Department of Child Safety
Comprehensive Health Plan (CHP)

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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.
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 handoffs;
• 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.
DCS CHP Network Services

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.

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

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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.