

Welcome - we will begin the webinar shortly
Please read the participation tips below:

- All guest phones have been muted: Background noises, conversations, white noise etc., can be disruptive to a webinar.
- Questions: All Health Partners Webinars provide 2-way conversation. Please use the Chat feature when asking questions and communicating with the host.
- Any questions we are unable to address today, will be answered at a later time.

Effective Use of the Special Needs Unit

Coordinating and Accessing Care for Members with Special Physical and Behavioral Health Care Needs

Leah French, Manager, Special Needs Unit

Health Partners Plans



Doing it right.

Objectives / Agenda

- What is a special need?
- Special Needs Indicators
- What is the Special Needs Unit? (SNU)
- Referrals to SNU
- Coordinating medical care with SNU
- Physical Health and Behavioral Health Collaboration
- Coordination of Care
- EPSDT
- Holistic approach to case management
- PA DHS oversight
- Contact SNU

Opening Poll Question



Please vote!

Patients with Special Health Care Needs

- Those who have, or are at an increased risk for a chronic physical, developmental, behavioral, or emotional condition and who also require health and related services of a type or amount beyond what is generally required.

What is a special need?

- Non-categorical
- Generic
- Inclusive – not driven by diagnosis
- Circumstances/situations/needs
- Anyone/anytime
- Short or long term

Special Needs Indicators

- Birth defects
- Cancer
- Mental health
- Sickle cell
- Visual impairment
- Hearing impairment
- Speech impairment
- Physical disability
- HIV/AIDS
- Substance use
- Intellectual disabilities
- Substitute care
- Wheelchair access
- Transportation
- Developmental disabilities
- Premature birth
- Domestic violence
- Traumatic brain injury
- Obesity
- Autism
- Homelessness
- Dental
- Family planning
- Other

What is the Special Needs Unit?

- Unit designed to assist members with access to care, coordination of care, and community resources
- Internal advocate for the member
- Staffed by nurses, social workers, behavioral health specialists and case managers with medical, behavioral and/or social work backgrounds
- Mandated by PA DHS since inception of HealthChoices
- Mandated to respond to members' needs within 48 hours of initial contact

Poll Question



Please vote!

“That’s right”

- All the above

Referrals to SNU

- Members
- Family
- PCP offices
- Specialist offices
- MH/ID/Substance use providers
- Homecare agencies
- DME and other vendors
- CYS agencies
- Schools
- Community agencies

Coordinating medical care with SNU

- Assist members directly/outreach
- Primary purpose – coordination of care and access to care
- Provide ongoing case management
- Assist with accessing services and obtaining referrals
 - Scheduling appointments
 - LEP services, Language Line and TTY assistance
 - Community-based agencies/resources
- Assist with complaints, grievances and appeals
- Educate members and providers

Coordinating medical care with SNU

- Coordination with multiple providers to improve communication
 - Durable medical equipment suppliers
 - PCP
 - Specialists
 - Pharmacy
 - Community Agencies
 - Other insurers
 - Public Health Departments

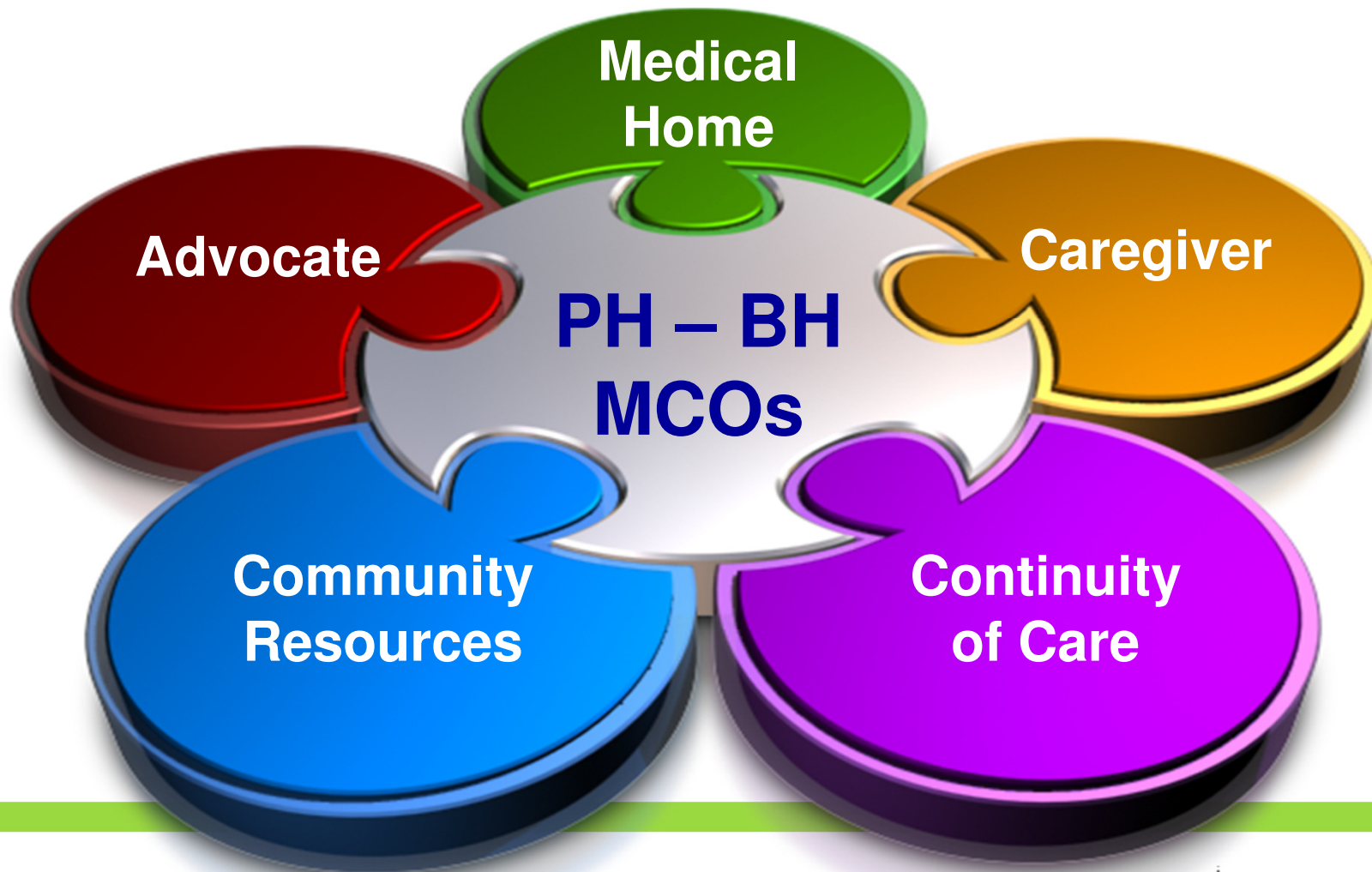
Coordinating medical care with SNU

- Liaison with entities such as:
 - County children and youth agencies
 - County/Local BH/ID programs
 - County juvenile probation offices/detention centers
 - School districts
 - Area Agencies for the Aging
 - Behavioral Health MCOs

Physical Health and Behavioral Health Collaboration

- Coordination and collaboration between MCOs
 - Medical Rounds
 - Collaborative Case Management
 - Interdisciplinary treatment teams and planning
 - Discharge planning and follow up

Coordination of care



EPSDT

- Early and Periodic Screening, Diagnosis and Treatment
- Expanded benefits, not a specific “program of service”
- No special enrollment needed
- Eligibility = all children covered by Medical Assistance, up to their 21st birthday

Physical health

- Consideration of all medically necessary services
- Periodicity schedule for physicals and vaccinations
- Shift care (to age 21)
- Medical daycare (to age 21)
- Hearing aids (to age 21)
- Does not cover respite care
- Does not cover home improvements

Aging out of EPSDT

- Change in benefit package effective on 21st birthday
- Planning to begin at age 16
- Copay changes and HIPAA implications at age 18
- Collaboration with pediatric providers to transition members into adult care

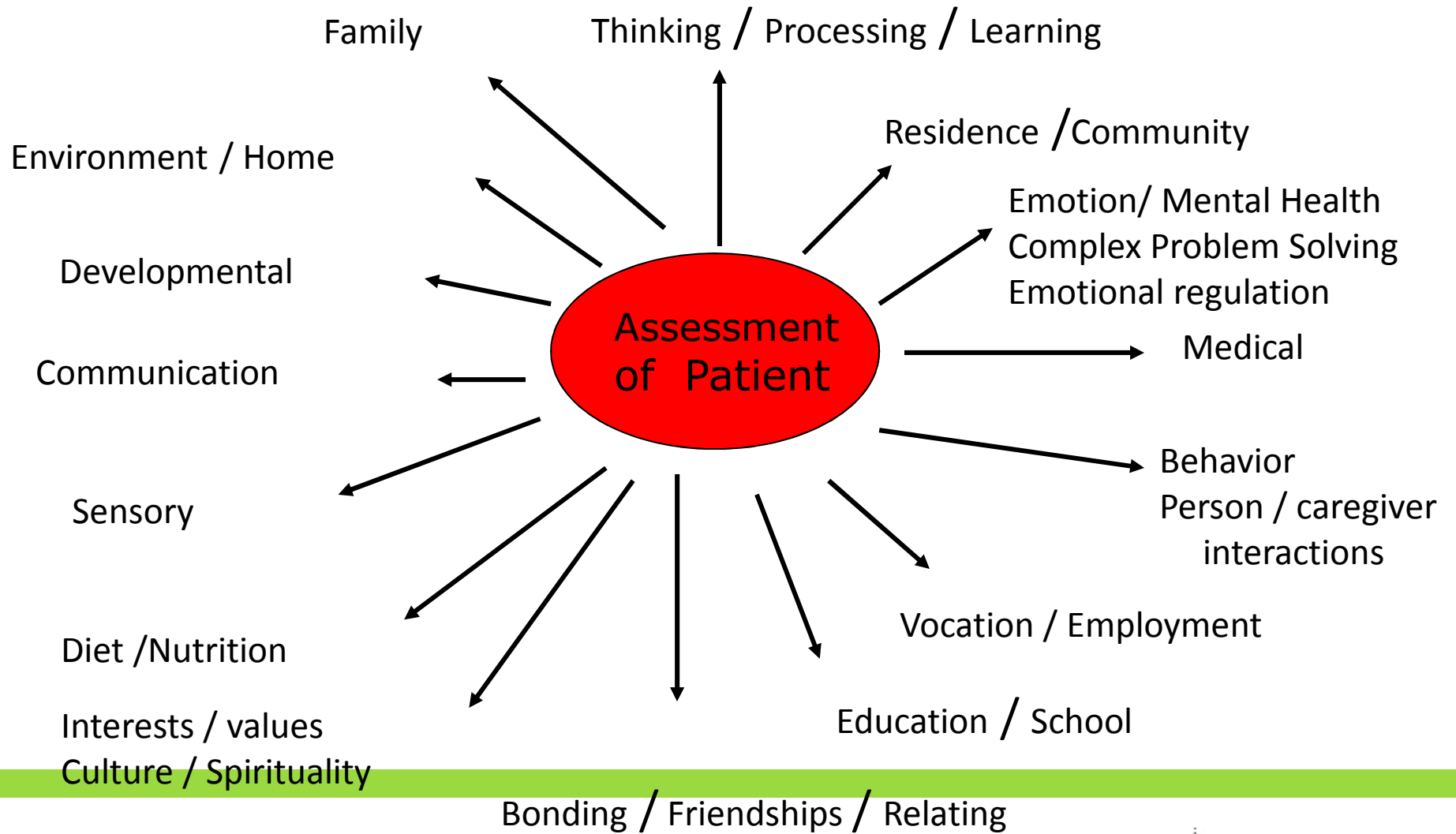
Transition from shift care to waiver

- PA DHS Resource Facilitation Team (RFT)
- RFT request at 18th birthday
- Collaboration with support coordinators to insure seamless transition to waiver

Challenges of transition to adult care

- Fear
- Perceived lack of resources
- Differences in pediatric and adult offices
- Specialty care
- Pediatric provider resistance
- “OPS memo”

Holistic Approach to Case Management



Poll Question



Please vote!

“That’s right”

- All the above

PA DHS Oversight

- Bureau of Managed Care Operations
- Division of Quality Management and Special Needs Coordination
- Monitor and evaluate performance and outcomes of Special Needs Units
- Analyze and identify standards and service trends for persons with special needs
- Advocate for program improvements on behalf of persons with special needs

Why contact SNU?

- Internal advocates
- Assistance with referrals, contacts, community resources, and communication within the MCO
- Partnering to insure member receives services most appropriate to their needs
- Smooth transition to adult care as our children age out of EPSDT

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Closing Poll Question



Please vote!