

Children in Foster or Kinship Care

How to Access Services With HealthChoice

Foster parents are recognized for embracing challenges and celebrating the victories and achievements of the children in their care. Using a managed care system can be a difficult task, even for those of us with far less to attend to than the average foster parent. Maryland's *HealthChoice*, unlike the old Medical Assistance system, introduced a new set of rules and vocabulary to accessing medical and psychiatric care. Our hope is that the following information will make using *HealthChoice* easier and allow foster parents to focus their energies on more important concerns - The Children.

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Terms to Know

Appeal – the formal process of disagreement with the decision of an MCO

Authorization – an approval of service from the managed care organization (MCO). These are usually written with a number assigned to the approval.

Auto-assignment - the selection of an MCO for a *HealthChoice* enrollee by the state. If a choice is not made by the enrollee within a specified time frame auto-assignment occurs. The time frame is 60 days for children in foster or kinship care and 21 days for all other recipients.

Benefit Package - Services specifically defined as those that can be provided to HealthChoice enrollees. Maryland set the benefit package for all enrollees with the exception of allowing MCO's to offer services over and above the requirements (sometimes termed value-added benefits).

Complaint or grievance – Usually a formal notification of a concern regarding access to care, termination of benefits, or other problem encountered by an enrollee recipient.

DME – Durable medical equipment such as wheelchairs and feeding pumps

DMS – Disposable medical supplies such as diapers or attends and disposable feeding bags

Early and Periodic Screening, Diagnosis, and Treatment (EPSDT)
 Federally mandated benefits for Medicaid recipients under age 21 whether or not they are enrolled in a managed care program.

In-network – Each MCO contracts with PCP's, specialty providers, hospitals, DME/DMS providers, dentists, and pharmacies to deliver services to their members. Typically, a member of an MCO must use these providers when accessing any care or service.

Medically Necessary - Medical Necessity – Criteria the MCO uses to determine if care or services are appropriate and necessary for the symptoms, diagnosis, or treatment of a medical condition.

PCP – primary care provider – the child's doctor who attends to yearly physicals and immunizations. This physician also oversees and coordinates the patient's care and must make any referrals for specialty care or therapies.

Referral – the primary care doctor's recommendation for a service usually a written form.

Telephone	Name	Type of Provider
_____	_____	School Contact
_____	_____	Other
_____	_____	Other
_____	_____	Other
_____	_____	Other



Baltimore HealthCare Access

Your Voice in HealthChoice
(410) 649-0507
TTY: (410) 649-1226

This booklet created and distributed by:

Baltimore HealthCare Access
 One Calvert Plaza
 201 East Baltimore Street
 Baltimore, Maryland 21202

Therese McIntyre
 Children with Special Health
 Care Needs Coordinator



Visit us on the web for
 more resources at
<http://www.bhca.org>

For additional copies or to learn more about our other publications for children with special health care needs please call 410-649-0521 ext. 3007

Illustrations courtesy of Bonnie Matthews.

Handy HealthChoice Numbers

Enrollment Broker To enroll children in HealthChoice or obtain the annual right to change date	1-800-977-7388
HealthChoice Enrollee Action Line To voice complaints or concerns with the child's MCO	1-800-284-4510
Mental Health Issues - Maryland Health Partners For information and authorization of mental health services	1-800-888-1965
REM Program To obtain information about the program and qualifying diagnoses.	1-800-565-8190
REM Hotline To voice complaints or concerns about the REM program	1-800-492-6006

Contacts

Telephone	Name	Type of Provider
_____	_____	DSS Worker
_____	_____	Other Agency Worker
_____	_____	Case Manager
_____	_____	Primary Care Physician
_____	_____	Specialty Physician
_____	_____	Specialty Physician
_____	_____	Therapist
_____	_____	DME/DMS Provider
_____	_____	MCO/REM Contact

General Recommendations

- ▶ If the child is new to your care, talk to your worker about any known health issues and any treatments that are ongoing.
- ▶ Be aware of when the child's coverage will lapse and assure that necessary paperwork is completed by the worker.
- ▶ Find out when the annual right to change date is by calling the broker at 1-800-977-7388. This may be different than the Medicaid coverage end date. HealthChoice enrollees have an annual right to change their MCO's and if a change is needed it is helpful to know this date.
- ▶ Ask your worker if the child qualifies for SSI disability payments. SSI is a Federal program that will assure Medicaid coverage as long as the child remains disabled.
- ▶ Keep records of any contacts you make with the MCO. A contact sheet is provided on page 10 for your convenience.
- ▶ Keep a record of the child's providers. While this may seem burdensome it will help to organize the information.
- ▶ Most MCO's require a referral from the primary care doctor to access specialty care.
- ▶ Some MCO's require a referral from the doctor *and* an authorization from the MCO.
- ▶ Most mental health care is provided **separate** from the MCO system and is authorized by Maryland Health Partners. Maryland Health Partners can be reached at 1-800-888-1965. If the child does not have a mental health provider and is in need of services, ask the child's PCP for a recommendation.

Children Enrolled in MCO'S

- ◆ If the child has known providers and/or an MCO is already assigned get a list of the providers and MCO contacts including the case manager if assigned.
- ◆ Determine if appointments are already scheduled and when the child last saw their primary care provider (PCP) and any specialists involved.

- ◆ Be sure to obtain a card if the child is in an MCO. Also, check that the card has the correct PCP listed. If no card is available, call the customer service line of the MCO and request one. It should arrive within ten days. Currently, the cards can only be sent to your worker, but you can call and request that the MCO send one to him or her.
- ◆ Schedule an appointment with the PCP and obtain any necessary referrals for specialty care.
- ◆ Talk to any specialists involved about how often the child should be seen and plan ahead for obtaining the necessary referrals.
- ◆ Be sure to obtain the pharmacy, DME/DMS suppliers, home care, vision, and dentist information from the MCO. Be aware that some MCO's use outside contractors for vision and dental services. There may be separate systems to access these services.
- ◆ Plan ahead for DMS items and obtain the necessary authorizations.
- ◆ If you are not satisfied with the PCP, talk to your worker and investigate other options for primary care. For example, you may wish to have the child seen in a private office setting.

Baltimore HealthCare Access (for children from Baltimore City) can help find a PCP you are comfortable with. In other Maryland counties call your local health department. A listing is provided on page 8.

Children Who Have A REM Case Manager

The Rare and Expensive Case Management Program or REM is for children and some adults who have a chronic illness or disability that requires multiple providers and therapies. All children assigned to the program have a case manager who helps to coordinate the child's care.

- Contact the case manager as soon as possible to begin establishing a relationship with him or her.
- Obtain a list of the specialty providers including any DME/DMS suppliers, pharmacy, home care, and the child's dentist.
- Research the child's condition if it is unfamiliar to you. Your child's case manager, PCP, or Baltimore HealthCare Access (*for children from Baltimore City*) can help.

MCO Contacts for Children in Foster or Kinship Care

Amerigroup	Ms. Marilyn Hartsell Special Needs Coordinator 857 Elkridge Landing Road, Suite 300 Linthicum, MD 21090 (800) 964-2112 ext. 4060 FAX: (410) 981-4080
Helix Family Choice, Inc.	Mr. Blaine Willis Special Needs Coordinator 8094 Sandpiper Circle, Suite O Baltimore, MD 21036 (410) 933-2209 FAX: (410) 933-2226
JAI Medical Systems	Ms. Sara Hellman Department of Case Management and Health Services 5010 York Road Baltimore, MD 21212 (410) 433-2200 FAX: (410) 433-8500
Maryland Physicians Care	Ms. Denise Orovio (CSHCN) Ms. Kelley Lantz (Foster) Department of Medical Management 7106 Ambassador Road, Suite 100 Baltimore, MD 21244 (410) 907-4043 FAX: (410) 907-4078 (CSHCN) (800) 953-8854 ext. 3202, FAX (301) 722-0135 (Foster)
Priority Partners	Mr. Michael Papi, Special Needs Coordinator Department of Medical Services 6704 Curtis Court Glen Burnie, MD 21060 (410) 424-4906 FAX: (410) 424-4884
United Health Care Chesapeake Family First	Ms. Buel Davis (CSHCN) Ms. Henrietta White (Special Needs Coordinator/Foster) 6300 Security Boulevard Baltimore, MD 21207 (410) 277-6135, FAX: (410) 277-6686 (CSHCN) (410)-277-6330, FAX: (410) 277-6681 (Foster)

Local Health Department Coordinating Offices	Telephone
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Allegany County Health Department 12500 Willowbrook Road, S.,E. Cumberland, Maryland 21502	(301) 777-2104
Anne Arundel County Health Department 3 Harry South Truman Parkway, HD 15, Annapolis, Maryland 21401	(410) 222-4792
Baltimore County Health Department 8501 LaSalle Road, Suite 103, Towson, Maryland 21286	(410) 887-2957
Calvert County Health Department 975 Solomons Island Road, N., Prince Frederick, Maryland 20678	(410) 535-5400
Caroline County Health Department 403 South Seventh Street, P.O. Box 10, Denton, Maryland 21629	(410) 479-8000
Carroll County Health Department 290 South Center Street, Westminster, Maryland 21157	(410) 876-4916
Cecil County Health Department 401 Bow Street, Elkton, Maryland 21921	(410) 996-5126
Charles County Health Department 6 Garrett Avenue, P.O. Box 640, LaPlata, Maryland 20646	(301) 609-6869
Dorchester County Health Department 503 B Muir Street, Cambridge, Maryland 21613	(410) 228-3294
Frederick County Health Department 350 Montevue Lane, Frederick, Maryland 21702	(301) 631-3124
Garrett County Health Department 2008 Maryland Highway, Mt. Lake Park, Maryland 21550	(301) 533-0001
Harford County Health Department 34 N. Philadelphia Boulevard, Aberdeen, Maryland 21001	(410) 838-1500
Howard County Health Department 10630 Little Patuxent Parkway, Columbia, Maryland 21044	(410) 313-7500
Kent County Health Department 125 S. Lynchburg Street, Chestertown, Maryland 21620	(410) 778-7023
Montgomery County Health Department 4091 Hungerford Drive, 4 th Floor, Rockville, Maryland 20850	(240) 777-3120
Prince George's County Health Department 9314 Piscataway Road, Clinton, Maryland 20735	(301) 561-4049
Queen Anne's County Health Department 206 N. Commerce Street, Centreville, Maryland 21617	(410) 758-0720
St. Mary's County Health Department 21580 Peabody Street, Leonardtown, Maryland 20650-0316	(301) 475-4275
Somerset County Health Department 7920 Crisfield Hwy, Westover, Maryland 21871	(410) 651-5620
Talbot County Health Department 100 S. Hanson Street, Easton, Maryland 21601-0480	(410) 819-5670
Washington County Health Department 1302 Pennsylvania Avenue, Hagerstown, Maryland 21742	(301) 766-7266
Wicomico County Health Department 108 E. Main Street, Salisbury, Maryland 21801	(410) 543-6958
Worcester County Health Department 6040 Public Landing Road, P.O. Box 249 Salisbury, Maryland 21863	(410) 629-0164
Baltimore HealthCare Access – Baltimore City 1 Calvert Plaza Suite1000 201 E. Baltimore Street Baltimore, Maryland 21202 http://www.bhca.org	(410) 649-0521

- Schedule an appointment with the child's PCP to discuss his/her management.
- Children enrolled in REM can receive added benefits including home modifications. Ask your case manager or call *Baltimore HealthCare Access* for more information.

Children Who Do Not Have An MCO or REM Assignment

- Ask the worker if the child qualifies or is in the Rare and Expensive Case Management (REM) program.
- If the child has known health problem, research the child's condition if it unfamiliar to you.
- Make a list of contacts of any known providers including the PCP.
- Contact the providers directly before choosing an MCO with your worker to determine which MCO's they are contracted with.
- and the worker have 60 days after enrolling in Medicaid to choose an MCO.
- The child will have fee-for-service Medicaid until the choice is made. The child will be able to see any provider that accepts Medicaid until the MCO choice is effective.
- Try to choose an MCO that is a best fit with the child's providers and his/her needs.
- If the child has multiple providers and health care needs, call the MCO and request a case manager. This is particularly important for children who require frequent hospitalizations.

Facts to Know About HealthChoice

- ✓ Medicaid benefits have not changed under HealthChoice - only how the benefits may be accessed.
- ✓ Children in state supervised care have 60 days to choose an MCO.
- ✓ If a child is placed in your home from a different geographic area, you may need to select another MCO. The *HealthChoice* regulations make it possible to make the switch.

- ✓ The initial medical or mental health exam of a child in State supervised care may be self-referred (a provider you and your worker select) and paid for by the MCO or Maryland Health Partners (MHP) respectively.
- ✓ The MCO must provide any needed services so as to comply with state statutes and regulations applicable to children in state supervised care.
- ✓ Children with Special Health Care Needs functioning one-third or below in any area must be referred by the MCO for specialty care and/or therapies.
- ✓ EPSDT federal and state guidelines must be followed by MCO's when referring children for care.

Questions about EPSTD?
Call Baltimore HealthCare Access, the child's pediatrician, or your local Infants and Toddlers office.

- ✓ DME/DMS should be provided within 7 days for children in MCO's. There is no specific timeline required in the REM program. Work closely with the child's case manager when ordering these items.
- ✓ For services or therapies requiring pre-authorization, the authorization should be provided within 72 hours of the request from the PCP. This applies to MCO's – not the REM program.
- ✓ Well child visits and follow-up specialty care appointments should be provided within 30 days of the initial request
- ✓ Initial well child visits should be provided within 30 days or within 15 days if the *Health Risk Assessment* indicates the need.
- ✓ The child should see the PCP at least once a year (see our website for more information at <http://www.bhca.org>).

Please note that many of the time guidelines in the previous section apply only to children enrolled in MCO's – not the REM program.

A referral from the MCO is not needed for audiological services, hearing aids, physical therapy, occupational therapy, or speech and language therapy. Check with the child's doctor or therapist about accessing these services.

Glitches In The System? – How to Get Help

- Know what you should expect with regard to the particular service (i.e., how long should it take to get authorization?).
- Call your case manager if one is assigned.

About Case Management

Case managers from an MCO are to be assigned when the child has a special health care need. Please see the section about the REM program for more information about REM case management services.

Case managers should be able to assist with coordinating appointments, getting authorizations for service (including multiple visit authorizations and inpatient care), transportation concerns, interpreters (sign and other languages), and general concerns with access to care. Page 9 offers a listing of case manager contacts in each of the MCO's. These contacts are for children with special health care needs or are foster care liaisons. They should be able to assist foster families with concerns even if the child does not have a special health care need.

- Call your DSS case worker.
- Call the state HealthChoice Enrollee Action Line to register a complaint at 1-800-284-4510.
- Ask for denials or reductions in service in writing from the MCO.
- Ask to appeal the decision and follow-up with a letter to the MCO requesting the appeal. *You can always call the state directly and request assistance with an appeal. You do not have to call the MCO first or complete their in-plan process before calling the state.*
- Enlist the help of the child's providers in the appeal.

Remember:
In Baltimore City you can always call Baltimore HealthCare Access for assistance at 410-649-0510.

Local Health Departments offer a range of services including Maryland Children's Health Program eligibility and assistance specifically for HealthChoice enrollees. Services can include care coordination (assisting with problems that prevent enrollees from keeping health care appointments), assisting with problems related to access of health care services including denials of care, and providing health education on an individual basis and at community events. The following page offers a list of local health departments.