Welcome to the Third Issue of Healthy Families Update

Our Goal: Provide brief, practical updates on HF Mental Health issues for county administrators, health plan liaisons, and mental health workers. We hope this will improve communication and expand access to the HF MH benefit. Please share this newsletter with Access Teams, mental health staff, and others!

Other Great Sources of Information on HF MH

For info on HF MH Benefits visit the CA State DMH website: http://www.dmh.caahwet.net.gov

The CIMH Healthy Families SED benefit Brochure: http://www.cimh.org/healthy_families.html

Overall program information, including lists of certified application assistants who assist families with the application: http://healthyfamilies.ca.gov/

The Healthy Families Program Handbook lists Health Plans available to Healthy Families members in each county: http://www.healthyfamilies.ca.gov

The Managed Risk Medical Insurance Board: http://www.mrmib.ca.gov

The Healthy Families Info line is available Mon – Fri 8 am to 8 pm (800) 880-5305

Kaiser Family Foundation: http://kff.org

UCLA Center for Health Policy: http://www.healthpolicy.ucla.edu

The Immigration and Naturalization Service for guidelines regarding receipt of health coverage. Healthy Families DOES NOT constitute a public charge. http://www.ins.usdoj.gov

In This Issue We Will Discuss Several Different Topics

Recently CIMH has developed a pilot project (three-county training) for counties regarding implementing the Healthy Families Program. This project has been carried out with the cooperation of three pilot counties (Los Angeles, Riverside and Stanislaus) and the Health Plans operating in those counties. We will outline some of the information and tools gathered through these trainings. Additionally, feedback from our second Healthy Families Update indicated favorable response to the FAQ format so we will present more of these questions and answers.

| Current Enrollment Statistics |
| April 2001 Summary |
| Number of Current Subscribers |
| 398,654 |

| Ethnicity of Subscribers |
| Hispanic/Latino | 66.9% |
| White | 15.8% |
| Asian/Pacific Islander | 13.4% |
| Black/African American | 2.8% |

| Gender of Subscribers |
| Male | 51.2% |
| Female | 48.7% |

In This Issue: Flow Charts

County MH Administrators: More information on billing, including a flow chart 2

County MH and Health Plans: Information on the CIMH three-county pilot training 4

Health Plans and County MH Departments: A flow chart for the referral process

County MH Staff: A sample flow chart for internal HF/SED referrals (thank you Riverside County)

Everyone: Enrollment Data 5
Below is the billing process for Healthy Families. Also, a flow chart (see page 3) is attached that may prove helpful. As always, DMH is the final authority on billing issues.

The claims processing edits on Short-Doyle/Medi-Cal are very specific with respect to claiming for Healthy Families. One major key is the Beneficiary ID field. To claim for Healthy Families the Beneficiary ID must be in the following format.

**BENEFICIARY COUNTY = BC** (two digit number)

**HEALTHY FAMILIES = 9H**

**FILLER = 9**

**CIN = 9NNNNNNNA** (Where N is a numeric and A is a character)

The Beneficiary ID must be 14 places on the form = BC9H99NNNNNNNA, (sample = 339H990123456A)

If the 9H is missing the system will treat it as a regular Short-Doyle/Medi-Cal claim.

The client identification number (CIN) cannot be used alone, nor can the SSN be used to bill Healthy Families.

You can find HFP eligibility in MEDS, MMEF or Weekly HFP Eligibility Extract.

Billing for a HFP beneficiary can be done up to the end of one year for any month in that year.

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**More Questions**

**What is the billing and reimbursement process when a HFP child from another county receives SED services in my county?**

Although the HFP/SED benefit was modeled in many ways on EPSDT, there is one important distinction. The HFP reimbursement does not involve any state general funds. Thus, for reimbursement, the county of origin of the beneficiary is not an issue. The reimbursement (FFP) from the Federal Government comes directly to the county delivering and billing for the services.

**What about parents being covered by Healthy Families? How will counties be affected?**

Currently MRMIB and the Department of Health Services are working on a proposal to expand the Healthy Families Insurance Program to parents of Healthy Families children. In order to be eligible, parents would need to be ineligible for Medi-Cal and have an income up to 250% above poverty level. County mental health departments would not be directly affected by this as all coverage, including mental health benefits, will be offered through the Health Plans. However, counties will probably see an increase in the number of SED referrals. Historically, we know that if parents have health insurance coverage, they tend to seek help for their children more often than if they do not have insurance.
County MH & Health Plans

Department of Mental Health
SD/MC and HFP Billing Flow Chart

Client Arrives at Provider or County

Financial Evaluation

Other Health Coverage - Refer out or bill OHHC except for HFP.

Service Provided by Contract Provider

Service Provided By County

Provider Billing System

County Billing System

Does Child have "OHHC"?

YES

Bill other coverage except for HFP.

NO

Is Child SED?

YES

Bill HFP via SD/MC billing system.

NO

Is Child Eligible under HFP?

YES

Bill HFP via SD/MC billing system.

NO

Is child covered under SD/MC?

YES

Bill via SD/MC billing system.

NO

Various Billing Options

NOTES for Items Below:

1. SED is a clinical issue and must be part of the patient record.
2A. You can find HFP eligibility in MEDS, MMEF or Weekly HFP Eligible Extract (new).
2B. You can find SD/MC eligibility in MEDS, MMEF, POS or CERTS.
More Information on the Three-County Training

County mental health staff, independent contractors and health plan representatives met in a relaxed, informal meeting in the three-county HFP planning meetings. This was to network, share information and problem-solve. One outcome from these meetings was the **flow chart (see page 5)** in this newsletter, but the most important outcome was the sense that all participants had one common goal: **service to children and families.** It was clear that by working together the health plans, the behavioral health organizations and the counties could sort out the difficulties that arise in this public/private program that is so unique and challenging.

Over the next few months CIMH will be disseminating the information to county MHPs gathered from these meetings. We hope this information encourages other counties to schedule similar meetings to improve county and health plan working relationships.

In addition to the health plans that attended the meetings, representatives from behavioral health organizations were present. These representatives helped clarify for county staff some confusion about the how the Health Plans deliver the basic mental health benefit in Healthy Families. Some county staff were not aware that often Health Plans have their mental health benefits managed and/or delivered by a Behavioral Health Organization (BHO) that may or may not be a part of the Health Plan. The BHO usually has a different name than the Health Plan. For example, Blue Cross uses Wellpoint Behavioral Health and Health Net uses Managed Health Network.

Enrollment Trends

Recent news stories have suggested that disenrollment is a serious problem for the HFP. However, actual disenrollment statistics indicate this is not so. In fact, HFP has as good, if not better, a retention rate than private health plans. MRMIB recently surveyed HFP beneficiaries who had dropped off the plan in order to find out what the causes were for losing enrollees. Some of these drop-offs were “good news”—the family had found private coverage for the child. Some drop-offs are inevitable given current rules—the child is no longer eligible for coverage in the program. Others are difficult to evaluate in terms of whether they are good news or bad news for the family. For example, it is unknown why many families stop paying their child’s premiums. MRMIB is currently looking for opportunities to improve the “retention rate.”

(More enrollment data on page 5)

The overall adjusted disenrollment rate is approximately 16%.
Out of 100 children, 16 disenroll for “possibly avoidable reasons.”
This is a sample flow chart in use by some counties; each county is urged to design their own.

Healthy Families Referral Flow Chart
(Internal County Mental Health)

HEALTHY FAMILIES RECIPIENT
REFERRED FOR SED EVALUATION**

RECIPIENT REVIEWED BY HEALTHY FAMILIES LIAISON/ACCESS TEAM
TO DETERMINE IF SED EVALUATION NEEDED

SED YES – REFERRED
FOR FORMAL SED ASSESSMENT

SED NO – REFERRED TO HEALTHY FAMILIES
HEALTH PLAN FOR ONGOING TREATMENT

REFERRAL TO CHILDREN’S MENTAL
HEALTH CLINIC NEAREST TO
RESIDENCE FOR SED ASSESSMENT

SED YES – ONGOING TREATMENT AT
COUNTY CLINIC

SED NO – REFERRED BACK TO LIAISON
OR ACCESS TEAM WITH COMPLETED
ASSESSMENT AND REFERRAL FORM
INDICATING NOT SED

REFERRAL BACK TO HEALTHY FAMILIES
HEALTH PLAN PROVIDER

**Self and school referrals are permissible with the same logging and feedback procedures
Healthy Families Mental Health: Flow Chart for Coordination of SED Cases

Health plan identifies member with potential SED

- SED referral necessary? (yes or no)
  - yes: Child in inpatient care?
    - yes: County provides evaluation within 5 days
      - County reports evaluation to plan
        - yes: Inpatient required?
          - yes: County treats, reports, bills
          - no: County and plan coordinate re: use of inpatient benefit
        - no: County and plan agree?
          - yes: County and plan agree?
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"Missing Cases"

Below is a special data run by DMH. In this run children ages 0-17 receiving services were matched to the HFP Enrollment file and the Short-Doyle/Medi-Cal approved claims file.

This reflects total clients, number of clients matched to the HFP file, number of clients matched to the SD/ MC file and number of clients with Individualized Education Plans (IEP).

The first three numbers after the total are not unique. A client may match to more than one system and have IEP services. The last 8 numbers are unique and show the type of match or service for every client.

This run indicates some HFP children are not being billed to the HFP program, but are instead being billed through other programs, or may not be billed at all. This run also indicates far more HF children matching to HFP than are being billed. Hopefully, counties can use this data to find their HFP cases.

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Client and Service Information System Data Base

Clients Age 0-17
Matched to the Healthy Family Plan (HFP) Enrollment File and the Short-Doyle/Medi-Cal (SD/ MC) Approved Claims File

Total Clients, Number of Clients Matched to the HFP File, Number of Clients Matched to
The SD/MC File, and Number of Clients With Individualized Education Plans (IEP)
Fiscal Year 1999-2000
As of December 12, 2000

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<tr>
<th>Description</th>
<th>Number</th>
<th>Percent</th>
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<tr>
<td>Total</td>
<td>85,451</td>
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<tr>
<td>Match to HFP</td>
<td>15,258</td>
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<tr>
<td>Match to SD/ MC</td>
<td>57,054</td>
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<td>IEP Services</td>
<td>7,317</td>
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<td>SD/ MC only</td>
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<td>10,638</td>
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<td>HFP, IEP, and SD/ MC</td>
<td>92</td>
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The first three numbers after the total are not unique. A client may match to more than one system and have IEP Services. The last 8 numbers are unique and show the type of match or service for every client.
TABLE I

SD/MC APPROVED CLAIMS
CLAIMS WITH AID CODE 9H
APPROVED AMOUNT AND UNDUPPLICATED CLIENTS
CLIENTS UNDUPPLICATED BY SERVICE DATE, BY FISCAL YEAR, AND ACROSS BOTH FISCAL YEARS
FISCAL YEAR 2000-2001
AS OF 4/30/2001

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