health plan for all 25,000+ eligible members in Washington

# Statewide Access Local Connections



## Serving members in all 39 counties

- Expanding Medical provider network in partnership with HCA to target current Fee-for-Service Medicaid providers
- Apple Health Core Connections Health Care Coordination team: Primarily located in Seattle area, some staff across the state
- Apple Health Core Connections Liaisons: Regionally based to support DSHS staff
- Team of Apple Health Core Connections Community Educators across the state
- Coordinated Care headquarters in Tacoma includes dedicated Apple Health Core Connections call center staff and support staff for this program.



# 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

# Our Primary Goal: Make it Easier



- Ensuring timely access to needed physical and behavioral health services
- Improving the quality of life for children, their families, and caregivers
- Health Care Coordination assists 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

# Easier is:



- One stop shop for health care assistance
- Resolving access to care barriers
- More help navigating the health care system and finding needed medical/behavioral health providers
- 24/7 Nurse Advice Line. We are always here to help!
- Health Care Coordinators will help manage chronic conditions, provide coaching, and make arrangements for needed medical services/supplies
- Behavioral Health Care Coordinators will help screen members for RSN/BHO Access to Care Standards and connect to needed services.



# Ways to Make the Existing System Easier to Access



- Provide an integrated model of physical and behavioral health coordination
- Proven communication tools and technology to provide accessible health information and support coordination and continuity of care
- Better access to health and pharmacy data
- Help ensure access to specialists and community-based services
- Monitor progress and treatment compliance
- Promote best practice/evidenced-based services

# Centelligence™ Health Record 360



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

- Award-winning (NCQA & Pfizer, Inc. recognized the CHR360 positive impact on psychotropic medication use)
- CHR360 will be User-ready for Coordinated Care Apple Health Network Providers on April 1, 2016. Coordinated Care is working with DSHS and HCA to develop additional access for staff which will be available later in 2016.
- 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

# 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.

# Fostering Well-Being



- Fostering Well-Being (FWB) is a unit in the DSHS Aging and Long Term Support Administration.
- After Apple Health Core Connections implementation, FWB will:
  - Coordinate with Coordinated Care to transition new enrollees from Fee-for-Service Medicaid, from other Apple Health Managed Care Organizations to Coordinated Care
  - When necessary, screen, identify and communicate gaps in a child's health or mental health care to Coordinated Care
  - Answer questions from foster parents and help connect children with Coordinated Care as appropriate
  - Continue to coordinate care for:
    - Children in the Medically Intensive Children's Program
    - Native American and Alaska Native children who do not choose to enroll in Apple Health Core Connections

# Fostering Well-Being



- During Apple Health Core Connections implementation, FWB will work with Coordinated Care to :
  - Support social workers and caregivers
  - Work to identify medical providers, especially specialists who are currently seeing children in foster care
  - Transition clients from FWB to Coordinated Care when appropriate, and ensure the care plan is up to date
  - Ensure new medical providers receive appropriate health information about children being served by FWB, as they transition to Coordinated Care

**Contact FWB:** 1-800-422-3263 ext 52626 [fwbccu@dshs.wa.gov](mailto:fwbccu@dshs.wa.gov)

(Email should not include any child specific info. FWB will contact you for additional details.)

# At the Heart of the Model



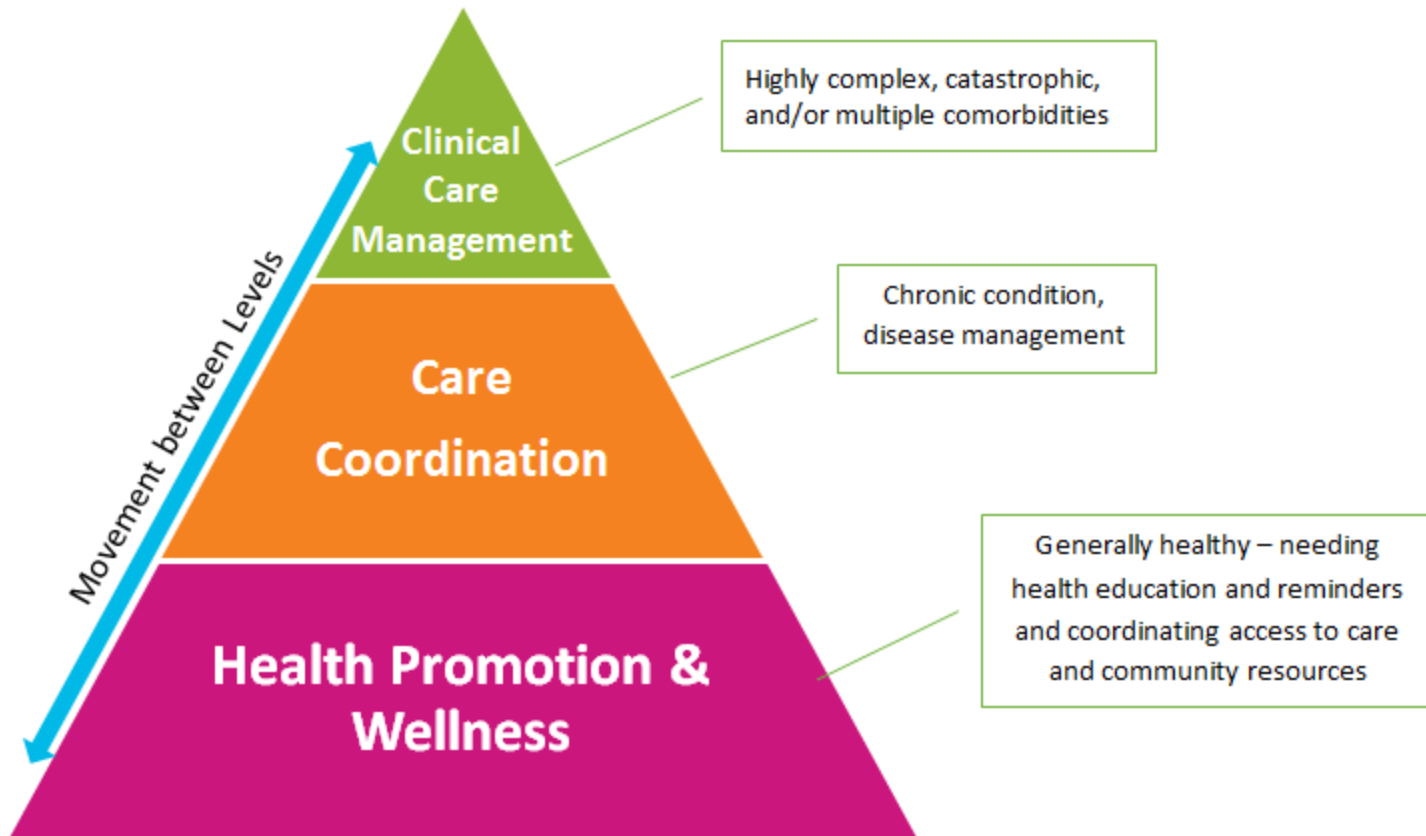
Health Care Coordination Teams staffed by:

- Behavioral Health Care Managers
- Nurse Care Managers
- Health Care Social Workers
- MemberConnections Representatives  
(Community Health Workers)

# Integrated Health Care Coordination



## Levels of Health Care Coordination



# 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



# Our Extra 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 Member Connections®

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 Core Connections 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 [www.cenpaticou.com](http://www.cenpaticou.com)

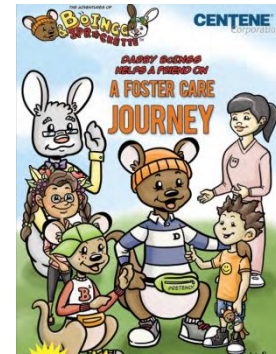
Comprehensive educational training initiative endorsed by the National Foster Care Parents Association. Foster care EDU provides free interactive training online, featuring live teleconferencing with a facilitator. Examples include: Mental Health 101, Attachment in Foster Children, Substance Abuse 101,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

# Our Health Library

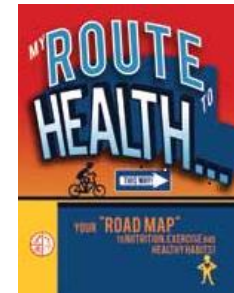
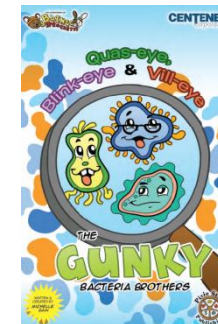


The screenshot shows the website interface with the following content:

- Navigation: Krames Online Home, HealthSheets™, Medications
- Search: Library Search, GO, Advanced Search, ESPAÑOL (INICIO)
- HealthSheets™: A-Z index, Click a letter to see a list of conditions beginning with that letter.
- Left sidebar: Print this Page, Send to a Friend, RELATED Items (Chronic Lung Disease, Smoking, Coping with Smoking Withdrawal, Getting Support for Quitting Smoking, Planning to Quit Smoking, Staying Smoke-Free, View All 21 Medications: Bupropion, Nicotine, Varenicline)
- Main content:
  - Tips for Quitting Smoking (Cardiovascular)**
  - Quitting smoking is a gift to yourself, one of the best things you can do to keep your heart disease from getting worse. Smoking reduces oxygen flow to your heart, speeds the buildup of plaque, and increases your risk for heart attack, also known as acute myocardial infarction, or AMI. Quitting helps reduce smoking's harmful effects. You may have tried to quit before, but don't give up. Try again. Many smokers try four or five times before they succeed.
  - Line Up Help**
    - Ask for the support of your family and friends.
    - Join a quit-smoking class, or ask your doctor for a referral to a psychologist who specializes in helping people quit smoking.
    - Ask your doctor about nicotine replacement products and prescription medications that can help you quit.
  - Set a Quit Date**
    - Choose a date within the next 2 to 4 weeks.
    - After picking a day, mark it in bold letters on a calendar.
  - Set Limits**
    - Limit where you can smoke. Pick one room or a porch, and smoke only in that place.
    - Make smoking outdoors a house rule. Other smokers won't tempt you as much.
    - Hang a list of "quit benefits" in the spot where you smoke. Put one on the refrigerator and one on your car dashboard.
  - Your Limit List**  
Start by giving up cigarettes at the times you least need them. Write down a few more ideas.
- Image: A group of people sitting around a table, discussing smoking cessation.
- Text: You'll have the best chance of success if you join a stop-smoking group and have the support of family and friends.
- Footer: © 2000-2014 The StayWell Company, LLC, 780 Township Line Road, Yardley, PA 19067. All rights reserved. This information is not intended as a substitute for professional medical care. Always follow your healthcare professional's instructions.



Health books are available on a variety of topics.



Visit our Krames Health Library to access thousands of printable health sheets available in Spanish and English:  
[CoordinatedCareHealth.kramesonline.com](http://CoordinatedCareHealth.kramesonline.com)

# Healthy Kids' Club



- Complimentary children's health books with parent guide mailed to each member
- Member ID card
- Monthly E-newsletter for parents
- Health related coloring pages, word searches, mazes and crossword puzzles
- Invite CC the Panda to your next community event!



[www.CoordinatedCareHealth.com/healthykidsclub](http://www.CoordinatedCareHealth.com/healthykidsclub)

# 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

# Keeping you updated



- Apple Health Core Connections web page can be located at:  
[CoordinatedCareHealth.com/AppleHealthCoreConnections](https://CoordinatedCareHealth.com/AppleHealthCoreConnections)
- Community meetings, trainings, webinars
- Apple Health Core Connections Liaisons will work directly with DSHS staff and help facilitate issue resolution and training needs
- Apple Health Core Connections Community Educators across the state will be available to educate on the new program, answer questions and provide ongoing training and support.

# We look forward to working with you!

- Share your ideas, concerns and suggestions. This will help us as we build our program and create tools to help educate stakeholders and new members/caregivers.
- Let us know key providers in your community to invite to join our network
  - [joinfostercarenetwork@coordinatedcarehealth.com](mailto:joinfostercarenetwork@coordinatedcarehealth.com)
  - (253) 442-1344
- Participate in upcoming trainings

# Apple Health Core Connections: More info...



- Prior to April 1, questions and issues related to Core Connections please send to this address with “AHFC” in the subject line:  
[HCAmcprograms@hca.wa.gov](mailto:HCAmcprograms@hca.wa.gov)

Primary HCA contact and Contract Manager of AHFC:  
Sylvia Soto – 360-725-1517  
[Sylvia.soto@hca.wa.gov](mailto:Sylvia.soto@hca.wa.gov)

Coordinated Care contact:  
Ruth Bush, Manager Operations, Core Connections  
[RUBUSH@coordinatedcarehealth.com](mailto:RUBUSH@coordinatedcarehealth.com)

Apple Health Core Connections dedicated number: 1-844-354-9876



# Community Educators



- Danielle Cannon – Region 1: 509-310-3026  
[dacannon@cenpatico.com](mailto:dacannon@cenpatico.com)
- Lindsey Greene – Region 2: 206-200-4902  
[ligreene@cenpatico.com](mailto:ligreene@cenpatico.com)
- Heather Perry – Region 2: 206-200-4389  
[hperry@cenpatico.com](mailto:hperry@cenpatico.com)
- Kathleen Page – Region 3: 253-348-0300  
[kapage@cenpatico.com](mailto:kapage@cenpatico.com)

# Thank You!!!