



ESSO WEEKLY MEMO

February 20, 2014

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1. Early Steps State Office Public Participation Period

Public Participation Period Re: Early Steps Proposed Policies &
2014 Part C Application Has Begun
Submit Issues and Topics for Public Meetings by March 7, 2014

Early Steps Proposed Policies and Annual Part C Application for funds are now available for public review at http://www.floridahealth.gov/AlternateSites/CMS-Kids/home/resources/es_policy/es_Policy.html.

The Early Steps State Office will begin accepting comments related to proposed policy changes and the annual Part C application on March 3, 2014 and will accept comments for 30 days through April 1, 2014.

Share the notice at http://www.floridahealth.gov/AlternateSites/CMS-Kids/home/resources/es_policy/PublicParticipation/PublicParticipationNotice2014_English.pdf with staff, parents, providers, advocacy groups/organizations and other stakeholders in your area.

Please prepare for the comment period by reviewing the proposed policies and the application **prior to** the comment period. If, after reviewing the proposed policies and application, you have specific topics or issues you would like addressed during the public meetings, please send them to CMS.EarlyStepsPublicComment@flhealth.gov or submit them to your program manager in the Early Steps State Office no later than March 7, 2014.

2. 2014 Proposed Policies: Summary for Families

Please see the **attached** document for distribution to Early Steps families. The document is also attached to the Memo email for easier dissemination.



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MEDICAID UPDATES:

3. 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.

4. ICD-10 Provider Workshops

Please note that only ICD-10 codes (not ICD-9 codes) will be accepted as of October 1, 2014. Further direction will be forthcoming regarding use of ICD-10 codes.

These workshops are designed for providers that are currently required to bill Florida Medicaid with ICD-9 codes and will have to implement the ICD-10 codes. All providers are encouraged to attend. Please note, this is not an ICD-10 coding class.

Workshop 1 - Area 3A (Alachua, Bradford, Columbia, Dixie, Gilchrist, Hamilton, Levy, Lafayette, Putnam, Suwanee, Union) providers are invited to attend an ICD-10 Provider Workshop scheduled for **March 11th at 1:00pm** at the Area 3A Medicaid Office, located 14101 NW Highway 441, Suite 600, Alachua, FL, 32615.

Workshop 2 - Area 8 (Desoto, Collier, Charlotte, Glades, Hendry, Lee, Sarasota) providers are invited to attend an ICD-10 Provider Workshop scheduled for **March 13th at 11:00am** at the Area 8 Medicaid Office, located 2295 Victoria Ave., Room 309, Fort Myers, FL, 33901.

Workshop 3 - Area 2B (Calhoun, Gadsden, Jefferson, Leon, Liberty, Madison, Taylor, Wakulla) providers are invited to attend an ICD-10 Provider Workshop scheduled for **March 18th at 10:00am** the Area 2B Medicaid Office, located 2727 Mahan Drive MS #42, Building Two, Third Floor, Tallahassee, FL, 32308.

Workshop 4 - Area 6 (Hardee, Highlands, Hillsborough, Manatee, Polk) providers are invited to attend an ICD-10 Provider Workshop scheduled for **March 18th at 11:00am** at the Area 6 Medicaid Office, located 1055 Highway 17 N, Bartow, FL, 33830.

To register for one of these training sessions, click [here](#) (or click on the link below) and scroll down to the link for your appropriate area.

<http://apps.ahca.myflorida.com/medres/>

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MEDICAID UPDATES, continued:

5. MMA Choice Counseling Website and Call Center

The Managed Medical Assistance (MMA) Choice counseling website and call center are operational. Recipients and authorized representatives may go online or call to choose a MMA plan for Regions 2,3, and 4. Medicaid encourages you to go online and to let them know if you have difficulty navigating the site or if you find information that is not accurate. The website is www.flmedicaidmanagedcare.com
In addition, please see the Stakeholder Letter attached to the Weekly Memo email.

INFORMATION & RESOURCES:

6. Tip Sheets for Families: Developing Authentic Partnerships with Health Care Plans and Providers

These tip sheets are designed to help families of children and youth with special health care needs (CYSHCN) develop authentic partnerships with health care plans and providers.

* Partnering With Your Child's Health Plan provides tips on examining and improving programs, policies, and resources for children and youth with special health care needs. Select topics include ensuring appropriate care, resolving disagreements about care, and involving families in policy and program activities. The tip sheet is available at http://www.fv-ncfpp.org/files/5013/8997/3816/PartneringWithHealthPlans_01-08-2014-r.pdf

* Partnering With Your Child's Provider provides tips on preparing for an office visit; talking with providers; tracking, organizing, and sharing information; and dimensions of family and professional partnerships. The tip sheet is available at http://www.fv-ncfpp.org/files/7213/8997/3650/ParentsPartnering_10-23-2013-r.pdf

Produced by the National Center for Family / Professional Partnerships with support from the Health Resources and Services Administration's Maternal and Child Health Bureau. More information is available from the MCH Library's Children and Youth with Special Health Care Needs Knowledge Path at http://mchlibrary.org/KnowledgePaths/kp_CSHCN.html

7. Ensuring Adequate Marketplace Provider Networks: What's Needed for Children

This document outlines issues relevant to the adequacy of provider networks in ensuring that all children have access to health care services when they need them. The document describes a robust provider network for children and how such networks can be developed and assessed over time.

Produced by First Focus; Georgetown University Health Policy Institute, Center for Children and Families; Children's Hospital Association; Family Voices; and Children's Defense Fund. Available at <http://www.firstfocus.net/sites/default/files/Ensuring%20Adequate%20Marketplace%20Provider%20Networks.pdf>

More information is available from the MCH Library's Affordable Care Act (ACA) and MCH: Resources to Implement Change at <http://www.mchlibrary.org/ACA>

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INFORMATION & RESOURCES, continued:

8. Promoting Protective Factors for In-Risk Families and Youth: A Brief for Researchers

This document reviews the importance of protective factors in working with populations who are in-risk (defined as having already experienced one or more negative outcomes). The document describes a literature review and expert consultation project to distill findings specifically relevant across five populations served by the Administration for Children, Youth and Families. The populations include homeless and runaway youth, children exposed to domestic violence, victims of child abuse and neglect, youth in and aging out of foster care, and pregnant and parenting adolescents. Topics include questions that guided the review, lessons from the research literature, and challenges confronting the field. A conceptual model for organizing and applying protective factors is included.

Produced by the Development Services Group for the Administration for Children, Youth, and Families. Available at http://www.dsgonline.com/acyf/PF_Research_Brief.pdf

More information is available from the MCH Library's Emotional, Behavioral, and Mental Health Challenges in Children and Adolescents Knowledge Path at http://www.mchlibrary.org/KnowledgePaths/kp_Mental_Conditions.html

9. Register Soon: Introduction to Infant Mental Health Online Course

Introduction to Infant Mental Health

This course is designed for professionals interested in an introduction to the field of infant mental health and intervention with infants, toddlers, and their parents. Readings, video, and observational tasks are included to familiarize students with the foundations of infant mental health and direct work with infants and parents. While not a clinical class, this course introduces the role and function of the infant mental health specialist and the use of relationship and reflection in work with families.

Fee: \$290 course fee + purchase of required textbook

Earn Clock Hour Certificate: 42 Continuing Education Clock Hours approved and issued by the College of Education and Human Development, University of Minnesota

Register online

PROGRAM MANAGER INFORMATION:

10. 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@flhealth.gov	Angela Marcus (ext. 3278) Angela.Marcus@flhealth.gov
Big Bend	Dawn Lynch (ext. 2270) Dawn.Lynch@flhealth.gov	Angela Marcus (ext. 3278) Angela.Marcus@flhealth.gov
Central Florida	Susan Casey (ext. 2231) Susan.Casey@flhealth.gov	Jesse Kemper (ext. 2227) Jesse.Kemper@flhealth.gov
Gold Coast	Haylie Mistrot (ext. 2267) Haylie.Mistrot@flhealth.gov	Jesse Kemper (ext. 2227) Jesse.Kemper@flhealth.gov
Gulf Central	Mary Sandler (ext. 2240) Mary.Sandler@flhealth.gov	Angela Marcus (ext. 3278) Angela.Marcus@flhealth.gov
North Beaches	Susan Casey (ext. 2231) Susan.Casey@flhealth.gov	Jesse Kemper (ext. 2227) Jesse.Kemper@flhealth.gov
North Central	Dawn Lynch (ext. 2270) Dawn.Lynch@flhealth.gov	Jesse Kemper (ext. 2227) Jesse.Kemper@flhealth.gov
North Dade	Janice Miller (ext. 3910) Janice.Miller2@flhealth.gov	Angela Marcus (ext. 3278) Angela.Marcus@flhealth.gov
Northeastern	Janice Miller (ext. 3910) Janice.Miller2@flhealth.gov	Angela Marcus (ext. 3278) Angela.Marcus@flhealth.gov
Southernmost Coast	Janice Miller (ext. 3910) Janice.Miller2@flhealth.gov	Jesse Kemper (ext. 2227) Jesse.Kemper@flhealth.gov
Southwest	Mary Sandler (ext. 2240) Mary.Sandler@flhealth.gov	Angela Marcus (ext. 3278) Angela.Marcus@flhealth.gov
Space Coast	Susan Casey (ext. 2231) Susan.Casey@flhealth.gov	Jesse Kemper (ext. 2227) Jesse.Kemper@flhealth.gov
Treasure Coast	Mary Sandler (ext. 2240) Mary.Sandler@flhealth.gov	Jesse Kemper (ext. 2227) Jesse.Kemper@flhealth.gov
West Central	Katie Williams (ext. 2211) Kathryn.Williams@flhealth.gov	Angela Marcus (ext. 3278) Angela.Marcus@flhealth.gov
Western Panhandle	Katie Williams (ext. 2211) Kathryn.Williams@flhealth.gov	Jesse Kemper (ext. 2227) Jesse.Kemper@flhealth.gov



2014 Proposed Policies: Summary for Families

The Early Steps State Office hosts opportunities every year for individuals, including families, to comment on proposed changes to policies. Many of these changes may directly impact your child and family. In an effort to get your feedback, a webinar has been scheduled for **Friday, March 28, 2014 from 1:00 pm – 2:00 pm (EST)**. All family members and advocacy groups are invited to attend. To access the webinar, go to <https://floridanewbornscreening.adobeconnect.com/esso/>, enter as “Guest”, and call 1-888-670-3525/Passcode 6861777454#. Below is a sample of the proposed policies that will be discussed during the webinar:

- ✧ Clarifies that your insurance cannot be used under any circumstances unless you provide consent (written approval).
- ✧ Clarifies that when you provide consent to use your private insurance, this includes sharing your personally identifiable information with the insurance company.
- ✧ Requires you to send the provider any payment you receive for their services, if applicable.
- ✧ Requires a face-to-face meeting with every family prior to their initial evaluation and at a location convenient for you.
- ✧ Requires a new screening tool for children with social-emotional concerns.
- ✧ Requires your consent when a Service Coordinator/Targeted Case Management Plan is developed, reviewed, and updated.
- ✧ Requires all eligible children and their families to have an outcome and primary service location on the Service Coordinator/Targeted Case Management Plan.
- ✧ Provides reasons why you would not receive services other than service coordination/targeted case management.
- ✧ Clarifies that audio-video taping Individualized Family Support Plan meetings is allowed.
- ✧ Requires an Individualized Family Support Plan meeting before you are closed to Early Steps.
- ✧ Requires you receive a survey during the exit process from Early Steps.
- ✧ Proposes that if you miss two consecutive appointments without notice, the service coordinator and provider(s) will attempt to contact you and coordinate activities to engage you. If unsuccessful, the provider will no longer be responsible for providing services.
- ✧ Clarifies steps Early Steps must take if they can't reach you after three attempts before you will be closed from Early Steps.
- ✧ Clarifies the providers consulting amongst each other must be on your Individualized Family Support Plan Team.
- ✧ Clarifies that your approval is needed to invite the local school district representative to a transition conference.
- ✧ Proposes steps for your service coordinator to take, including closure, if your child has not yet turned three and no longer meets the eligibility criteria for Early Steps.
- ✧ Clarifies it is best practice for both parties to disclose who will be attending a mediation session, if applicable.

***If you have any questions or would like to provide feedback via email, please contact
CMS.EarlyStepsPublicComment@flhealth.gov***