



coordinated care™

Apple Health Core Connections™

Overview & WACF Update

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Who Does Apple Health Core Connections Serve?



Serving approx. 23,000 members state-wide

- Children and youth in **out-of-home placements**
- Children and youth receiving **Adoption Support**
- **Alumni of Foster Care** (aged out the month of their 18th birthday or after, enrolled through month of 26th birthday)

*Children, youth and young adults with comparable medical insurance are not enrolled.

What do we do to support Safety, Permanency and Well-being?



- Improve access to care by establishing an integrated medical home
 - All members have an assigned PCP, recommendations from PCP followed up on by Health Care Coordination team, ensure members are receiving timely access to services.
- Improve coordination of physical and behavioral health services
 - Integrated care teams, ability to work with all types of providers and services to support the member. More than 500 members are enrolled in Health Care Coordination Services.
- Support improvement of functional outcomes and overall stability of children and youth in foster care through enhanced quality of services
 - Ensure social workers and families have the info needed about a child's health condition/diagnosis.

National Expertise



Operational, clinical, and policy leadership in delivering managed Medicaid services to children in child welfare.

- Established first Managed Care program specifically for children in Foster Care
 - Superior Star Health, Texas 2008
- Currently responsible for 107,000+ members in 10 states
 - Only health plan serving entire population – Texas, Mississippi, Florida, Washington
 - One of several health plans serving entire population– Missouri, Louisiana, Kansas, New Hampshire, Indiana, California

Local Approach

AHCC Office Locations

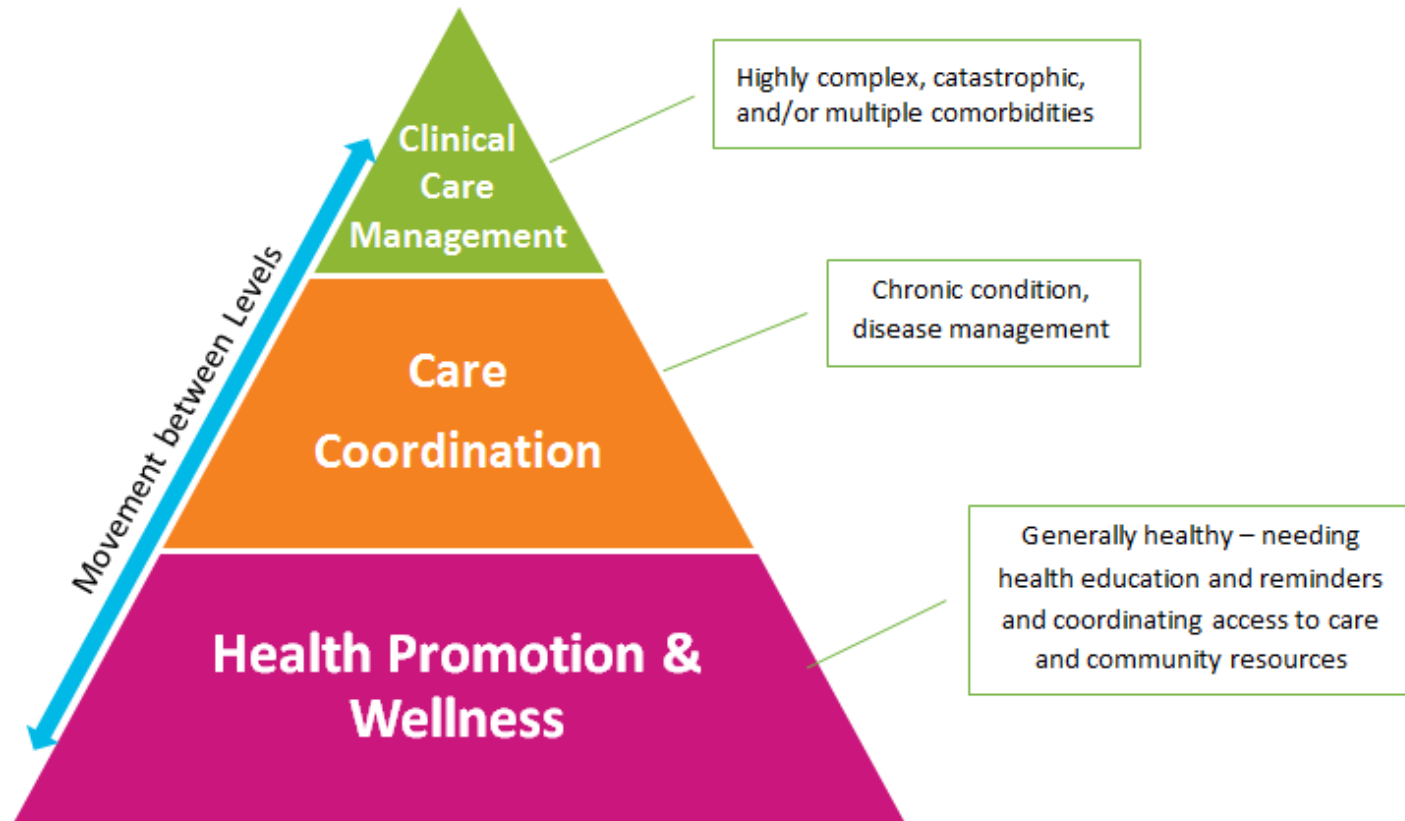
- Seattle: AHCC “Headquarters”
- Tacoma: Call Center and AHCC Staff
- Yakima: AHCC Staff
- Spokane: AHCC Staff



Integrated Health Care Coordination



Levels of Health Care Coordination



Examples of AHCC Extra Programs



Transitioning Youth and a2A (adolescent to Adult) (*In Development*)

Outreach and education starting at age 15, will partner with DSHS to support Shared Planning Meeting. All members outreached to the month of 18th birthday and invited to take part in a2A. a2A program for young adults age 18 to 26, provides transition education, no cost cell phone and includes financial incentives for healthy behaviors through our CentAccount Rewards Program.

Adoption Success (*In Development*)

Specialized care management initiative staffed by Health Care Coordinators experienced in foster care adoption, BH, and family wrap-around services.

Foster Care EDU www.cenpaticou.com

Comprehensive educational training initiative endorsed by the National Foster Care Parents Association. Foster care EDU provides free interactive training online, featuring live teleconferencing with a facilitator. Examples include: Mental Health 101, Attachment in Foster Children, Substance Abuse 101, Promoting Placement Stability, and Childhood Traumatic Grief.

AHCC Community Educators

Located throughout the state to provide training for caregivers, adoptive parents, DSHS Social Workers, and providers on topics that relate to the needs of children in the child welfare system. Provide training opportunities on such topics as trauma, resiliency, and evidenced based treatment.

120-day Recap



- Initial Welcome Calls completed 5 weeks ahead of schedule on 6/24
- Screened over 8,000 members
- More than 600 members enrolled with Intensive Care Management
- Dedicated Call Center Stats:
 - 10, 300 total calls
 - Average Speed to Answer average of 17 seconds
- Added over 300 new providers to our statewide network
- Processed over 60,000 claims
- Over 1200 hours in Community and Provider trainings
- Specialized programming & partnership building

Behavioral Health Benefits



- Apple Health Core Connections will provide behavioral health benefits for low and moderate needs:
 - Office visits
 - Counseling
 - Outpatient treatment
- We screen to see if a member meets Behavioral Health Organization (BHO) Access to Care Standards for inpatient behavioral health services, intensive behavioral health services, and substance abuse treatment.
- BHO level services in Clark and Skamania Counties will be provided through Fully Integrated Managed Care (FIMC)
- Health Care Coordinators work with members to connect to their BHO or FIMC for needed services.

Behavioral Health Integration



- October 1, 2018 all physical and behavioral health services for foster, adopt, extended foster care and alumni will be provided under one Managed Care Organization.
- This will provide:
 - Less duplication and disruption of services
 - Timelier access to needed treatments
 - A wider array of services and supports to ensuring a whole person/holistic approach to what is medically necessary for the whole child.

Relationship Building



“The presentation was wonderful. It really helped to have them available to explain your programs and how our families and children can be supported through your agency.” ---Feedback from a CA Adoptions Supervisor on Community Education

“You will do all of that? I don’t think other Social Workers realize how helpful this is going to be for us!” ---CA DSHS Social Worker

AHCC: Success Stories



One of our Care Managers worked with a foster family caring for a 3 y.o. boy involved in car accident that caused multiple spinal fractures. Caregiver was commuting 4 hours to Seattle Children's Hospital multiple times a week for PT & OT and caregiver was becoming burned out. CM found therapy providers closer to home to reduce drive time which greatly helped to stabilize placement.

Need More Information?



Apple Health
Core Connections
dedicated line:

1-844-354-9876

We encourage you to save this number in your phone.

(Eligibility and Enrollment) **HCA Foster Care Medical Team**

1-800-562-3022 ext. 15480 FCMT@hca.wa.gov

For Providers who would like to join
Coordinated Care please contact:

[JoinFosterCareNetwork@CoordinatedCare
Health.com](mailto:JoinFosterCareNetwork@CoordinatedCareHealth.com) or call (253)442-1344

Thank You!