

Department of Child Safety Comprehensive Health Plan (CHP)

Karla Mouw, DCS CHP Assistant Director/CEO
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DCS CHP Overview and Partnership

DCS Mission

- Successfully engage children, parents, families and the community to ensure safety, strengthen families, and achieve permanency.

Structure

- AHCCCS contracts with DCS CHP, a division within the Department of Child Safety, for Medicaid; and
- DCS CHP contracts with Mercy Care.
 - Serves as regulator and partner
 - Designed to augment not duplicate efforts

Partnership is a Healthcare Model for Children and Youth in Care

- CHP (formerly CMDP) has historically been the only health plan nationally embedded within a child welfare/safety agency for medical and dental; and
- With the integration of behavioral health services and CHP's partnership with Mercy Care, Arizona has demonstrated the next level of this model.



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DCS CHP Mercy Care Partnership

Partnership is a Healthcare Model for Children and Youth in Care (cont.)

The partnership:

- Offers *integrated* service delivery (physical and behavioral health);
- Draws on the strengths and expertise of CHP and Mercy Care;
- Results in innovative service delivery tailored to meeting the needs of our children; and
- Offers robust network of providers with continuous assessment of network.

Successes

- Caregiver outreach by DCS CHP Resource Coordination team with warm hand offs;
- Care Management efforts with escalation paths improve care coordination; and
- Network expansion.

What's next?

- Continued focus EPSDT and timely PH and BH services; and
- Upcoming focus on transition aged youth; substance exposed newborns, network capacity and other strategic efforts aligned with DCS strategic initiatives.



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DCS CHP Network Services



Sean Seeger
Network Administrator

Network Administrator

- Monitors and audits to ensure a sufficient and quality Provider Network utilized by children in DCS custody
- Serves as the DCS CHP Provider Network point of contact
- Collaborates with Mercy Network Leadership to address capacity, trends as well as address individual issues.



Jaime Watson
Network Performance Liaison



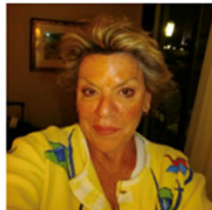
Chrystal Wiggins
Network Performance Liaison

Network Performance Liaisons

- Act as a bridge between DCS and Mercy Care for the benefit of members and providers
- Develop critical relationships with in-network provider and facility groups
- Remove barriers to care
- Work to close gaps in member health metrics
- Provide critical in-person education to our partners



Chris Williams
Network Performance Liaison



Maureen Whitfield
Network Performance Liaison



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DCS CHP Network Services

What can Providers and Caregivers expect from DCS CHP Network Services Team?

- In person site visits
 - address DCS CHP specific provider concerns and issues;
- CHP specific education to physicians and their office staff;
- Identification and resolution of utilization management, eligibility, care coordination and/or general operational issues;
- Communication with Mercy Care and network providers to share operational changes and other updates related to children in DCS out of home care; and
- Assistance to caregivers and DCS staff to resolve member access to care issues and investigate and report on member experience, feedback and complaints.

