

**Child Welfare Medicaid Managed Care Advisory Workgroup**

Department of Children and Family Services

WebEx/Telephone

**June 17, 2021 – 4:00pm -5:00pm**

**Notes**

<b>MEMBERS PRESENT (in person)</b>	<b>MEMBERS PRESENT (via WebEx/Telephone)</b>	<b>MEMBERS ABSENT</b>
N/A	Anika Todd Ashley Deckert (proxy/ Sarah Daniels) Deb McCarrel Dr. Shawnte Alexander Helena Lefkow Josh Evans Julie Hamos Kara Teeple Keshonna Lones Kristine Herman Royce Kirkpatrick Ruth Jajko Stephanie Barisch	April Curtis Arrelida Hall Carol Sheley Director Eagleson Director Smith Dr. Marjorie Fujara Dr. Michael Naylor Dr. Peter Nierman Dr. Rashid Saafir Gregory Cox Howard Peters Jamie Dornfeld Jeff Blythe Judge Ericka Sanders Kathleen Bush Raul Garza Tim Snowden Stephanie Barisch

**I. Welcome and Call to Order**

Kristine Herman with Behavior Health for Healthcare and Family Services introduced herself as the moderator and welcomed the group. She called the meeting to order.

**II. Introductions and Roll Call**

Kate Smith took roll call. It was determined following roll call that a quorum was not present.

**III. Approval of Minutes**

This will wait until we have a quorum present to approve the minutes.

**IV. Implementation Update**

Kristine Herman: We will start with our implementation update from DCFS. Anika Todd, the floor is yours.

Ankia Todd: I am the state-wide Medicaid Administrator. Jamie Dornfeld is no longer with the department; however, she is still in the child-welfare area so I am sure we will be working with her again. We are working on the YouthCare portal to make it more user friendly and that it is informative. We will make sure that plans are measurable and achievable. We are continuing our meetings with the agencies that are working with mobile crisis response team. There is a survey that is out to help us learn how to improve this process. In partnering with YouthCare we have begun the virtual cafes. There are held on Tuesdays and Thursdays for about two hours. It is a general overview and helps to answer questions or at least point people in the right direction when they're in need of guidance. We are working on providing a new round of FAQs from inquiries we have received through the Advocacy Office.

Kristine Herman: Thank you, Anika. We will now go to YouthCare for their update. Dr. Alexander the floor is yours.

Dr. Alexander: I am the Vice President of Child Welfare Programs for Canteen and I oversee the YouthCare program. I want to echo much of what Anika said. To build on what she covered our crisis stabilization multi-disciplinary team went live on March 1<sup>st</sup>. We are targeting our mobile crisis workers to make sure they are familiar with that program so that they can increase referrals and refer any cases that may need some consultation. We want to jump in and assist with higher level collaboration that may be needed. If you have not completed your survey please do so, it ends tomorrow. We are counting on that feedback to learn from and better our program. If there are any groups out there that would like our director to come out and do some educational presentations. We have a COVID-19 van that goes out to communities to provide vaccines. We will be offering TSTBT certifications to providers across the state. That training is set to start in August. Many providers have already been reached out to. We have limited spots available. You can reach out to YouthCare if you are interested and we will try to get you resisted.

Kristine Herman: Thank you Dr. Alexander. We will now turn to Keshonna Lones to offer updates from the HFS perspective.

Keshonna Lones: I want to share that HFS continues to work closely with YouthCare to provide the ongoing monitoring of the contractual requirements. We continue to receive weekly reports and provide updates to DCFS as well. We have incorporated random selections of cases to get feedback from YouthCare to see what the updates have been as it related to care coordination and connecting youth with appropriate services. I know YouthCare shared the update on the work that they are doing about increasing awareness of the vaccine and the bus to administer the vaccine. I think this is great to highlight that's great that they have been so successful. One other key component is that we continue to have the weekly physical, medical, and behavioral health rounds with YouthCare and DCFS. This has been successful and allows us to go through particular cases. It has been a tremendous success with the program. We continue to meet and discuss service gaps concerning provider groups. The CSMDT committee has been a great opportunity to increase engagement and bring the critical stakeholders together. We have received a lot of positive feedback and I am looking forward to seeing the results of the survey. The primary stakeholders are able to discuss and resolve issues we have found to keep things moving at a good pace.

## **V. Public Comment**

Kristine Herman: Are there any comments or questions? Since we don't have a quorum, we can take questions from members and the public.

Q: From your perspective have you received complaints from providers for not being paid or claims being denied? Is this on your radar?

A: Yes, that is on our radar. This is an issue that has been trending and YouthCare is working to address that. We refer those matters to YouthCare to be addressed. At YouthCare we have a rapid response team to work with providers – so they do that work for you. We are working on educating providers. That is covered in the online-trainings and the town hall meetings. Those are also an opportunity to ask questions and get answers.

Q: We have some providers waiting 3-4weeks. Is that normal?

A: Our response team typically provides a response within 24-48hrs; however, that does not mean that all issues can be resolved in that time, but they are working on it. I encourage providers to reach out to the rapid response team.

Q: You mentioned the virtual cafes and FAQs – are those available on the YouthCare website?

A: They are not on our website. Those were intended to be accessed by DCFS on DNet; however, we can explore trying to get those on our website. That's a good idea.

## **VI. Meeting Dates**

Kristine Herman: Our next meeting will be held on August 19, 2021 beginning at 4:00pm.

## **VII. Adjournment**

There was not a quorum present. Kristine Herman ended the meeting.