

Care Coordination Resources

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Qualis Health

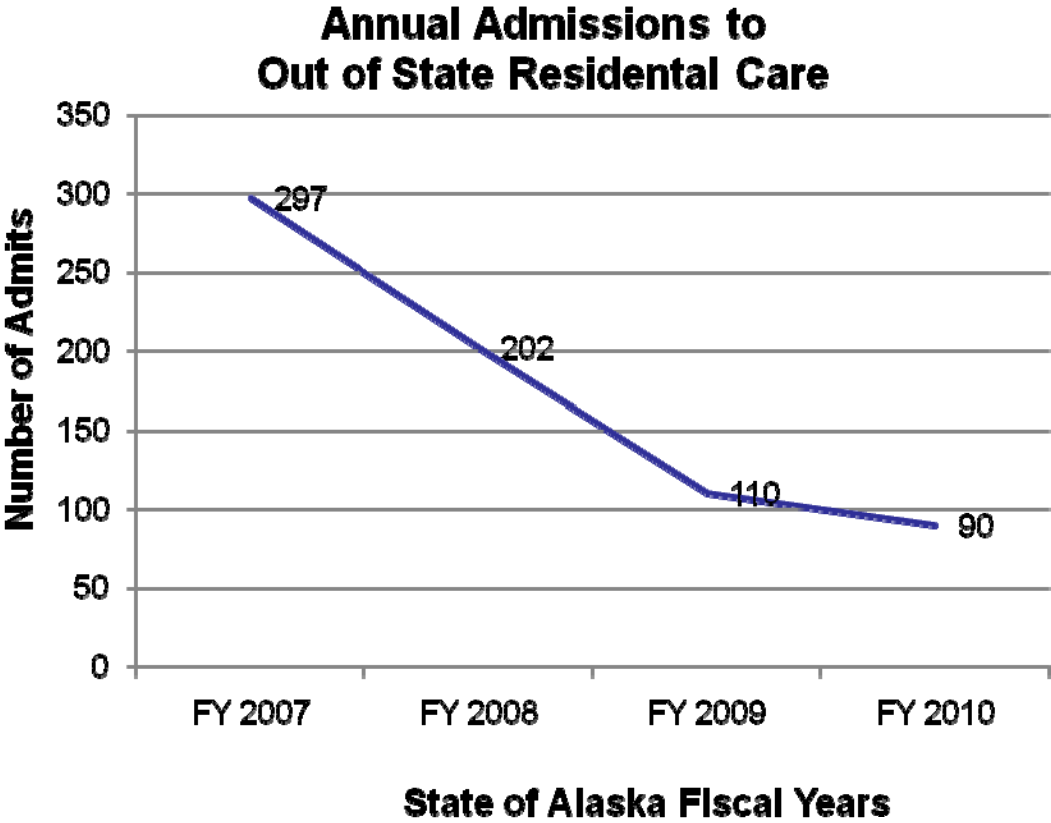
Manager, Alaska Medicaid Behavioral Health

April 27, 2011



Advancing Healthcare
Improving Health

Bring the Kids Home Progress



Annual Admissions
Peak in FY 2004
with 752

http://www.mhtrust.org/documents_mhtrust/BTKH%20Fact%20Sheet%20Jan%202011.pdf



FY 2010 Updates

- Out of State Medicaid expenses
 - decreased by 22%
- FY 2010 Recidivism rate was 8.6% (35 cases)
 - Clients returning to RPTC within 365 days of discharge
 - Highest rates found in Clients who are in custody and discharging from Out of State placements (19%)

<http://www.hss.state.ak.us/commissioner/btkh/pdf/BTKH-SFY10%20Datav4DRAFT.pdf>



New Look to Qualis Health Website

Click on:

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Then select:

Alaska Medicaid – Behavioral Health

Homepage | Qualis Health

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Find iExchange Help



Healthcare Professionals

Alaska Medicaid - Behavioral Health

Alaska Medicaid - Division of Health Care Services

Alaska Medicaid - TEFRA

Idaho Medicaid

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Contacts

Provider Education

Provider Resources

Medicare QIO

Nevada Medicaid

- Provider Education includes:
 - Training manual with screen shots



Find Resources on Qualis Website



Click on: Provider Resources

You will find our list of resources including:

- Provider Manual
- Incident Report Forms
- Bed availability
- Lists of Providers
- Regional Information
- Questionnaires



Check Your Information

Updated: Mar-04-2011

Qualis Health Alaska Mental Health In-State Residential Program Treatment Center Contact Information		
Facility/Provider Name <small>(Click on hyperlink to go to facility profile)</small>	Contact Phone	Website <small>(Click on the hyperlink for more information)</small>
ALASKA CHILDRENS SERVICES INC	970-346-2101	http://www.akchild.org
MCCANN TREATMENT CENTER	907-543-6800	www.ykhc.org
NORTH STAR RTC DEBARR	907-865-7105	www.northstarbehavioral.com
NORTH STAR RTC PALMER	907-761-7431	www.northstarbehavioral.com
PROVIDENCE ADOLESCENT	907-272-2148	http://www.providence.org/alaska/bhs

Check your information and website links

Out of Alaska and Instate Residential Programs are listed.



Check your Individual Page

Microsoft Excel - Out-of-Alaska-RPTC Jan 2011

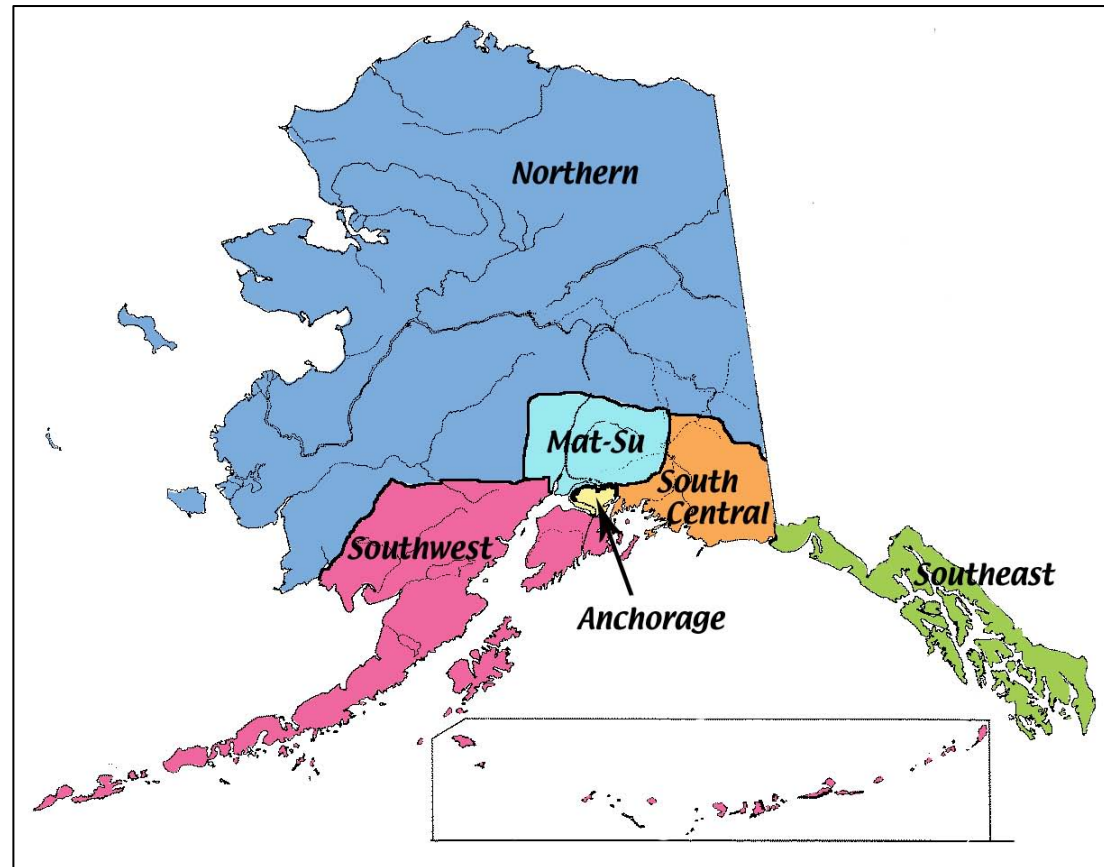
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	A	B	C
1	ACADIA MONTANA		
2	REV 01/24/2011	55 Basin Creek Road Butte, MT 59701	
3		406-494-4183 or toll free: 800 477-1067	
4	For additional facility and program information call		
5	or click hyperlink	www.acadiamontana.com	
6	Description of Age Ranges Served:	Children ages 5 to 18 accepted. The Medical Director may approve younger children on a case-by-case review.	
7			
8	Program Description:	Acadia Montana is a 68-bed Residential Treatment Center for young people ages 5-18, in need of assistance with co-occurring behavioral, emotional, and psychiatric disorders. Acadia Montana has individual Children's and Adolescent's Programs, and separate unit-residences for boys and girls. Residential rooms are generally semi-private with each patient being assigned a roommate	
9			
10	Description of Medication Management:	Full time child/adolescent psychiatrist, 24 hour nursing care	
11			



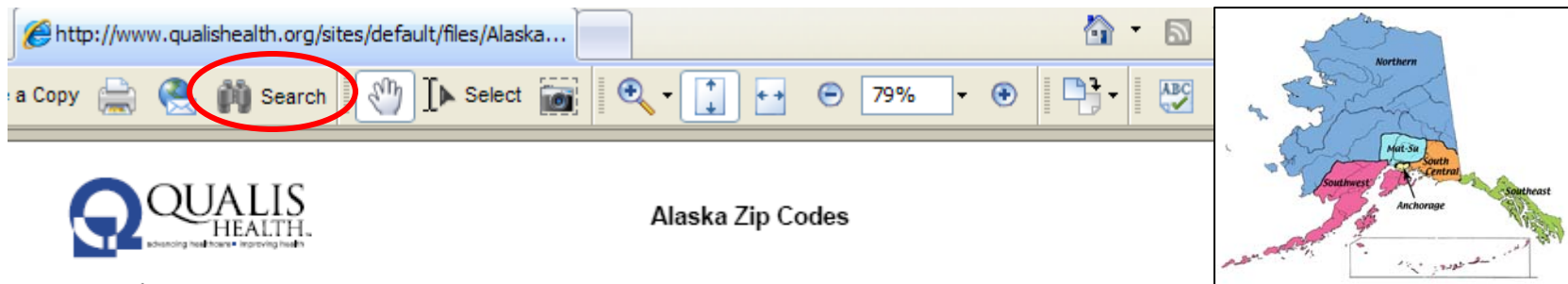
Alaska Regions for Admit Questionnaire



Search by Zip Code

Click on Binoculars – then enter city name or zip code in search

Results are color coded to match the regional map



http://www.qualishealth.org/sites/default/files/Alaska...

Search

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Alaska Zip Codes

Region	Borough / Census Area	Community	Zipcode
Matanuska-Susitna	Matanuska-Susitna	Wasilla	99629
Matanuska-Susitna	Matanuska-Susitna	Wasilla	99652
Matanuska-Susitna	Matanuska-Susitna	Wasilla	99654
Matanuska-Susitna	Matanuska-Susitna	Wasilla	99667
Matanuska-Susitna	Matanuska-Susitna	Willow	99683
Matanuska-Susitna	Matanuska-Susitna	Willow	99688
South Central	Valdez-Cordova	Chenega Bay	99574
South Central	Valdez-Cordova	Chitina	99566
South Central	Valdez-Cordova	Copper Center	99573
South Central	Valdez-Cordova	Cordova	99574
South Central	Valdez-Cordova	Cordova	99677
South Central	Valdez-Cordova	Gakona	99566
South Central	Valdez-Cordova	Glennallen	99566



Search for Alaskan Providers by Region

http://www.qualishealth.org/sites/default/files/Outpa... Page

A23

A	B	C	D	E	F
Providers in State of Alaska by Region & Borough/Census Area					
Descriptions of Services Legend					
18+ = 18 Years and Up					
AA = Alcoholics Anonymous Groups					
ADV = Advocacy/Parent Resources					
CM = Case Management					
DD = Developmental Disabilities					
MM = Medication Management					
MSMHO = Multi-Service Mental Health Organization					
OP = Out-Patient Services					
RES = Residential Services					
SA = Substance Abuse Treatment					
SO = Sex Offender Treatment					
SPED = Special Educational Services					
VA = Village Assistance, Remote Services					
VOC = Vocational Education					
WRAP = Wrap Around Services					
<hr/>					
If you are an Alaska Medicaid Provider or listed provider and have updated information for this resource list or would like to be added/removed from this list, please contact the Qualis Health Care Coordination Team at 1-877-200-9046					
Cover sheet / Anchorage / Mat-Su / Northern / South-Central / South-east / South					

The map displays Alaska divided into six colored regions: Northern (blue), Mat-Su (light blue), Southwest (pink), South Central (orange), Anchorage (white), and Southeast (green). An arrow points to the Anchorage region.

Search for Providers by Region

Mat-Su Regional & Statewide Resources				
Type of services	Provider Name	Phone number	Fax number	Website address
CM	Co-Occurring Disorders Institute, Inc	907-745-2634	907-745-4897	www.codi-ak.org
DD, VOC	Access Alaska - Mat-Su	907-357-2588	907-357-5585	www.accessalaska.org
SPED	Special Education Service Agency	907-334-1314	907-569-0546	www.sesa.org
ADV	Alaska Youth and Family Network	907-770-4979	907-770-4997	www.ayfn.org
DD, Respite	ReadyCare	907-357-5627	907-357-5628	www.readycareak.com
DD, TFH, CM, DD, MM	Hope Community Resources	907-357-3750	907-564-7495	www.hopealaska.org
Palmer				
Type of services	Provider Name	Phone number	Fax number	Website address
SA, MSMHO	Alaska Family Services	907-357-6817	907-373-1135	www.akafs.org
CM, 18 +	Daybreak, Inc	907-746-6019	907-745-6146	
OP, TFH, WRAP, MM	Denali Family Services	907-222-2347	907-274-0455	www.denalifs.org
Crisis, Preventative	Dorothy Saxton Shelter - AK Family Services	907-376-7233	907-376-7233	www.akafs.org
OP, MM	Holladay and Associates	907-745-7080	907 745-6263	
OP, SPED	Mat-Su Day School - AK Family Services	907-376-0459		
SPED	Mat-Su Day School - Mat-Su School District	907-376-0459		www.matsuk12.us
OP, CM, MM	Mat-Su Health Services, Inc.	907-376-2411	907-352-3363	www.bhs-mat-su.com
Psych ER, Crisis	Mat-Su Regional Hospital	907-861-6000		www.matsuregional.com
SPED	Mat-Su School District	907-746-9233		www.matsuk12.us
DD, CM, FASD Team	Mat-Su Services for Children & Adults	907-352-1200	907-352-1249	www.mssca.org
Talkeetna				
Type of services	Provider Name	Phone number	Fax number	Website address
OP, MM	Sunshine Community Health Center	907-733-2273		



Overview of Care Coordination

- Review of Qualis Health Care Coordination role
 - Assessment/Identification of client's needs
 - Provider/Facility collaboration
 - Discharge planning to promote continuity of care
 - Access to community/resources/service
- Assist clients with complex and difficult needs
 - Viable services in remote communities
 - Service limitations
 - Access to resources



Care Coordination Goals

- Support information sharing
 - between providers to facilitate continued care for clients placed in residential treatment out of Alaska
- Facilitate discharge planning across continuum of care
- Facilitate access to community resources/availability

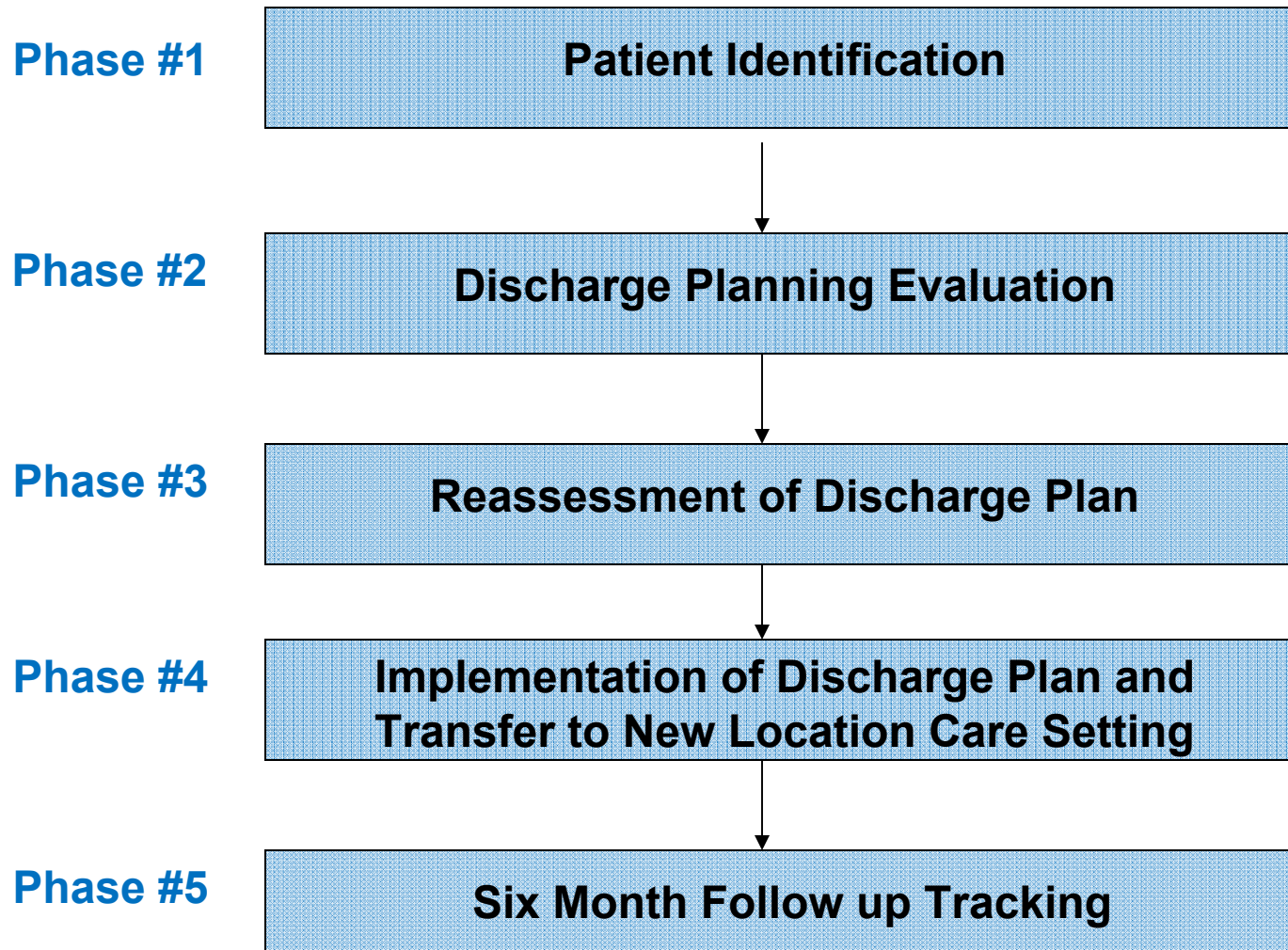


Additional Goals of Care Coordination

- Promote continuity of care
- Track length of stay at out-of-state facilities
- Track client's services and status in treatment upon return to Alaska



Five Phase Process



Moving Through the Phases

- Care Coordinators identify clients admitted to out-of-state RPTC and confirm demographics
 - Admit date
 - Custody status of client
 - Service providers (Therapist, UR contact, former in-state providers, etc.)
 - Contact information for guardians (names, address, phone numbers)



Moving Toward Discharge

- Providers
 - Report any updates and changes
 - Request assistance with identification of possible providers
 - Document discharge plans in client charts
 - Make accurate reports for utilization review process
- Care Coordinators
 - Offer assistance
 - Request clarification



Confirm/Reassess Discharge Plan

- Encourage collaboration and dialog regarding client's updated needs
- Assist Out of State Providers understand limitations and need for continuous follow up
- Encourage development of wrap-around, community based, and wavier based services
- Secure that In-State Providers have updated information and applications



Moving To Discharge

- Out of Alaska Provider roles
 - Identify any previous providers that may be able to provide services and stay engaged with client during treatment (beginning at admit!)
 - Re-evaluate initial plan on a regular basis
 - Contact providers early and often
 - Provide updates regarding treatment progress
- Care Coordinator will be checking in often
 - Ask for updates and newly identified client needs



Evaluating and Reassessment

- Care Coordinators
 - Communication with Out of State providers regarding timeline for discharge and planning
 - Confirms Availability of Services
 - Validity of Plan
 - Application and updated clinical has been received by in State provider in timely manner
 - Checks with In and Out of State providers



Implementation of Discharge Plan

- Out of State Provider finalizes
 - Services needed
 - *Include considerations regarding medication management, housing, family, and educational services in addition to IT, FT, GT and other identified therapeutic interventions.*
 - Identified providers
 - Secures providers for all services across the care continuum based on client needs.
 - Discharge date



Confirmation of Discharge Plan

- Prior to discharge Care Coordinator confirms:
 - In State Provider/Facilities admission of client
 - Appointment are set for follow up care
 - Client's access to services and providers
- Provider also secures above information and retains responsibility for discharge planning
- Discharge Confirmed



Business Associate Agreement

- Letter of Agreement of Disclosure of Health Insurance Portability and Accountability Act (HIPAA):

“As a business Associate, Qualis Health is permitted to receive Protected Health Information (PHI) in order to conduct their contracted work.”



Six Month Tracking Phase

- Care Coordinator confirms:
 - Actual discharge and date return to Alaska
 - Actual admit to aftercare services
- Alaskan Provider
 - Confirms admit
 - Provides month update on client status
 - Reports level of engagement/compliance



Desired Outcomes

- Bring the Kids Home Initiative is to keep youth in their local communities
- Reduce the length of stay in out-of-state programs
- Improved sequencing of services that meet the individual patient's needs
- Improved patient satisfaction
- Avoidance of readmissions to OOS services



Care Coordination Timeframes

- Discharge planning must begin at time of admit
- Need to report names of mental health providers no later than 90 days into treatment or risk shortened review period
- Confirmation of actual appointments must be complete prior to discharge
- Planning for services once provider is identified can take six to ten months



Trial Home Pass

- Trial home passes can be planned as part of twelve annual nights out of program
- Travel should be arranged two weeks in advance
- Client should see lower level of care providers
- Should be based on specific treatment plan needs and documented in client's chart and reported via iExchange (in review)



Case Consultations

- Care Coordinators network with:
 - Office of Children’s Services
 - Juvenile Justice
 - Behavioral Health Utilization Review Staff
 - Senior and Disability Services
 - Local Providers
 - Family Advocates
 - Educational Services (SESA & Anchorage School District)



Identification of Resources

- Care Coordinators participate in Alaska Regional Provider meetings with Alaska Behavioral Health Team to:
 - Maintain information on community services
 - Review capacity issues
 - Build greater understanding of placement issues and barriers



Additional Alaskan Resources

- RPTC/FASD Wavier
 - Requirements:
 - Under 21
 - Suspected of Prenatal Alcohol Exposure
 - Serious Emotional Disturbance (SED)
 - Meet Criteria for Residential Psychiatric Treatment
 - To enroll a youth (or to get clinical support) contact:
 - Shannon Cross, LCSW (907) 269-3619



More on the RPTC/FASD Waiver

- **Additional Requirements**
 - Requires mental health clinical support
 - Need - must be identified in treatment plan
- **Benefits**
 - Residential Habilitation
 - Day Habilitation
 - Supported Employment
 - Community Transition Services
 - Training and Consultation
 - Daily and Hourly Respite
 - Mentor



DD Wavier Based Services

- Requires time to process
 - Selection process (FSIQ – below 70)
 - Waiting lists
 - Assessment process
 - Care Coordination
 - Care Coordination Authorization Number (CCAN) is issued
 - Changes must be processed
 - ICAP = Inventory for Client & Agency Planning
 - Reviewed by Arbitre Consulting Inc.
 - LOC = Level of Care



MR/DD Waiver Implementation

- Once Level of Care is approved
 - Care Coordinator must submit plan of care
 - Including provider, services, needs
 - the waiver is then submitted to The Division of Senior and Disabilities Services and reviewed by a Regional Program Specialist.
 - Once approved by the Regional Program Specialist, the waiver is referred for prior authorized for payment

This process takes months!



Find Out More

- MR/DD Waiver:
 - <http://www.hss.state.ak.us/dsds/carecoordinationtraining/segmentE.htm>
 - South Central Region
 - (907) 269-3666
 - Northern Region
 - (907) 451-5045
 - Southeast Region
 - 1-800-465-3165



FASD Waiver

- Alaska State Behavioral Health
 - Shannon Cross, LCSW
 - (907) 269-3619
- <http://www.alaskachd.org/workforce/3m/documents/FASDProjectOverview.ppt>



Questions

- Qualis Health Care Coordination Team
 - Carrie Triplett, MS
 - 907-550-7628
 - 1-800-949-7539 x 7628
 - Kimberley Lawrence, LCSW
 - 907-550-7629
 - 1-800-949-7536 x 7626
 - Linda Rasmussen, LCSW
 - 907-550-7622

