

## ESSO WEEKLY MEMO

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**ACTION NEEDED:**

No Items

**FOLLOW UP:**

No Items

**UPCOMING EVENTS:**

**1. Family Café is in One Week**

*Submitted by Sue Cannon, State Parent Consultant*

Only one week till the Family Cafe events begin. We are excited about this opportunity to meet families from all over the State of Florida, and share information and support with them. Our goals are simple:

1. Meet and greet Early Steps families
2. Provide information that will help families access the services and supports they need to assist their child's development
3. Provide support that will assist families in becoming stronger
4. Share with families what Early Steps is and does
5. And, we want to hear from families, through family stories, conversations and workshops, their experiences in Early Steps, and, of course, ways to improve our program

As the mom of a now young adult who went through the Part C (then Part H) program many years ago, I delight in meeting and speaking with young families. My personal goals are to share with them that they are not alone, that we, other parents of children who have been through the program, are there to assist and guide them. This is a highlight of the year for me, and I relish the experiences I have at the Family Cafe.

**2. Workshop for Early Steps Families at Family Café: Expanding Opportunities for the Inclusion of Young Children with Disabilities**

*\*\*this is an addition to the May 23rd Weekly Memo entry “Family Café - Workshops Specifically Related to Early Steps”*

Presenter - Lou Ann Long  
Children’s Forum/Florida Central Directory  
Saturday, June 8, 4:00 – 5:00, Lake George B

This session will describe the work of a cross agency group whose goal is to promote inclusive options for young children with disabilities and their families in Florida. The group has been part of a federal initiative designed to support states in increasing family choices for options of high quality inclusive learning opportunities for infants, toddlers and preschool children with disabilities. Families will learn to navigate systems of services and support.

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### 3. Webinar- “Improving Children’s Mental Health Outcomes: What? Why? and How?”

**Date/Time:** June 19, 2013

**Presenter:** Beth Stroul, M.Ed.

The purpose of the webinar is to explore children’s mental health as an integral part of health that has not received either the attention or resources necessary to improve services and outcomes. The content will focus on: 1) why children’s mental health services should be a priority, 2) the system of care approach as a framework for reform with demonstrable outcomes, 3) the philosophy and services that comprise effective systems of care for children’s mental health, and 4) the strategies are effective in implementing the systemic changes needed for the wide-scale adoption of the system of care approach. In addition, the presenter will review lessons learned that can inform efforts to take any health and human service innovation to scale.

**To Register:** <https://fadaaevents.webex.com/fadaaevents/onstage/g.php?t=a&d=663933709>

### **MEDICAID UPDATES:**

#### 4. 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.

#### 5. Medicaid Training Opportunity in Polk County

The Area Six Medicaid Office is offering Medicaid provider training opportunities in Polk County during the month of June 2013.

- The MediPass and Child Health Check-Up training will be held on June 5, 2013 from 9am to 12pm.
- The CMS-1500 training will be held on June 13, 2013 from 9am to 12pm.

The training location is the Department of Children and Families office at 1055 Highway 17 North, Bartow, FL 33830.

To download a copy of the Area Six training calendar, please visit [Florida Medicaid web portal](#) and click on Area Office 6, then go to the link for Area 6 Provider Training Calendar. To register for training sessions, please visit [Training and/or Public Meetings/Workshops](#). Click on Bartow, and choose the desired training session.

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## **MEDICAID UPDATES, continued:**

### **6. Medicaid Training Opportunity Available in Tampa**

The Area Six Medicaid Office is offering Medicaid provider training opportunities in Tampa during the month of June 2013.

- The MediPass and Child Health Check-Up training will be held on June 12, 2013 from 9am to 12pm.
- The CMS-1500 training will be held on June 20, 2013 from 9am to 12pm.

The training location is the Area Six Medicaid office at 6800 North Dale Mabry Highway, Suite 220, Tampa, FL 33614.

To download a copy of the Area Six training calendar, please visit [Florida Medicaid web portal](#) and click on Area Office 6, then go to the link for Area 6 Provider Training Calendar. To register for training sessions, please visit [Training and/or Public Meetings/Workshops](#). Click on Tampa, and choose the desired training session

### **7. Provider Training: Verifying Medicaid Recipient Eligibility**

**Verifying Medicaid Recipient Eligibility** teleconference training will be held **Thursday, June, 6, 2013, 10:00 - 11:00 a.m.**, Eastern Time. Medicaid providers are invited to participate. The training will be performed via [teleconference](#).

To join the teleconference training, please dial:

**1 (888) 670-3525**

at the prompt enter the Participant passcode: **2509287551 then #**

You don't need to register or reserve space. Just call at the designated time. The training will follow a PowerPoint presentation found at the [Florida Medicaid Provider Training e-Library website](#).

To download the presentation to view during the teleconference, please click on the "Upcoming Training and Schedules" tab, then right click on the hyperlink for the Training Presentation, choose "Save Target As..." and save a copy of the presentation to your computer. You may also click on the hyperlink for the training presentation and view it online.

Please have a copy of the PowerPoint presentation available before the teleconference so you can follow along.

Any questions can be emailed prior to or during the teleconference to: [elibrarytraining@ahca.myflorida.com](mailto:elibrarytraining@ahca.myflorida.com). If you have any questions about the teleconference, please contact [elibrarytraining@ahca.myflorida.com](mailto:elibrarytraining@ahca.myflorida.com).

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## **MEDICAID UPDATES, continued:**

### **8. Upcoming Access Changes**

The Agency provides a number of services for Medicaid providers through multiple points of delivery. In many cases, automated delivery options are available for provider support in the most efficient and timely manner. Effective July 1, 2013, in an effort to focus resources on support not available through other methods, the Agency will make the following changes in the access of the following services.

These changes are intended to maximize the efficiency of the services available through the options referenced. We anticipate these changes may require some adjustment for the provider community, so this notification is being sent to provide advance notice and encourage early adoption to minimize any work pattern adjustments that may be needed to support these changes. The Agency will continue its efforts to enhance services available and appreciates your role in supporting the Florida Medicaid program.

#### **Recipient Eligibility Verification**

Typically, the Agency supports in excess of 1 million eligibility verifications each day. Effective July 1, 2013, eligibility verification will no longer be available from call center staff. Options to verify eligibility will continue to include:

- Calling (800) 239-7560 for the self-service automated voice response system (AVRS) to verify eligibility and other automated options.
- Online, real time verification through the secure web portal.
- Batch transactions supporting standard X12 270/271 eligibility verification through the secure web portal.
- A Point-of-Sale (POS) device/connection through an approved Florida Medicaid MEVS vendor.

#### **Remittance Advice**

The remittance advice provides detail on each transaction processed by Florida Medicaid. Today, many providers take advantage of online methods to gain access to their remittance advice, speeding access and saving postage cost for the State. Effective July 1, 2013, the remittance advice will only be available electronically. The Agency will no longer mail hard copy remittance advice to providers. Options to access the weekly generated remittance advice will continue to include:

- Electronic Remittance Advice image available on the secure portal.
- Standard X12 835 EDI file.

#### **Online Provider Enrollment**

In 2008, the Agency implemented an online Provider Enrollment Wizard to support submission of applications through the web. Since that time a number of changes have been made to enhance the wizard functionality. The [online wizard](#) provides guidance in completing required fields and documentation required. All required documentation can be uploaded through the web or faxed to the fiscal agent. To fully leverage this functionality, effective July 1, 2013, hard copy applications will no longer be accepted except for out of state, SMMC, and new location code applications. From that point forward, applications will only be accepted through the online wizard.

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## **INFORMATION AND RESOURCES:**

### **9. Vacant Position in ESSO Performance Improvement Unit**

Working Title: OPERATIONS REVIEW SPECIALIST

Position Number: 64005403-51370114

Annual Salary Range: \$41,106 - \$45,652

Closing Date: 5/31/2013

This is a highly responsible position in the Bureau of Early Steps, Children's Medical Services. Job responsibilities include quality assurance and compliance monitoring and provision of technical assistance to local service providers.

#### **Preferred Qualifications:**

Extensive knowledge of federal, state and local programs and policies that impact families and young children with disabilities, particularly the requirements of Part C, IDEA.

Expertise in data collection and analysis

Expertise in quality assurance monitoring and performance improvement planning.

Ability to coordinate interagency collaborations and negotiate roles and responsibilities.

Knowledge and experience in applied research and providing technical assistance.

To apply go to:

<https://jobs.myflorida.com/viewjob.html?optlink-view=view-612823&ERFormID=newjoblist&ERFormCode=any>

### **10. Down Syndrome Fact Sheet**

The Florida Department of Health, Florida Birth Defects Registry has recently released the **Down Syndrome Fact Sheet** (*attached to Weekly Memo email*).

## **STAFF AND LES SPOTLIGHT:**

### **11. New Guidelines:**

This section of the ESSO Weekly Memo will now be used for recognition of major accomplishments, awards, and milestones reached by either LES/ESSO staff OR 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.' **Please include a picture when possible.**

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## 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>
<b>Big Bend</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>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>
<b>Gold Coast</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>
<b>Gulf Central</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>North Beaches</b>	Carol Burch (ext. 2224) <a href="mailto:Carol_Burch@doh.state.fl.us">Carol_Burch@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>Northeastern</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>
<b>Southernmost Coast</b>	Janice Miller (ext. 3910) <a href="mailto:Janice_Miller2@doh.state.fl.us">Janice_Miller2@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>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>
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<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>
<b>West Central</b>	Angela Marcus (ext. 3278) <a href="mailto:Angela_Marcus@doh.state.fl.us">Angela_Marcus@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>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>

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