

Children's EHR Tracking Tool: What It Found

A clearer picture of mental health access for Georgia kids and their families



Children's Healthcare of Atlanta created an EHR-based tracking tool that follows whether children with identified mental-health needs actually get the follow-up care they were told they needed.

WHAT THE TOOL DOES



Uses the electronic health record (EHR) to track whether children with identified mental-health needs receive recommended follow-up care.



Links the service, the payor/MCO, and the outcome.



Creates near real-time, auditable evidence of unmet need.



KEY FINDINGS



42%

received the recommended care through usual insurer/MCO processes.



About
96%

received care when Children's staff directly helped secure access.



58%

non-fulfillment of treatment plans in a representative subsample of ED patients discharged to the community



A covered benefit is not the same as care in hand.



A provider directory does not prove appointment availability



This tool helps show whether care was actually received.



MEASURE REFORM BY CARE RECEIVED, NOT PROMISES MADE.





L.W. v. DCH Commissioner

What the 11th Circuit said —
and why it matters for Georgians
with lived experience and their families.



This case was about
whether Georgia Medicaid
gave one child enough
nursing care to meet
EPSDT's federal standard.



THE FACTS



L.W. is a medically fragile child

He has a rare metabolic
condition and needs
frequent G-tube feeding
and close monitoring to
prevent life-threatening
hypoglycemia.



56
HRS

+

40
HRS

Virginia Medicaid covered 96 hours/week

56 hours of private nursing
+ 40 hours of
Consumer Directed Care

Total: 96 hours/week



Georgia approved only 21 hours/week

despite un rebutted
evidence that
substantially more
care was medically
necessary.

WHAT THE COURT HELD



A reasonable policy is
not enough if the
outcome violates EPSDT.



The real question is
whether the care actually
provided is enough to
correct or ameliorate the
child's condition.



The 11th Circuit affirmed
an injunction requiring
additional services.

WHY IT MATTERS



For children, Medicaid
rights are about real care —
not just rules on
paper.



Georgia must provide
enough medically
necessary care for
a child's needs.



EPSDT protects
children and
youth under 21.



**An otherwise reasonable policy
cannot justify an outcome contrary to federal law.**

