

## ESSO WEEKLY MEMO

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## **ACTION NEEDED:**

### **1. Early Steps Fund Development Survey**

The Nonprofit Leadership Center of Tampa Bay was awarded the contract by the Florida Developmental Disabilities Council to develop a strategic fund development plan for the Early Steps Program. You can help by answering questions in this survey at [http://www.nonprofitleadershipcenter.com/surveys/?id=Early\\_Steps](http://www.nonprofitleadershipcenter.com/surveys/?id=Early_Steps). It will take about 10 minutes.

## **FOLLOW UP:**

### **2. Desk Review of Claims Payments - Follow Up from CMS-KIDS Users Call**

The following information and directions will be sent to your local providers whose claims were identified in a random sampling of claims processed through CMS-KID in January 2013. The Desk Review packets were scheduled to be mailed out this Friday, but will most likely not go out until next week. The providers will receive the following information and directions:

You have been selected as part of a Children Medical Services (CMS) fiscal integrity monitoring of claims paid through CMS-K.I.D.S. This monitoring will be conducted as a random sample of claims through a Desk Review at the CMS Central Office in Tallahassee, FL.

The purpose of this review is to examine pertinent documents to determine accuracy of claims submitted, adjudicated and reimbursed. The review will cover the period from January 1, 2013 to January 31, 2013. The following documents related to each date of service attached must be received by the Children's Medical Service Central Office by (date will equal 21 days from date of letter).

- Service / Contact notes
- Travel Log
- Consultation Forms
- Explanation of Benefits (from other primary payer sources)

## **UPCOMING EVENTS:**

### **3. On Track to Transition event ([Event Flyer](#)) ([Event Agenda Flyer](#))**

The upcoming On Track to Transition event will be held in Gainesville at Santa Fe Community College from 9 AM - 3 PM on Saturday, May 5th. For more details and contact information please see 2 attached flyers.

### **4. Early Steps Family Resource Specialists Spring 2013 Meeting ([Memo](#))**

The Early Steps Family Resource Specialists Spring 2013 Meeting will begin Thursday, June 6, 2013 at 9:00 AM, and end on Sunday June 9, 2013 at 1:00 PM. This meeting will be held in conjunction with The Family Café, a statewide event designed to provide information and networking opportunities for individuals with disabilities and their families.

## **MEDICAID UPDATES:**

### **5. Medicaid Alerts and Questions**

The Florida Medicaid program has created an e-mail alert system to supplement the present method of receiving Provider Alerts information and to alert registered subscribers of "late-breaking" health care information. An e-mail will be delivered to your mailbox when Medicaid policy clarifications or other health care information is available that is appropriate for your selected area and provider type. Visit the [Florida Medicaid's Health Care Alerts](#) page to subscribe now, or to unsubscribe or update your subscription at any time. Please direct questions about Medicaid policies to your local Medicaid area office. The Medicaid area offices' addresses and phone numbers are available on the [Area Offices](#) web page.

### **6. Claims Processing for Universal Health Care, Inc. Providers**

Universal Health Care, Inc. (Universal) was ordered into receivership by the Second Judicial Circuit Court in Leon County, Florida, for purposes of liquidation effective April 1, 2013. The Florida Department of Financial Services, Division of Rehabilitation and Liquidation, is the court appointed Receiver of Universal.

Claims which were not paid as of the liquidation will be considered as claims against the Universal estate and subsequently processed by the Receiver during the liquidation process. Detailed information regarding the filing of claims in a liquidation proceeding is available on the Receiver's website, [www.myfloridacfo.com/division/receiver](http://www.myfloridacfo.com/division/receiver), or by telephone at 1-800-882-3054.

Please note that providers may not seek payment from Universal members for debt owed by Universal for medical services. Under Section 641.3154, Florida Statutes, HMO subscribers are not liable to any provider of health care services for any services covered by the HMO. Additionally, health care providers and their representatives are prohibited from attempting to collect payment from the HMO subscribers for such services.

## **INFORMATION AND RESOURCES:**

### **7. 2012 Family Survey Indicator and Response Results**

Please find the 2012 Family Survey Results attached to Weekly Memo email. The Indicator 4 data listed in tab 1 has previously been shared, however the changes in calculating the response rates have been resolved and listed in tab 2. If you have any questions, please contact [Kelly\\_Rogers@doh.state.fl.us](mailto:Kelly_Rogers@doh.state.fl.us).

### **8. Draft Revised Family Resource Specialist Roles**

The Family Resource Specialist roles and responsibilities have been reviewed and proposed revisions have been developed based on changes to the Early Steps system. The draft revised roles have been sent to Family Resource Specialists for review and input and are also attached to the Weekly Memo. Please provide any feedback to Kelly Rogers at [Kelly\\_Rogers@doh.state.fl.us](mailto:Kelly_Rogers@doh.state.fl.us) no later than April 24, 2013.

### **9. Children's Week 2013 Photos**

Please see page 4 for pictures from this year's event.

## Children's Week 2013



On Tuesday, April 9th the State Capitol Rotunda and courtyard was transformed into the "Children's Capitol for a Day." Representatives from the CMS and Early Steps State Offices, as well as from the local CMS and Early Steps offices, offered a variety of information on programs and services. They also enjoyed playing games and handing out prizes to all the children.

## **LES SPOTLIGHT:**

### **10. Reminder to the LES:**

This section of the ESSO Weekly Memo is for recognition of major accomplishments and milestones in the local programs. All entries must be emailed to Katie Williams and Patricia Herring by 5:00 EST on Tuesdays. The subject line should read 'ESSO Weekly Memo Entry.'

## **BUREAU UPDATE:**

### **11. Training Unit Update**

The tentative dates for the *Statewide Partnering for Success* meeting in Orlando are November 13-15, 2013. Please save the dates on your calendar. Also, there will be pre-conference meetings on November 12. Early Steps is partnering with DOH Child Protection and Special Technologies, Florida's Office of Early Learning, the Department of Education's Exceptional Student Education and Florida's Head Start State Collaboration Office to make this year's meeting bigger and better than ever.

Service Coordinator Apprenticeship Training unit assessment data has been shared with LES training coordinators. Training coordinators and ESSO now have the ability to view, track and analyze trainee progress and test results throughout the course.

Participation in the Autism Navigator training continues to increase with excellent feedback regarding the quality of the training. The revised Early Steps Orientation Module Two training is undergoing final edits and will be posted on the Early Steps website soon. In addition, the Training Unit has been working with the Performance Improvement Unit, the Policy Unit and the Department of Education to develop new strategies for reporting child and family outcomes.

The Training Unit has been participating in CMS-K.I.D.S. training on reporting which includes eligibility determinations, service coordination, caseload management, child enrollment and service delivery. Also, the Unit is participating on the multi-agency Expanding Opportunities Workgroup to develop personnel training that will ensure uniform and consistent training across agencies.



## PROGRAM MANAGER INFORMATION

### 12. List of Program Managers and their Contact Information

The assigned program manager at ESSO is the primary contact person for the LES to submit questions, issues or concerns to. The program manager will be responsible for responding to the LES and prior to responding, will inform and involve others in the ESSO, when necessary, to assist in clarifying or resolving the issue.

Early Steps State Office Telephone Number - (850) 245-4444

LES	Program Manager	PI Lead
<b>Bay Area</b>	Haylie Mistrot (ext. 2267) <a href="mailto:Haylie_Mistrot@doh.state.fl.us">Haylie_Mistrot@doh.state.fl.us</a>	Angela Marcus (ext. 3278) <a href="mailto:Angela_Marcus@doh.state.fl.us">Angela_Marcus@doh.state.fl.us</a>
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<b>Central Florida</b>	Arnetta Givens (ext. 3904) <a href="mailto:Arnetta_Givens@doh.state.fl.us">Arnetta_Givens@doh.state.fl.us</a>	Susan Barrows (ext. 2231) <a href="mailto:Susan_Barrows@doh.state.fl.us">Susan_Barrows@doh.state.fl.us</a>
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<b>North Central</b>	Dawn Lynch (ext. 2270) <a href="mailto:Dawn_Lynch@doh.state.fl.us">Dawn_Lynch@doh.state.fl.us</a>	Susan Barrows (ext. 2231) <a href="mailto:Susan_Barrows@doh.state.fl.us">Susan_Barrows@doh.state.fl.us</a>
<b>North Dade</b>	Janice Miller (ext. 3910) <a href="mailto:Janice_Miller2@doh.state.fl.us">Janice_Miller2@doh.state.fl.us</a>	Angela Marcus (ext. 3278) <a href="mailto:Angela_Marcus@doh.state.fl.us">Angela_Marcus@doh.state.fl.us</a>
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<b>Southwest</b>	Mary Sandler (ext. 2240) <a href="mailto:Mary_Sandler@doh.state.fl.us">Mary_Sandler@doh.state.fl.us</a>	Angela Marcus (ext. 3278) <a href="mailto:Angela_Marcus@doh.state.fl.us">Angela_Marcus@doh.state.fl.us</a>
<b>Space Coast</b>	Susan Barrows (ext. 2231) <a href="mailto:Susan_Barrows@doh.state.fl.us">Susan_Barrows@doh.state.fl.us</a>	Susan Barrows (ext. 2231) <a href="mailto:Susan_Barrows@doh.state.fl.us">Susan_Barrows@doh.state.fl.us</a>
<b>Treasure Coast</b>	Mary Sandler (ext. 2240) <a href="mailto:Mary_Sandler@doh.state.fl.us">Mary_Sandler@doh.state.fl.us</a>	Susan Barrows (ext. 2231) <a href="mailto:Susan_Barrows@doh.state.fl.us">Susan_Barrows@doh.state.fl.us</a>
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<b>Western Panhandle</b>	Carol Burch (ext. 2224) <a href="mailto:Carol_Burch@doh.state.fl.us">Carol_Burch@doh.state.fl.us</a>	Susan Barrows (ext. 2231) <a href="mailto:Susan_Barrows@doh.state.fl.us">Susan_Barrows@doh.state.fl.us</a>

**Mission:**

To protect, promote & improve the health of all people in Florida through integrated state, county & community efforts.



**Rick Scott**  
Governor

**John H. Armstrong, MD, FACS**  
State Surgeon General & Secretary

**Vision:** To be the **Healthiest State** in the Nation

## INTEROFFICE MEMORANDUM

**DATE:** April 9, 2013

**TO:** Early Steps Family Resource Specialists  
Early Steps Directors/Coordinators

**FROM:** Sue Cannon, State Parent Consultant  
Early Steps State Office  
Children's Medical Services

**SUBJECT:** Early Steps Family Resource Specialist 2013 Spring Meeting at the Family Cafe

**DATES:** FRS Statewide Meeting: Thursday, June 6, 2013 9:00 AM – 5:00 PM  
Friday, June 7, 2013 9:00 AM – 5:00 PM  
Saturday, June 8, 2013 9:00 AM – 5:00 PM  
Sunday, June 9, 2013 9:00 AM – 1:00 PM

The Early Steps Family Resource Specialists Spring 2013 Meeting will begin Thursday, June 6, 2013 at 9:00 AM, and end on Sunday June 9, 2013 at 1:00 PM. This meeting will be held in conjunction with The Family Café, a statewide event designed to provide information and networking opportunities for individuals with disabilities and their families.

The meeting will be held at the Hilton located at 6001 Destination Parkway in Orlando. Room rates are \$109.00 per night and should be reserved as soon as possible, since they normally fill up quickly. Make reservations by calling 407 313-4300. You are **not** required to provide a one night deposit when the reservation is made.

In addition, you must register for the Family Café either online at [www.familycafe.net](http://www.familycafe.net) or by phone 888/309-2233. There is no registration fee for individuals with disabilities or their families.

**“Discover Health From Within: Create and Live Optimal and Dynamic Health”** is the pre-conference training that all FRS's will participate in, Thursday, June 6<sup>th</sup>, from 10 am to 4 pm. This one day training will offer FRS's a new perspective on health and wellness, one that offers an expanded view of health that combines an understanding of the physical body with that of the spiritual, emotional and psychological self. Complimentary materials, including a DVD will be provided for all FRS's.

**Early Steps Early Wishes** is a huge playgroup offered to Early Steps families who attend the Family Café. The event includes activities for families, such as face painting, adaptive books and toys, family photo shoot, story times, parachute activities, and free play. All FRS's are expected to participate in this event. The following Early Steps partners participate by providing activities for families: Florida's Central Directory, Florida Outreach Project for Children and Young Adults Who are Deaf Blind, and the Florida Interagency Coordinating Council for Infants and Toddlers.

**Florida Department of Health**

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Below is the schedule for the events on Thursday and Friday.

<b>EVENT</b>	<b>DAY/TIME</b>	<b>PURPOSE</b>
FRS's Meet	Thursday 9:00 AM	Gather for Meeting
FRS Leadership Workshop	Thursday, 10:00 AM – 4:00 PM	Discover Health From Within
Volunteer at Family Café - optional	Thursday 4:00 – 6:00 PM	Assemble bags for conference
FRS Meeting	Friday 9:00 AM– 11:00 AM	Set Up for ESEW event
Family Café Opening	Friday 11:30 – 1:00	
Early Steps Early Wishes Event	Friday, 1:30 – 4:00	Gather and Unite Early Steps Families
ESEW Take Down	Friday, 4:00 – 5:00	Assist in moving supplies from room

On Friday, Saturday and Sunday Early Steps Family Resource Specialists will be involved in providing leadership and supports for New Star Workshops, playgroups and other events at the Family Café. Each FRS has specific responsibilities related to facilitating or assisting workshops.

We hope to have all Family Resource Specialists attend this weekend of leadership, support and family involvement in Early Steps as part of their required twice annual statewide meeting requirement.

If you have questions or need additional information, please contact State Parent Consultant, Sue Cannon at 321 725-5763 or [sue\\_cannon@doh.state.fl.us](mailto:sue_cannon@doh.state.fl.us).