



UnitedHealthcare CRS Presentation

BH Service Delivery to Children in Foster Care

August 7, 2017

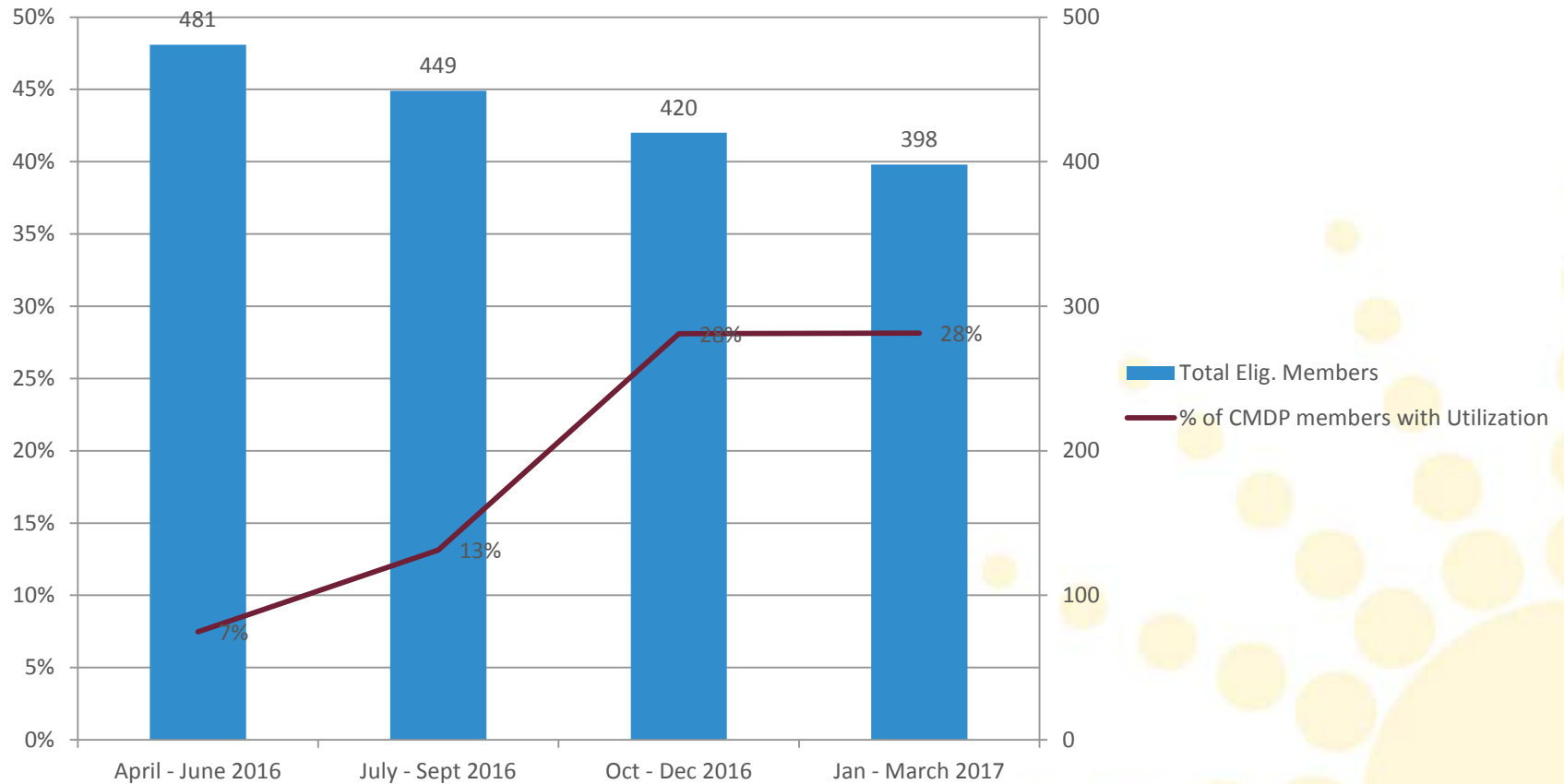


Summary of Measures

Quarterly trend data for 4/1/2016 - 3/30/2017

- Penetration Rate
- Top 5 Utilized Services by units
- Crisis Services Utilization – 2 hour response (performance vs contract requirement)
- Rapid Response – 72 hour response (performance vs contract requirement)
- HCTC Utilization - # of foster children, average LOS
- Respite Utilization
- Reunification Services

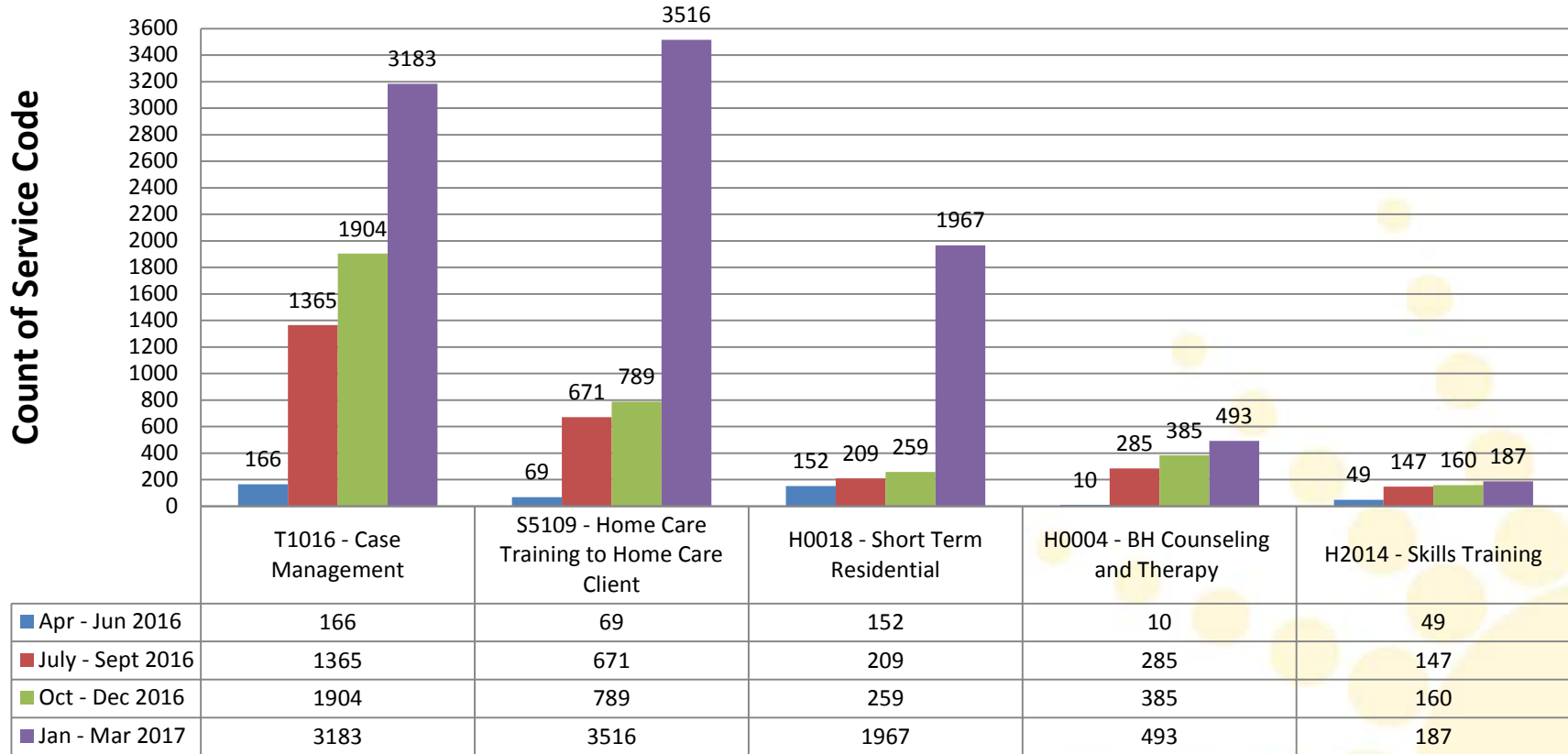
CRS Trended Quarterly CMDP Penetration Rate (April 2016 – March 2017)



CRS CMDP Top 5 Services

(April 2016– March 2017)

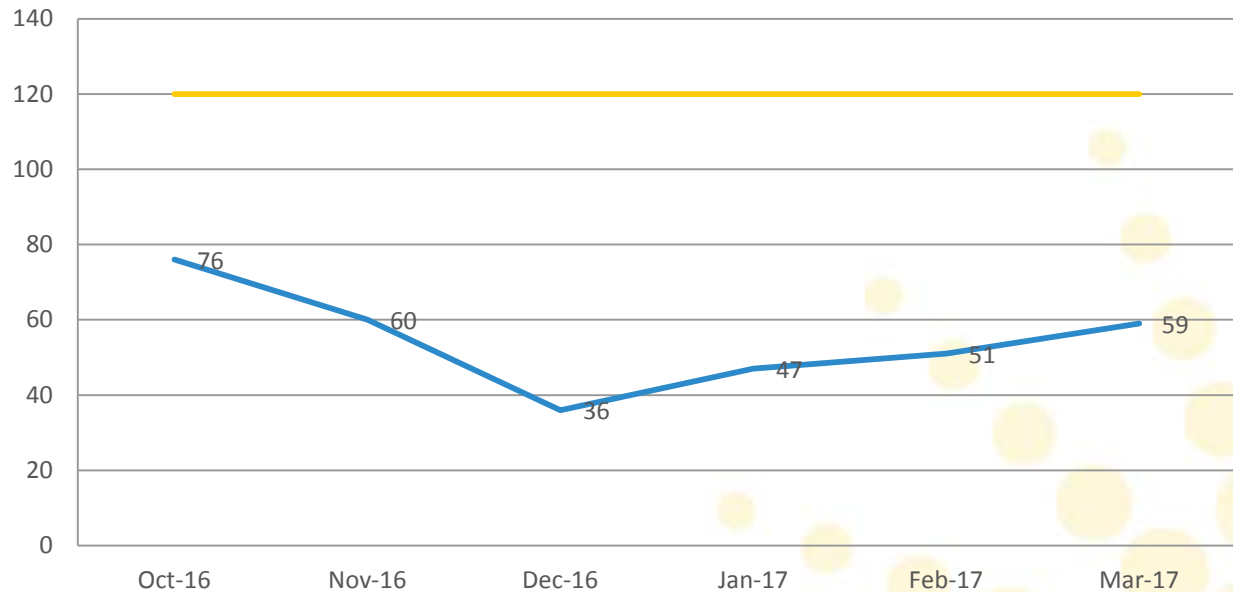
Top 5 BH Services for CRS CMDP



CRS Crisis Services (Oct 2016 – March 2017)

CRS Crisis Service Response Time (In Minutes)
October 2016-Mar 2017

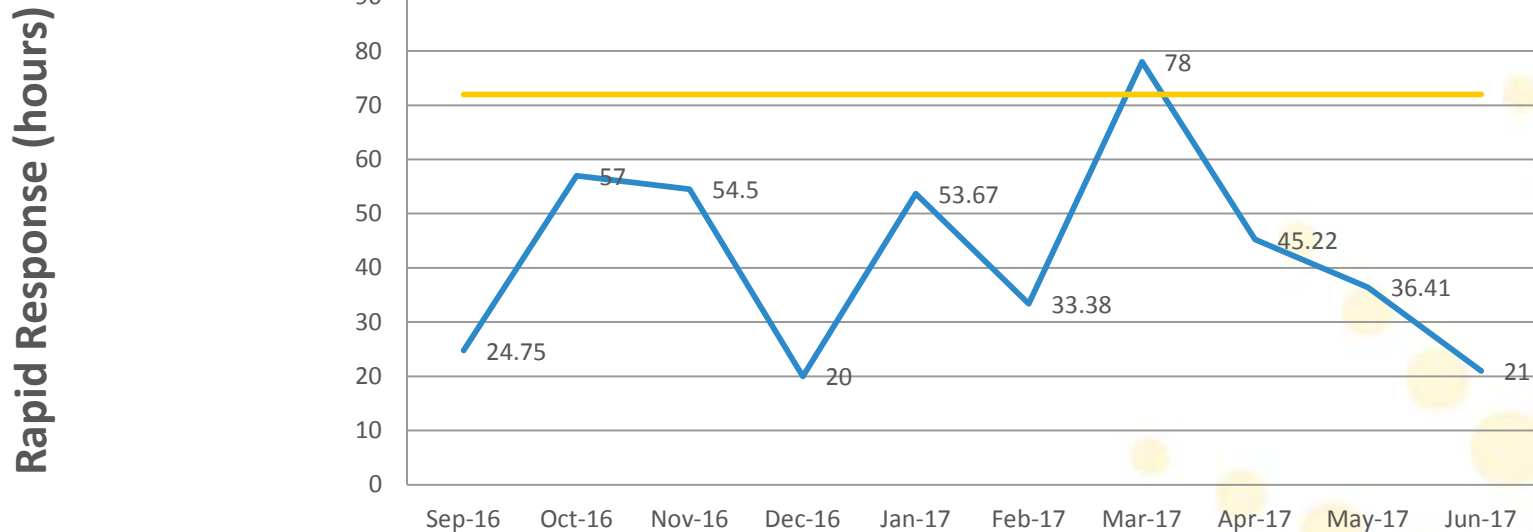
Crisis Response (minutes)



	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17
— AVG Crisis Response Time (Minutes)	76	60	36	47	51	59
— Goal (Minutes)	120	120	120	120	120	120

CRS Average Rapid Response Time (Sept 2016 – June 2017)

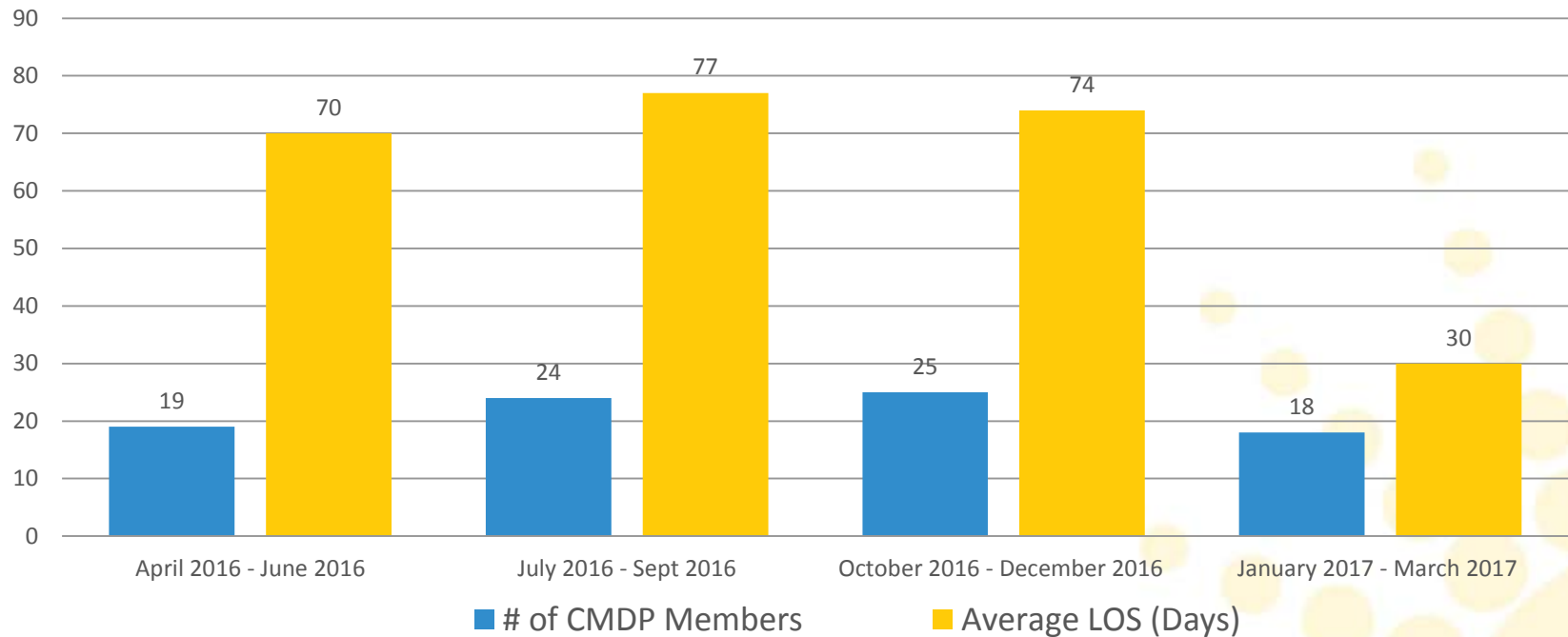
**CRS Rapid Response Performance
Sept 2016-June 2017**



	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17
— AVG RR Response Time (Hours)	24.75	57	54.5	20	53.67	33.38	78	45.22	36.41	21
— Goal (Hours)	72	72	72	72	72	72	72	72	72	72

CRS CMDP HCTC & Average LOS (April 2016 – March 2017)

CRS Foster Care HCTC Utilization & Average Length of Stay



CRS CMDP Respite Utilization (Oct 2016 – March 2017)

UnitedHealthcare CRS CMDP Respite Utilization for CYE '17	Oct - Dec 2016	Jan - Mar 2017
Total Elig CRS CMDP Members by Quarter	420	398
# of Respite Units	1568	1644
# of CRS CMDP Utilized Respite Hours	114	172
% of Utilization	27%	43%
Average Respite Hours used to date for CYE '17	281	296

CRS CMDP Reunification Services (Oct 2016 – June 2017)

- 2016 (Oct – Dec): Behavioral Counseling & Therapy
 - Total # of CRS Foster Care Members: 4
 - H0004 HR (Family/Couple with Client) = 59 Units
 - H0004 HS (Family/Couple w/o Client) = 0
 - TOTAL = 59 Units
- 2017 (January – June): Behavioral Counseling & Therapy
 - Total # of CRS Foster Care Members: 39
 - H0004 HR (Family/Couple with Client) = 453 Units
 - H0004 HS (Family/Couple w/o Client) = 111 Units
 - TOTAL = 564 Units

Network Development- CRS



CRS Children's Network Development (as of July 2017)

In Contracting Process

Practitioner Name	Practice Type/ Level of Care	Comments
Phoenix Childrens Hospital	Level I-Acute Inpatient	in contracting discussions
Concepts for Change (Dr. Lynda Heman)	Outpatient Services	credentialed, awaiting system loading
Human Service Consultants	Outpatient-HCTC Services	currently recruiting
Dr. Kathy Thomas (Banner Physicians Specialist Group)	Psychologist (Neuropsych)	currently recruiting
Basami House	Level II-Residential (Children and Adolescents)	in contracting discussion, awaiting contracting documents
San Tan Behavioral Health	Outpatient-Community Based Services	in contracting discussion, awaiting contracting documents
Lexington, LLC	Outpatient-Habilitation Provider (In Home Services)	in contracting discussion, awaiting contracting documents

CRS Adult Network Development (as of July 2017)

Group Adds:

Practitioner Name	Practice Type/ Level of Care	Comments	Network(s)
Concepts for Change (Dr. Lynda Heman)	Outpatient Services	contracted and loaded	AZCRSMEDCAID, AZGMHSACAID, AZLTC
Arizona Neurology Associates, PLLC	Outpatient Services	contracted effective 07/01/17	AZCRSMEDCAID, AZGMHSACAID, AZLTC

In Contracting Process:

Practitioner Name	Practice Type/ Level of Care	Comments	Network(s)
The Guidance Center	Inpatient, Level II (Adults Only)	awaiting signed contract from facility	AZCRSMEDCAID, AZGMHSACAID, AZLTC
Recovery Empowerment Network (REN)	Outpatient Peer Support Services (Adults Only)	still awaiting contracting documents	AZCRSMEDCAID, AZGMHSACAID, AZLTC
Tranquility House	Level II-Residential	awaiting contracting documents	AZCRSMEDCAID, AZGMHSACAID, AZLTC
Recovery Innovations	Level I-Sub-Acute Inpatient	awaiting completion of site audit	AZCRSMEDCAID, AZGMHSACAID, AZLTC
Human Service Consultants	Outpatient-HCTC Services	currently recruiting	AZCRSMEDCAID

CRS Adult Network Development con't. (as of July 2017)

MND/Paradise Home	Level II-Residential (Adults only)	awaiting completion of credentialing
Touch Angels	Level II-Residential (Adults only)	contract effective 08/12/17, awaiting loading
Roxbury Commons	Level II-Residential (Adults only)	contract effective 08/14/17, awaiting loading
Connections Southern Arizona	Level I- Sub-Acute Inpatient	awaiting completion of site audit
Visions of Hue	Level II-Residential (Adults only)	awaiting completion of site audit, scheduled to occur on 09/13/2017
Dr. Kathy Thomas (Banner Physicians Speciali	Psychologist (Neuropsych)	currently recruiting
Empower House	Level II-Residential (Adults only)	awaiting completion of credentialing
Basami House	Level II-Residential (Children and Adolescents)	in contracting discussion, awaiting contracting documents
Neema Home	Level II-Residential (Adults only)	awaiting contracting documents, provider needs to include AHCCCS information; once received, will be sent for site audit
Comfort Behavioral Health Residential Care	Level II-Residential (Adults only)	awaiting completion of site audit
A Home for Comfort	Level II-Residential (Adults only)	in contracting discussion, awaiting contracting documents
San Tan Behavioral Health	Outpatient-Community Based Services	in contracting discussion, awaiting contracting documents
Desert View Behavioral Health	Level II-Residential (Adults only)	in contracting discussion, awaiting contracting documents
Lexington, LLC	Outpatient-Habilitation Provider (In Home Services)	in contracting discussion, awaiting contracting documents
Panali Manor	Level II-Residential (Adults only)	awaiting RVP approval
Cathexis	Outpatient Counseling Services	awaiting completion of credentialing
Bryan Miller	Outpatient Psychiatric Nurse Practitioner	pending addition to the network, already contracted for other lines of business
Abba Behavioral Health	Level II Residential-Adults Only	reviewing contracting documents
Summit Behavioral Health	Outpatient substance abuse services, including MAT	reviewing contracting documents

Stakeholder Engagement - CRS



CRS FAKPAC – Stakeholder Meetings

Foster, Adoptive and Kinship Parent Advisory Committee (FAKPAC) Meetings

June 27, 2017

- Community Corner Speaker - Ursula Garza, Arizona Department of Child Safety (DCS), State Kinship and Foster Care Coordinator
- Ursula began her role as the State Kinship and Foster Care Coordinator on January 17, 2017. However she's worked in the field as a case manager for years and is also a Grandparent who raised her grandchildren.
- Ursula highlighted DCS' focus on kinship placement; her role as a trainer/technical advisor to field staff, providers and community stakeholders; and a 1:1 resource to families on financial and community resources.
- She provided information relevant to families who need Adoption and Guardianship support. Trainings are available through Arizona Children's Association / Arizona Kinship Support Services at no cost to the kinship caregivers.

CRS FAKPAC – Stakeholder Meetings

FAKPAC June 27, 2017 (continued)

- She explained that Information Sessions are hosted for DCS Kinship Foster Caregivers by the Arizona Children’s Association / Arizona Kinship Support Services and include information on:
 - what is involved in getting licensed as a foster caregivers,
 - how court decisions impact the children and kinship caregivers,
 - what financial benefits are available, and
 - what supports are offered through the Arizona Kinship Support Services
- Ursula was asked what the committee can do to further promote her position as a resource to kinship caregivers. She responded:

“I am a firm believer in the importance of family to give the children that sense of belonging, of security. Should there be a family in need of my assistance, please e-mail me (Ursula.Garza1@AZDCS.GOV). We are always looking for information from kinship families working with DCS to inform what the greatest needs are, where we can improve our services.”

CRS FAKPAC – Stakeholder Meetings

FAKPAC June 27, 2017 (continued)

- A new standing agenda item was added and reviewed with committee members. CRS has a dedicated CRS Foster Care Hotline and the new number is 602-246-5484. The dedicated number continues to offer the same services as the current Crisis Lines; however families will have direct access to individuals trained to assist foster families with services such as DCS Stabilization, Mobile Team Dispatch and DCS Rapid Response Referrals. The dedicated CRS Foster Care Hotline is through Crisis Response Network (CRN) and is available 24/7. The 602-246-5484 number replaces the After Hours phone number (800-582-8220) UHCCP had previously implemented. This dedicated line also provides CRN the capacity to do “warm transfers” should a family call requesting assistance.
- The CRS Statewide Directory of Community Resources for Members, Families and Care Providers was approved by AHCCCS on 6/2/17 and available electronically on the UnitedHealthcare Community Plan – Children’s Rehabilitative Services, <http://www.uhcommunityplan.com/az/medicaid/childrens-rehabilitative-services.html> under “Resources for Foster and Adoptive Families.” We solicit comments, updates, changes and connections be sent to CRS_SpecialNeeds@uhc.com.

CRS Community Stakeholder Engagement / Outreach

We participated as a community partner and hosted a resource table with information for families of children with special needs, DDD Support Coordinators, physicians, social workers and behavioral health providers focused on the health and well-being of children with special needs in Arizona. Resources disseminated included but not limited to and DCS involved CRS members that included but not limited to: Behavioral Health Services for Children in Foster, Kinship and Adoptive Care, Foster and Kinship Caregivers Frequently Asked Questions (Eng/Span), and Crisis Services For Children in Foster, Kinship and Adoptive Care. Three hundred (300) individuals were in attendance.



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Featured Keynote:
Karen Remley, MD, FAAP, MBA, MPH
CEO/Executive Vice President
American Academy of Pediatrics

Other Faculty:
John A. Pope, MD, MPH, FAAP
W. Carl Cooley, MD, FAAP
Gary A. Stobbe, MD
Thomas J. Betlach, MPA
Michael L. Wehmeyer, PhD
Sydney Rice, MD
Sara Salek, MD
Janna Murrell
Dana Wolfe Naimark, MPP

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CRS Community Stakeholder Engagement / Outreach

- On April 18, 2017, the Children's Services Liaison joined an online community called Basecamp with over one hundred sixteen (116) care coordinators, social workers, physicians, and other physical/behavioral health providers. She posted a message highlight the "Resource for Foster and Adoptive Families" on the <http://www.uhccommunityplan.com/az/medicaid/childrens-rehabilitative-services.html>.
- The Ombudsman and Children's Services Liaison met with *Andrea White*, Associate Director, Easter Seals, In Home Services /Building Resilient Families / ACASI on 6/17/17. The goal was to learn more about the SENSE Program, its collaboration with DCS, Healthy Families, and Terros and finding ways in which to collaborate through education and training opportunities such as the scheduled Ages & Stages Trainings.
- The Ombudsman and Children's Services Liaison met with *Carrie Zavala*, MS, RD, WIC Program Manager on 6/2/17 to discuss ways in which we may be able to partner. Carrie talked about some opportunities for us to disseminate their materials since cuts in funding resulted in the elimination of an outreach coordinator. Carrie focused on new WIC priorities that include conducting screenings for postpartum depression and domestic violence.

CRS Community Stakeholder Engagement / Outreach

- The Children's Services Liaison met with Eric Perry, MIKID Northern AZ Regional Clinical Director with MIKID. The Parent Support Now (PSN) has expanded from children birth – 3 to birth – 18 years of age and includes the communities of Yuma and Nogales. The Liaison participated at the 6/29/17 PSN meeting; we are working on leveraging training for MIKID Family Support Partners via WebEx on CRS and DD. Working towards scheduling up to 2-3 sessions, co-hosted by both agencies/organizations.
- The Children's Services Liaison has been participating with the Ombudsman and DD Liaisons on "Brown Bag Sessions 2017" held monthly from 11:30 AM – 12:30 PM with DDD Community Health Nurses via WebEx. The goal is to enhance the visiting Nurses' knowledge about how the UHCCP DD and CRS Programs work, share resources, problem solve current issues impacting DD/CRS members and serve as a resource to them, the families of children they serve and other staff within DDD. The Liaison is scheduled as the speaker for August 23, 2017 Brown Bag Session on Foster, Adoptive and Kinship Families.

CRS Community Stakeholder Engagement / Outreach

- 4/20/17 Arizona Department of Health Services - Newborn Screening Partners' Meeting, re: Cystic fibrosis, CRS Children's Services Liaison and review of coverage types that included twenty physicians, community partners, health department staff.
- 5/9/17 Arizona's Early Hearing Detection and Intervention Stakeholders Meeting, twenty community partners in attendance with updates on Early Hearing Detections and Intervention, discussion of over representation of children with hearing loss requiring behavioral health services and future planning to meet and assess earlier intervention, CRS coverage types, and CRS Children's Services Liaison.
- 5/10/17 UnitedHealthcare Community Plan - Brown Bag Series 2017, WebEx training on Care Coordination with fourteen DDD Community Health Nurses on navigating the CRS Program, statewide integrated health services including members in DCS custody.
- 5/11/17 Northern Arizona Division of Developmental Disabilities Training with thirty DDD Support Coordinators presenting on CRS coverage types, CRS Children's Services Liaison and resources.

CRS Community Stakeholder Engagement / Outreach

- 5/17/17 TAPI Community Awareness Committee met with eighteen community partners with the PHC (WIC, Head Start, Community Providers) re: Immunization awareness and resources, discussion around vulnerable populations. Discussed the challenges foster, adoptive & kinship families face in obtaining immunization records. Offered option to work with CMDP when they encounter children in the DCS system.
- 5/18/17 Preventive Health Collaborative, whose mission is to improve collaboration and community capacity within the preventive health system for young children and their families in Maricopa County, met with ten community partners. Updates on CRS and DD were shared along with resources and information regarding children in foster, adoptive or kinship care.
- 5/20/17 Children's Action Alliance-Cover Kids Coalition was attended by fifteen providers, physicians, community advocacy organizations, hospital staff, and child advocates on the changes related to Medicaid benefits, current and future and KidsCare.
- 6/12/17 Arizona Partnership for Immunization (TAPI) Provider Meeting was attended by medical providers, public health staff, county health staff, and health plans for updates on immunization awareness and resources, discussion around vulnerable populations.

CRS Community Stakeholder Engagement / Outreach

- 6/18/17 Preventive Health Collaborative (PHC) Steering Committee - Alhambra Family Resource Center convened their quarterly meeting to discuss collaborative opportunities to share information and resources for at risk members with thirty-five State & County agencies, Arizona Academy of Pediatrics, early intervention providers, behavioral health providers, families and WIC staff.
- 6/21/17 Arizona Partnership for Immunization (TAPI) Community Awareness Committee was attended by eighteen medical providers, public health staff, county health staff, and health plans for updates on immunization awareness and resources, and discussion around vulnerable populations.
- 7/7/17 Met with two staff from the Ability 360 on opportunities for Foster, Adoptive & Kinship member/member family to utilize passes to participate in programs or try out facility at no cost to the member or member family.
- 7/12/17 Tucson Children's Clinic "Back to School Event" was attended by seven hundred parents/children and thirty five community organizations. Activities included a resource fair with informational resources, children's activities, free haircuts and school supplies. Resources unique to foster, adoptive and kinship families were disseminated.

Training - CRS



CRS Community Training Meetings

Community WebEx Training Forums were held through July and organized as follows:

- **May:** Stage 1 – Newborns & Early Intervention (in partnership with staff from the Arizona Early Intervention Program). Twelve in attendance.
- **June:** Stage 2 – Young Children (in partnership with Special Olympics Arizona on their Young Athlete's Program for children 2 – 7 years of age). Sixteen in attendance.
- **July:** Stage 3 – Teens (in partnership with the Arizona Independent Living Council). Eleven in attendance.
- **July:** Stage 4 – Pediatric to Adult Transition (in partnership with the Med-Ped Provider from the Phoenix Multi-Specialty Interdisciplinary Clinic). Twelve in attendance.
- **September:** Stage 5 – Adulthood and Aging Caregivers (in partnership with Ability 360 and the Arc of Arizona)
- Two additional online WebEx events were scheduled in May and September 2017 for a guided discussion on the use of the *CRS Statewide Directory of Community Resources for Members, Families and Care Providers*. Thirteen were in attendance at the May session.
- We continue to evaluate the content and pursue input/feedback from a broader group of individuals within and outside the CRS system of care to inform the May and Sept Guided Discussion events.

CRS Community Training Meetings

Community WebEx Training Forums (continued)

- Feedback from the May *CRS Statewide Directory of Community Resources for Members, Families and Care Providers* reflected satisfaction with the current content. Several participants recommended adding resources on legal representation/advocacy related to state and federal benefits such as the Social Security Administration and Supplemental Security Income.
- Up to ten (10) additional Community WebEx Training Forums are being planned to complement the Ages and Stages sessions that provided insight into each stage of growth and development with focus on physical, intellectual, language and social – emotional domains. These additional forums will focus on best/promising practices related to specific medical/behavioral health conditions that include but not limited to:
 - Intellectual/Developmental Disabilities (I/DD)
 - Sensorineural Hearing Loss/Hearing Impairment
 - Head and Spinal Cord Injuries
 - Autism/Autism Spectrum Disorder
 - Cerebral Palsy
 - Sickle Cell Anemia/Disease
 - Spina Bifida
 - Craniofacial Anomalies
 - Mitochondrial Disease

Questions?

