



Mercy Care DCS CHP: Where we are today and where we are going

Featured speakers



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Children's System of Care
and Mercy Care DCS CHP Administrator



Carol Turpin
Director of Care Management



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Network Administrator

Mercy Care Department of Child Safety Comprehensive Health Plan (DCS CHP) overview



Mercy Care DCS CHP: Where we are today

- On 4/1/21, Mercy Care with the Department of Child Safety went live with Mercy Care DCS CHP, a Statewide Integrated Health Plan Partnership - Mercy Care DCS CHP
- Mercy Care DCS CHP serves all Arizona children in DCS' out of home care*
 - Successfully transitioned approximately 14,000 children and youth to DCS CHP
- Strong Partnership built between DCS CHP (formally Comprehensive Medical and Dental Plan) and Mercy Care DCS CHP
- Foster, Adoptive and Kinship Regional Council Meetings established throughout Arizona, inclusive of two Statewide Council Meetings
- Standardized some of the processes within the Integrated Rapid Response Process Statewide
- Added the Physical Health Screening to the Integrated Rapid Response Process

**Exception being ALTCS DDD, ALTCS EPD, Tribal (determined by Tribe)*



Mercy Care DCS CHP: Where we are today

- Assessed and enhanced the network Statewide to better meet the unique needs of Child Welfare
- Successfully rolled out Integrated Care Management to the Child Welfare Population
- Added the utilization of technology to coordinate care between the health plan and the Department of Child Safety Specialists using Family Connect
- Maricopa County Human Trafficking Collaborative has been up-and-running since 2017. Expanded the Human Trafficking Collaborative to Pima and Pinal counties. Actively meeting with key stakeholders in Mohave, Coconino, Yavapai, Yuma and Gila counties to expand efforts to meet the needs of trafficked youth. Created a training specifically about Trafficking in Rural communities.
- Developed processes specific to Arizona's Child Welfare Legislation and Settlements that requires collaboration between DCS/DCS CHP and Mercy Care DCS CHP
 - B.K. *Ex rel. Tinsley, et al. v. Faust, et al* Settlement
 - Family First Prevention Services Act
 - Qualified Residential Treatment Programs / CALOCUS



Mercy Care DCS CHP: Where we are going

- Continued efforts to further develop and expand the Mercy Care Human Trafficking Collaboratives throughout the State of Arizona and responsive to the unique cultures and resources of each geographical area
- Continued assessment of network needs, enhancement and growth of the network to meet the unique needs of youth, families and caregivers affected by foster care
 - Targeted efforts on therapeutic foster care
 - Efforts on Specialized Health Homes to serve those affected by Foster Care and their families
- Continued recruitment for the Foster, Adoptive and Kinship Regional Council Meetings in each area. Increase community feedback into strategies and areas of focus. Focus on member and caregiver recruitment.
 - You can contact Nichol Khan for additional information at **khann3@mercycareaz.org**



DCS CHP: Where we are going

- Increase the utilization of technology/Family Connect to coordinate care for all those connected to youth affected by foster care
- Development and roll out of the Understanding Child Welfare in AZ 101 training in Relias for new hires that will work with youth in the child welfare system
- Pursuit of standardization of processes as appropriate
- Targeted efforts on continued enhancement of the Integrated Rapid Response Process
- Continued support and collaboration on child welfare legislation, Family First Preservation Services Act and settlement opportunities
- Continued collaborative efforts to monitor and support timeliness of service delivery and network sufficiency

Integrated Care Management

Mercy Care DCS CHP



Integrated Care Management process for Mercy Care DCS CHP members

- All members are assessed and assigned to a care management level according to complexity of needs
- Care Management staff will work with the member's current caretaker and will engage other care team members as needed
- Care Management staff will perform a bio-psychosocial assessment with information available and will develop a member centered care plan in collaboration with the child's care team

All DCS CHP members will be enrolled
in some level of care coordination at
Mercy Care DCS CHP

AHCCCS definition of care management

- A process which applies clinical knowledge to coordinate care needs for medically complex members who require intensive physical and/or behavioral health support
- An administrative function, providing oversight to provider, Arizona Long Term Care System (ALTCs) or tribal case managers
- Care management activities may include:
 - Assistance with making and keeping appointments
 - Assistance with hospital discharge instructions
 - Health coaching
 - Referrals related to member needs
 - PCP reconnection
 - Provide resources for wellness and prevention activities

AHCCCS definition of Care Management (cont.)

Health plan expectations include:

- Establish processes which ensure coordination of members' health care needs across the continuum
- Early identification of health risk factors and special care needs
- Ensure provision of physical and behavioral health services in settings that meet member needs in the least restrictive, most cost-effective manner
- Have direct contact with members to provide info and coordinate care
- Work closely with provider, ALTCS or tribal case managers to assure the most appropriate plan and services for the member



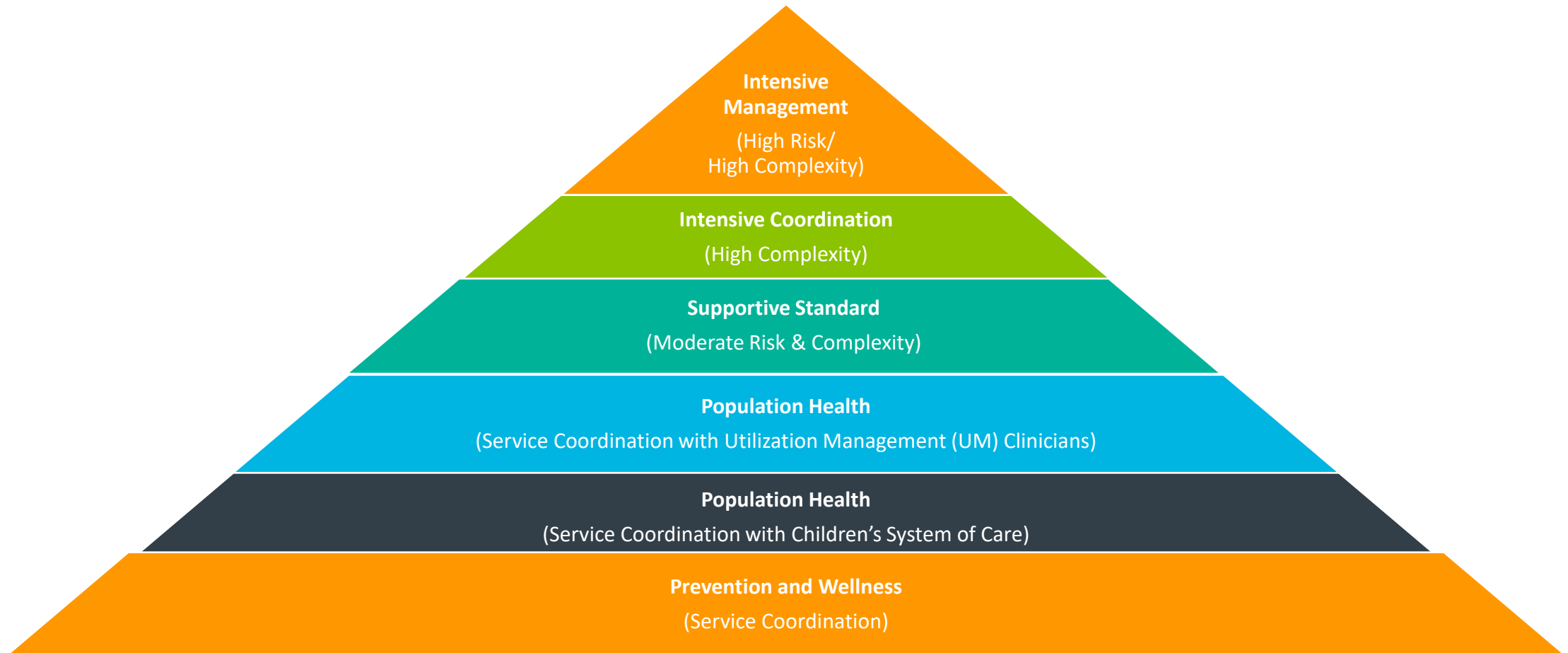
What does a care manager do?

- *Identifies* high risk members
- *Coordinates* care with other care team members
- *Designs* clinical interventions or alternative treatments to reduce risk and achieve positive outcomes
- *Develops* strategies to eliminate barriers and improve access to care
- *Identifies* and reduces gaps in care and social determinants of health (SDOH)
- *Facilitates* safe transitions in care





Care Management stratification levels





Integrated Care Management post rapid response process

- Health plan receives rapid response
- Care managers:
 - Follow up with evaluator for additional information or clarification as needed
 - Contacts the Department of Child Safety (DCS) specialist to confirm placement
 - Contacts caregiver to complete HRQ and assess for any gaps in care, need for resources, and/or supports
 - Will follow up to make sure the member is established with a PCP, dentist, and behavioral health provider
 - Will assist with any care coordination needs on an ongoing basis
- New members are placed in a higher level of care due to initial intensity of care coordination



Integrated Care Management collaboration with DCS CHP

Family Connect

A two-way portal that both DCS staff and the caregiver or member can access to

- Find a provider
- View or request a member ID card
- View a care plan
- View authorizations and prescriptions
- View appointments
- Access your available Family Connect resources
- Message Member Services or their assigned care manager for questions or support

All members who are currently eligible will have access

Users must register prior to accessing this portal



Integrated Care Management collaboration with CFT and HNCM

- The care manager at Mercy Care supports the high needs case manager (HNCM) and/or assigned behavioral health clinic (ABHC) provider with care coordination as needed
- The care manager at Mercy Care may attend the Child and Family Team (CFT) when clinically indicated but does not replace the day-to-day activities of a HNCM or ABHC
- As providers or CFTs identify the need, they may refer for a higher level of care management
- Care managers also work with tribal ICWA workers, DCS workers, DDD workers, and others involved in the members care in order to carry out care plan and service plan goals

Care management staff

Clinical care managers

- Arizona-licensed professionals with extensive experience in a clinical specialty or population
- May be registered nurses and masters-level behavioral health clinicians
- Provide the highest level of care coordination, which includes a wide range of interventions

Care management coordinators

- Baccalaureate and masters level health care professionals who can manage mild to moderately complex members that do not require care management by a licensed clinician
- Provide intermediate level of episodic care coordination of short duration

Care management associates

- Non-clinical staff that are trained to provide care coordination that is not clinical in nature.
- Currently providing administrative support to this population
- Refer high-risk members to clinical care managers

Who else coordinates care for our DCS CHP members?

- **Mercy Care DCS CHP medical management liaison**
 - Liaison between DCS, DCS CHP, members' circle of support, community and the health plan
- **Mercy Care DCS CHP behavioral health coordinator**
 - The point of contact at the health plan as a liaison to DCS CHP BH Unit, BH providers and Children's System of Care to assist with coordination of behavioral health care services and care transitions
- **Mercy Care Children's Rehabilitative Services (CRS) coordinator**
 - Initiates CRS application and coordinates eligibility for members who may qualify and gathers information to formulate initial service plan



Positive comments from caregivers

- I just wanted to reach out and thank you for all of your time and help that you have given me, on behalf of Michael*.
- I would not have known of all of the resources that were available to me. You have helped me with medical providers, dental programs that are available and you continue to check in with me.
- I really appreciate your care and compassion.
- You have gone above and beyond I feel to help me in any way you can. You have sent me different options for both doctors and dentist. Again, that has truly helped me without me having to spend time calling and asking who takes Mercy Care. You have provided me doctors and dentist that are in network.
- I am so very grateful for you and how much you have helped me.
- Thank you so very much for truly caring and being of assistance to us.
- I want to thank you again for all your work & help with David*. He is very lucky to have you as his Mercy Care case manager.

*Names changed for privacy purposes

Mercy Care ICM contact information

Referral forms may be found at <https://www.mercycareaz.org/providers/chp-forproviders/forms>. (The name of the form is External DCS CHP Care Management Referral Form)

Completed referrals may be emailed to: MCPDCSCHPCMReferral@AETNA.com

Other contacts:

- Kimberly Morales, ICM Supervisor moralesk2@mercycareaz.org OR 602-359-8735
- Jennifer Williamson, ICM Manager WilliamsonLpcJ@mercycareaz.org OR 602-290-7703
- Carol Turpin, ICM Director TurpinC@mercycareaz.org OR 602-618-0785

Member Services **602-212-4983** or **1-833-711-0776** (TTY/TDD al **711**).

Network Development Initiatives



Statewide expansion

- Existing network
 - All “historically” RBHA-CMDP providers and physical health providers received amendments to add this line of business to their existing agreement
- Expansion
 - We recruited over 50 new providers statewide and continue to review the needs of our members to ensure a robust, diverse, and competent network of providers
- How to add DCS CHP to your agreement
 - Submit a formal Letter of Interest (LOI) to the Mercy Care Network Management email box at MercyCareNetworkManagement@mercycareaz.org



Strategic initiatives

- Increase capacity for TFC, BHRF, and BHIF services as well as other specialty services that support the unique needs of this population
- Enhance the availability of covered services in rural areas through innovative service delivery such as telehealth, mobile, and in-home providers
- Expand the availability of providers trained to deliver care to members with complex medical and behavioral health needs





Provider collaboration

- We want to hear from you-our network is most successful when we collaborate!
 - What works well?
 - What barriers have you experienced in getting your members connected to additional supports/services?

Our Provider Advisory Council will return for FY22 and we want to hear from you! Watch Constant Contact for additional information on how to get involved!



Q&A

In closing

We will send a post survey to all participants. We hope you'll take a few minutes to provide your feedback.

Thank you for helping us make our 2021 Annual Provider Conference a success!

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Thank you

