

# Care Coordination: Navigating the Complex System

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## Care Coordination Vs. Case Management: What's the Difference?



## Definition of Case Management

- Assessment of Need
- Plan Development
- Implementation of Plan
- Evaluation

Source: Manasvini Singh  
PHASE Internship  
Johns Hopkins Bloomberg School of Public Health



## Definition of Care Coordination

- Family Involvement
- Collaboration
- Identification of child and family needs
- Medical Help
- Communication

Source: Manasvini Singh  
PHASE Internship  
Johns Hopkins Bloomberg School of Public Health



## Characteristics of Care Coordination, from the American Academy of Pediatrics (AAP)

- Patient and Family-Centered
- Proactive, planned & comprehensive
- Promotes self-care, skills and independence
- Emphasizes cross-organizational relationships

## What Do We Start With First?

What families want depends on the difference between the support they already have and what they will need given their situation.





## Considerations beyond the Diagnosis

- Current Medical Providers/Specialist
  - Any plans or referrals to other providers
  
- Potential Barriers
  - Family needs assistance in coordinating care (e.g., advocacy, communication between providers, language barriers, cultural considerations, parental understanding of health issues)
  - Family and social issues (e.g., money, family make-up, school, bullying, addiction issues, parental ability to manage health and family)
  - Medical or behavioral health of child and other family members
  - The child is not just their “diagnosis”



## Financial Coverage



## North Dakota Medicaid

- Low-income individuals from birth
- Children in foster care or subsidized adoption
- Former foster care children up to age 26, under certain circumstances
- Children with disabilities (birth to 19)
- Pregnant women
- Women with breast or cervical cancer
- Workers with disabilities
- Other blind and disabled individuals
- Low-income Medicare beneficiaries (Medicare Savings Programs)
- Waivers

## ND Waivers/Programs

- Autism Spectrum Disorder Waiver
  - Provides services for young children birth to age 12 who have an autism spectrum disorder diagnosis
- Children with Disabilities Medicaid Coverage (Medicaid Buy In)
  - Allows qualifying children with disabilities to buy into Medicaid. The program provides comprehensive coverage through Medicaid, including dental and mental health coverage, in return for a premium. This requires eligibility at 200% Federal Poverty Level.
- Children's Hospice Waiver
  - Provides support to families so they can care for their children (birth through age 21) in their homes as long as possible, avoiding lengthy hospital stays and avoiding institutionalized care



## ND Waivers Continued...

- ▶ Children with Medically Fragile Needs Medicaid Waiver
  - ▶ Assists qualifying medically fragile children between ages 3 and 18. The child needs to be living at home, be Medicaid eligible, be able to meet the Level of Care criteria for a nursing home and meet criteria based on the Level of Need.
  
- ▶ Intellectual Disabilities/Developmental Disabilities Waiver(DD Waiver)
  - ▶ Assists eligible individuals with intellectual disabilities and developmental disabilities to remain living at home and in the community. The waiver serves individuals through the lifespan (both children and adults).



## Services Under the DD Waiver

- ▶ Developmental Disabilities Program Management
- ▶ Infant Development (Children Birth to Age 3)
- ▶ In-Home Supports
- ▶ Equipment, supplies, environmental modifications
- ▶ Adult Services (day services, job coaching, etc.)

## Travel Issues

- In State Travel
  - As of December 31, 2016, the waivers no longer offer assistance with travel to families, as this is available to Medicaid recipients through the Medicaid state plan
  - Families need to work with their local county social service office, who can assist them in finding a travel provider enrolled in ND Medicaid prior to appointments
  - Families cannot be directly reimbursed for travel, unless a family member is an enrolled provider
  - Transportation providers are reimbursed at the ND state rate


## Out of State Travel

- Always requires prior approval (SFN 769)
  - Ensure the patient receives the letter of approval before the trip/appointment occurs (PCP may receive approval prior to family)
  - Families need to work with their local county social service office, to assist them in finding a travel provider enrolled with ND Medicaid **prior to out of state travel**
- In an effort to alleviate some of the problems faced by children with special health care needs and access to specialty care, in 2012 the state Medicaid office and their Pediatric Task Force developed SFN 606.
- This form accompanies the standard out-of-state approval request



## More About the Medicaid Out of State Services Certification Form (SFN 606)

- Necessary services (referenced on the SFN 769) are not available for this child for the following reasons (select all that apply and explain):
  - To ensure continuity of care, and if the in-state referring provider has determined that the follow up should be provided at the facility that performed the surgery or services; a follow up to a previously approved and performed out-of-state surgery or specialty service
  - A set of related inter-dependent services for diagnosis and treatment are needed and the entire set of services is not available in-state
  - After the in-state referring provider consults with the in-state specialist, it is determined that the wait time for in-state specialty services is expected to negatively impact the diagnosis or treatment
  - Only one in-state specialist is available to provide the service; however, adverse previous client or referring provider experience with the specialist substantiates the need to seek services out-of-state



## Early and Periodic Screening, Diagnosis, and Treatment (EPSDT) Program

ND Health Tracks





## Details about EPSDT

- For individuals under age 21
- Assures these individuals achieve a physical and mental level of wellness
- Provides care, treatment, and other corrective health measures as necessary
- Visits with ND Health Tracks utilizes the Bright Futures Guidelines ([www.brightfutures.org](http://www.brightfutures.org))
- Health care must be made available for treatment or other measures to correct or ameliorate defects and physical and mental illnesses or conditions discovered by the screening services

## Developmental Screening & Early Intervention

- Right Track Program
  - Consultants can meet with families in the privacy of their own home and will provide **free** developmental screenings **up to** age 3
- Infant Development Program (Early Intervention)
  - This program is designed to identify children at risk in the earliest stages, when the right help can make all the difference. It is for any child under the age of three who is suspected of having a delay or who has a medical condition that could result in a developmental delay or disability

## Other Referrals



## Special Health Services (SHS)



- SHS is a division in the Healthy and Safe Communities Section of the North Dakota Department of Health
- SHS is the designated Title V CSHCN program for the MCH Block Grant

## General SHS Eligibility

- ▶ Age - child must be birth to age 21 years
- ▶ Residency - child must be a ND resident
- ▶ Special Health Care Need - child must have a chronic condition and require health and related services beyond that needed by most children

## Special Health Services: Financial Coverage Program

- ▶ SHS provides payment for covered services
- ▶ Families apply for services at their county social service office
- ▶ Medical eligibility for diagnostic and treatment services is based on a list of approved conditions
- ▶ Financial eligibility for treatment services is 185% of the FPL
- ▶ Families must use qualified providers that participate in the SHS program

## SHS Programs

- Coordinated Services Program
  - Metabolic Food (Formula) for individuals with Phenylketonuria (PKU) and Maple Syrup Urine Disease (MSUD)
  - Multidisciplinary Clinics (contracted or state administered)
  - Cardiac Care for Children
- Financial Coverage Program
  - Russel Silver Syndrome
  - Diagnostic Testing and Evaluation
  - Treatment
- Newborn Screening and Follow-Up Program
  - Blood Spot
  - Hearing
  - Critical Congenital Heart Disease
- System Enhancement Program
  - Family/Professional Partnership
  - Medical Home
  - Adequate Health Insurance
  - Early and Continuous Screening and Surveillance (including Fetal Alcohol Syndrome-FAS)
  - Easy to Use Services and Supports
  - Transition to Adult Health Care



## Family Support Programs: Condition Specific

- Designer Genes of ND
  - Strengthening opportunities for individuals with Down syndrome and those who support them to learn, earn and belong
- ND Hands and Voices
  - Supports children whom are Deaf or Hard of Hearing by providing these families with the resources, networks, and information they need to improve communication access and educational outcomes for their children



## Family Support Programs: Children with Special Health Care Needs

- Project Carson
  - Offers support to new parents who receive a prenatal or at birth diagnosis
- Family Voices of ND
  - As the statewide health information and education center for families who have children with a special health need or disability, they do some of the following:
    - Navigate public and private systems, listen to families and guide them to solutions, promote family-centered care and medical homes, provide technical assistance and workshops

## Family Support Programs cont.

- Supplemental Security Income (SSI) - is a Federal income supplement program funded by general tax revenues (not Social Security taxes)
- Pathfinders – Assist North Dakota families of children and youth with learning difficulties
- Experienced Parent Program - Pathfinder Services of ND was awarded the Experienced Parents Program NDDHS Developmental Disabilities Division. This program is for families receiving Early Intervention Services while working in collaboration with Early Intervention professionals
- Federation of Families – ND Federation of Families for Children's Mental Health is a parent-run organization focused on the needs of children and youth with emotional, behavioral or mental disorders and their families

## Interested in learning more about Pediatric Care Coordination?

- Dr. Joan Connell provided a Pediatric Care Coordination 4-part course sponsored by the North Dakota Department of Health in September-December 2017. The course was based upon the Boston Children's Hospital curriculum
  - Modules were recorded and will potentially be available through the ND DoH website
- SHS staff are actively exploring educational opportunities for state trainings along with partners (Maternal and Child Health Bureau, National Center for Quality Assurance Patient Centered Medical Home Project, etc.)

## Questions or comments???





## Contact us at

- ▶ SHS Toll-Free Number: 1-800-755-2714
- ▶ SHS E-Mail: [dohcshsadm@nd.gov](mailto:dohcshsadm@nd.gov)
- ▶ SHS Website: <http://www.ndhealth.gov/cshs/>
- ▶ SHS Facebook: <https://www.facebook.com/ndcshs>