

ESSO WEEKLY MEMO

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ACTION ITEMS:

No Items.

FOLLOW UP:

1. Reminder of CareCentrix billing process

REMINDER...FOR EARLY STEPS CHILDREN/FAMILIES WITH FL BLUE INSURANCE TO BE BILLED THROUGH CARE CENTRIX FOR DME OR HOME HEALTH SERVICE PROVIDER(S)...

Resolution Reached with FL Blue/CareCentrix for Statewide Process

An agreement has been reached between Early Steps and CareCentrix for a statewide process of working together. CareCentrix has provided a single point of contact and a commitment to respond within 24 hours of receipt of an email notification. Once a child in Early Steps is determined to have coverage through Florida Blue (Blue Cross/Blue Shield of Florida), the following steps should be followed:

1. Send an e-mail to Kerri Laplant at CareCentrix:
Kerri Laplant, CareCentrix Team Lead Reimbursement Operations
Kerri.Laplant@carecentrix.com AND
cc: Christina.Kouremeis@carecentrix.com in case Kerri is out of the office so they can respond timely
2. Within the e-mail, identify the FL Blue member and Include the following information*:
Patient Name
Date of Birth
CareCentrix account (if provided)

****Remember to use encryption...CareCentrix uses Cisco Registered Email Service. If you are not already signed up for this service, you can send Kerri an e-mail excluding confidential information and request that she send you an attachment for registering (free of charge; for more information now, review information at: <https://res.cisco.com/websafe/help?topic=RegEnvelope>)***

3. Kerri will then work with her CareCentrix team to flag their system so that member out of pocket billing will be directed to the LES (or MED-3000) rather than billing the member.
4. Kerri will also work with the LES to negotiate a discount for the member out of pocket balance, on a case by case basis. The LES should request their Program Manager be involved in any discussions related to negotiating payment rates. Be prepared to let her know our maximum Early Steps rate so she can work toward staying within that amount when possible.

For questions, issues or concerns about this process, contact Carol Burch at 850.245.4444 ext 2224 or Carol_burch@doh.state.fl.us. CareCentrix plans to check in with us on an ongoing basis to see how this process is working out and whether we have any further suggestions or requests to enable us all to work well together.

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UPCOMING EVENTS:

2. Early steps Policy Webinar– August 20 and 21, 2013

The Early Steps State Office has scheduled two webinars to introduce updates to Early Steps policy documents that will be implemented October 1, 2013. The updates include clarifications related to:

- Completion and documentation of service coordination/targeted case management assessment and plan
- Provision of compensatory services after a child turns three (as a result of a dispute or finding)
- Fundraising activities
- Documentation of “other services”
- Use of informed clinical opinion
- Payment for consultation
- Handling a due process hearing request
- Family Involvement Plans and Family Resource Specialist roles
- Obtaining consent in electronic format
- Paper and electronic recordkeeping for children who are adopted

Identical information will be presented during the two webinars, so it is necessary to participate in only one. The updated policy documents are in the process of being posted on the Early Steps website. Webinar information is below.

Date: Tuesday, August 20, 2013 from 10:00 am – 11:30 am (EST)

To join the meeting, go to:

<http://floridanewbornscreening.adobeconnect.com/esso1/> and enter as “guest”

Conference Call #: 1 888 670 3525

Passcode: 6861777454 then #

Date: Wednesday, August 21, 2013 from 1:00 pm – 2:30 pm (EST)

To join the meeting, go to:

<http://floridanewbornscreening.adobeconnect.com/esso1/> and enter as “guest”

Conference Call #: 1 888 670 3525

Passcode: 6861777454 then #

3. Local Family Survey Lead Conference Call

A conference call has been scheduled with the Local Family Survey Leads on **Tuesday, August 13 from 10:00 am – 11:00 am (EST)** to share best strategies for the family survey process, answer questions, and discuss LES ideas for an ongoing family survey process. The Conference Call information is as follows:

Conference Call #: 1 888 670 352

Passcode: 6272156732 then #

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Any and all participation is welcomed!

UPCOMING EVENTS:

4. 2013 Partnering For Success Statewide Meeting

The 2013 *Partnering for Success* statewide training event that will include participants from the Florida Department of Health, Children's Medical Services, Early Steps; the Florida Department of Health, Children's Medical Services, Bureau of Child Protection/Special Technology; the Florida Department of Education, Bureau of Exceptional Education and Student Services; Florida's Head Start State Collaboration Office, and; the Office of Early Learning. This comprehensive professional development opportunity is the result of coordinated efforts among these agencies and is supported in part by the Children's Forum/Florida's Central Directory. The goal of this meeting is to provide training, technical assistance, and opportunities for networking and collaboration among early intervention and early childhood professionals. Continuing Education Units (CEU's) will be available for many of the breakout sessions. Please share the attached Save the Date flyer with others.

5. EIEC Webinar: How Persistent are Developmental Delays in Young Children in the US?

Frequent and systematic developmental screening is recommended because developmental delays are presumed to be dynamic and modifiable. Yet, little is known about the persistence of young children's developmental delays. This presentation will explore this issue using data from 2 longitudinal samples of US children. The findings have important implications for how developmental services should be configured. This talk is geared toward MCH professionals who work with young children at risk for developmental difficulties.

To register please click [here](#) or visit https://www.aucd.org/template/event.cfm?event_id=4171

6. FASD Telesummit Information for September

The *Living with FASD* telesummit will begin September 9th and will run for 12 days. Speakers will provide practical tips and strategies based on the latest research combined with their own personal experiences as parents of children with Fetal Alcohol Spectrum Disorder. To reserve your place and participate in this event, please visit www.LivingWithFASD.com.

MEDICAID UPDATES:

7. 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.

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MEDICAID UPDATES, continued:

8. August ICD-10 Newsletter Now Available on the Public Web Portal

The August ICD-10 Newsletter is now available on the Florida Medicaid Public Web Portal. You can download a copy of the [August 2013 ICD-10 Newsletter](#) under the Publications section of the ICD-10 page. This newsletter contains information on coding preparation, Computer Assisted Coding, and coding webinars. The [ICD-10](#) pages are updated often, so please visit regularly for the most current information.

9. Rule 59G-4.110 Hearing Services Notice of Public Meeting

The Agency for Health Care Administration has scheduled a public meeting for Rule 59G-4.110 Hearing Services. The public meeting is scheduled for Friday, August 9, 2013, from 11:00 a.m. to 12:00 p.m. at:

Agency for Health Care Administration

2727 Mahan Drive

Building 3, Conference Room D

Tallahassee, FL 32308

There will **not** be a phone call-in number available.

Official notice of the public meeting was posted in Volume 39, Number 147 of the Florida Administrative Register (FAR) on July 30, 2013. A copy of the notice may be found on the [FAR](#) Web site. You may also download a copy of the agenda located on our [Draft Handbooks, Fee Schedules, and Other Documents](#) Web page.

INFORMATION & RESOURCES:

10. NCBDDD Science Alert: Current Estimate of Down Syndrome Population Prevalence in the United States,

From the National Center on Birth Defects and Developmental Disabilities:

We would like to bring to your attention a new study published this week in the *Journal of Pediatrics*: "Current Estimate of Down Syndrome Population Prevalence in the United States." Using information from birth and death records, researchers estimated that about 250,000 people were living with Down syndrome in January 2008. Researchers also found that the life expectancy of people with Down syndrome dramatically increased (by about 450%) since 1960. This information will help with planning for policies and services for people with Down syndrome. CDC's National Center on Birth Defects and Developmental Disabilities is working in collaboration with its partners to learn more about Down syndrome by tracking the occurrence of the condition and conducting research, continuing the goal of improving the lives of children and families affected by Down syndrome.

We invite you to read the abstract of the study [here](https://www.ncbi.nlm.nih.gov/pubmed/23885965) (<https://www.ncbi.nlm.nih.gov/pubmed/23885965>) and a summary of key findings [here](http://www.cdc.gov/ncbddd/birthdefects/features/key-findings-Down-Syndrome-Prevalence.html) (<http://www.cdc.gov/ncbddd/birthdefects/features/key-findings-Down-Syndrome-Prevalence.html>)

Please share these with your networks.

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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.**

12. Staff Spotlight

Submitted by Kelly Rogers

The Early Steps State Office would like to take this opportunity to recognize Ms. Doris Tellado, Family Resource Specialist from the North Central Early Steps. Doris not only continues to be a wonderful advocate in her local community, but has been a wonderful resource to the Early Steps State Office for several years. Doris has translated many documents for the Early Steps State Office into Spanish and does so accurately, timely, and always with the great positivity that she personifies.

Doris - We want you to know that we appreciate you and give you the recognition you deserve. Thank you!



BUREAU UPDATE:

13. Performance Improvement Unit Update

The Performance Improvement Unit hosted two conference calls to provide an overview and review changes to the 2013-2014 QA process. The updated QA Self Assessment Instructions and populated worksheets were distributed to all LESs. Due dates for submission of the completed worksheets are 9/6/13 for small LESs, 9/13/13 for medium LESs and 9/20/13 for large LESs. PI Unit staff have continued to assist with preparation of CMS-KIDS rollout and have provided onsite support for Go live. Lastly, we continue to support Local Early Steps' efforts to implement improvement strategies and demonstrate correction of non-compliance and provide technical assistance related to data collection and reporting.

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PROGRAM MANAGER INFORMATION:

14. 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
Bay Area	Haylie Mistrot (ext. 2267) Haylie.Mistrot@doh.state.fl.us	Angela Marcus (ext. 3278) An-gela.Marcus@doh.state.fl.us
Big Bend	Dawn Lynch (ext. 2270) Dawn.Lynch@doh.state.fl.us	Susan Barrows (ext. 2231) Susan.Barrows@doh.state.fl.us
Central Florida	Arnetta Givens (ext. 3904) Arnetta.Givens@doh.state.fl.us	Susan Barrows (ext. 2231) Susan.Barrows@doh.state.fl.us
Gold Coast	Arnetta Givens (ext. 3904) Arnetta.Givens@doh.state.fl.us	Susan Barrows (ext. 2231) Susan.Barrows@doh.state.fl.us
Gulf Central	Mary Sandler (ext. 2240) Mary.Sandler@doh.state.fl.us	Angela Marcus (ext. 3278) Angela.Marcus@doh.state.fl.us
North Beaches	Carol Burch (ext. 2224) Carol.Burch@doh.state.fl.us	Angela Marcus (ext. 3278) Angela.Marcus@doh.state.fl.us
North Central	Dawn Lynch (ext. 2270) Dawn.Lynch@doh.state.fl.us	Susan Barrows (ext. 2231) Susan.Barrows@doh.state.fl.us
North Dade	Janice Miller (ext. 3910) Janice.Miller2@doh.state.fl.us	Angela Marcus (ext. 3278) Angela.Marcus@doh.state.fl.us
Northeastern	Angela Marcus (ext. 3278) Angela.Marcus@doh.state.fl.us	Angela Marcus (ext. 3278) Angela.Marcus@doh.state.fl.us
Southernmost Coast	Janice Miller (ext. 3910) Janice.Miller2@doh.state.fl.us	Susan Barrows (ext. 2231) Susan.Barrows@doh.state.fl.us
Southwest	Mary Sandler (ext. 2240) Mary.Sandler@doh.state.fl.us	Angela Marcus (ext. 3278) Angela.Marcus@doh.state.fl.us
Space Coast	Susan Barrows (ext. 2231) Susan.Barrows@doh.state.fl.us	Susan Barrows (ext. 2231) Susan.Barrows@doh.state.fl.us
Treasure Coast	Susan Barrows (ext. 2231) Susan.Barrows@doh.state.fl.us	Susan Barrows (ext. 2231) Susan.Barrows@doh.state.fl.us
West Central	Angela Marcus (ext. 3278) Angela.Marcus@doh.state.fl.us	Angela Marcus (ext. 3278) An-gela.Marcus@doh.state.fl.us
Western Panhandle	Carol Burch (ext. 2224) Carol.Burch@doh.state.fl.us	Susan Barrows (ext. 2231) Susan.Barrows@doh.state.fl.us

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