

ENCOMPASS FAMILY HEALTH HOME

Care Management

Policy & Procedure Manual

Care Management Policy #23 Health Home Referrals

Effective Date: 5/1/16

Revised Date: 9/1/16, 11/1/16, 3/29/17

Policy: Encompass Health Home will ensure that Children referred to the Health Home will be assessed for eligibility and referred to a Care Management Agency that will best meet their needs in a timely fashion.

Procedure:

- A. The referral and Health Home assignment process Children (participants under 21) will be accessed and automated in the Medicaid Analytics Performance Portal (MAPP).
1. Direct referrals/assignments may be made by Health Homes, Managed Care Plans (MCP), Care Management Agencies (CMA), Local Department of Social Services or Local Government Units, (LDSS/LGU) and Voluntary Foster Care Agencies (VFCA).
 2. Community referrals may be made by LDSS and LGU/SPOAs through access to the MAPP referral portal. All entities will be required to:
 - i. Accept the “terms and conditions” regarding Health Home eligibility;
 - ii. Identify if the child is in Foster Care;
 - iii. Affirm and indicate that they have obtained consent to refer from the child’s parent, guardian, legally authorized representative (DSS), or self (individual’s 18-21 years of age or minors that are married, pregnant or a parent may provide consent on their own behalf);
 - a. Although verbal consent is required, the Health Home requires that the CMA obtain a written consent for referral.
 - iv. Provide the Medicaid CIN# for the individual being referred;
 - v. Identify all of the child’s chronic conditions that meet eligibility for Health Home;
 - vi. Provide parent/guardian, legally authorized representative or individual’s contact information;
 - vii. Indicate whether the parent/guardian is currently enrolled in a Health Home;
 - viii. Indicate whether the child is receiving Child Welfare Preventive Services.
 - a. Foster Care referrals will be assigned by DSS to a VFCA, who will enter the Health Home referral into the MAPP.
 1. DSS may choose to assign a child in Foster Care to a non-VFCA for various reasons:
 - a) To provide continuity of care with a current Care Management provider;
 - b) Based on Parent’s enrollment with a CMA/HH
 - c) Relationship with other providers linked to the child or family.
 2. This process will NOT be directly conducted through MAPP, but through DSS or CMA contact (email) with the NYS DOH Health Home Program at hhsc@health.ny.gov, subject line: “Child in Foster Care for Non-VFCA”.
 - a) The email will contain a CMA contact name, phone number and confirmation that DSS has custody and the child is in Foster Care. DSS will indicate consent to refer; and CMA will include correspondence from DSS that indicates custody and consent.
 - 1) Child will be referenced by initials only; no PHI will be contained in the email.

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- b) If initiated by DSS, the NYS DOH Health Home Program will contact the identified non-VFCA CMA, to have a direct conversation in order to gather the information needed to complete a referral and assignment in MAPP.
 - 1) The CMA will provide Participant CIN, segment type, segment start date, and consent to enroll date if applicable.
 - c) If initiated by the CMA, the NYS DOH Health Home Program will contact the CMA, to have a direct conversation in order to gather the information needed to complete a referral and assignment in MAPP.
 3. Upon assignment, CMA will complete the monthly billing questionnaire, indicating the child is in Foster Care.
 3. Other community referrals will be submitted and accepted from Families and providers without MAPP access, either through a phone call or by completing the Encompass Referral Form.
 - i. Instructions will include forwarding the form to the Health Home, or a contracted CMA.
 - ii. Once received, the referral information will be entered into MAPP.
 - iii. The referral agent will receive notification of referral submission.
 4. All Health Home referrals will be approved by the MCP if applicable.
 - i. For those enrolled, the MCP will verify that their member is Health Home eligible and appropriate for services.
 5. When a referral is received by the Health Home, the Health Home portal will be checked to research possible existing Health Home affiliations.
- B. Upon submission of a child's referral to the MAPP, the Health Home will either accept the referral and assign to an appropriate CMA, or reject the referral and suggest an alternative assignment.
 1. The Health Home will review all referrals within 2 business days of receipt.
 2. Assignment will occur according to need and location.
 3. Those that require immediate attention will be assigned to a CMA able to respond within 24 hours of assignment.
 4. Referral sources identified in MAPP will be notified by the CMA/CM of referral dispositions and CMA assignments within 48 hours, or as soon as practical.
 - i. This notification will provide the Care Manager an opportunity to obtain additional information from the referral source, and to determine their role on the Interdisciplinary team.
 - ii. Notifications will be documented in Netsmart.
- C. The Health Home will send prospective Participants/Families a welcome letter, identifying the CMA assigned, and contact information.

New MAPP Referral When Medicaid Number Changes:

- A. There are some circumstances that will result in a new Medicaid number generated for the Child. This includes:
 1. When a child is discharged from Foster Care (may change depending on LDSS);
 2. When a child is discharged from Foster Care due to an adoption.
- B. If the child receives a new Medicaid Number, the CMA/CM dis-enroll the child in MAPP, by ending the enrollment segment.
- C. Using the new Medicaid Number, a new referral will be entered into MAPP, creating a new enrollment.