



coordinated care[™]

Apple Health Core Connections[™]

Foster Care

First Year Report

2016—2017

Coordinated Care | Washington

Apple Health Core Connections

On April 1, 2016, Coordinated Care launched the Apple Health Core Connections (AHCC,) an innovative program for Washington State. This unique partnership between the Health Care Authority (HCA), Children's Administration/DSHS (CA), and Coordinated Care, is a single source, statewide managed care contract for nearly all health care services for our state's children in foster care, adoption support and young adult alumni of foster care (up to age 26). AHCC will become a Fully Integrated Managed Care program (FIMC) across Washington State in 2018.

MEMBERSHIP

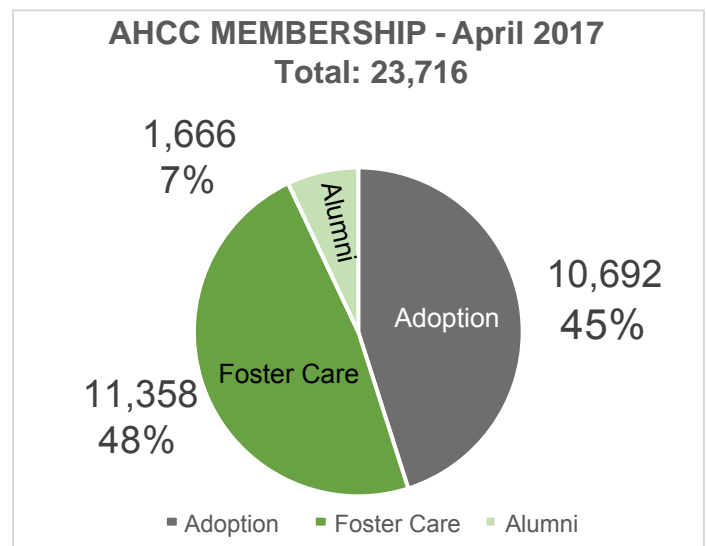
Our current AHCC membership is approaching 24,000, with kids coming into and leaving the child welfare system at approximately 500 members/month; **The first year overall membership growth was 6%**. Membership increase is attributed to growth in Foster Care/ Out of Home placement members, with the number of Adoption Support members stabilizing.

Through the development of our **adolescent2Adult (a2A) programming, Behavioral Health Organizations data sharing and partnerships with Transitioning Age Youth providers**, we've seen an increase in Alumni membership (18-26), and in year 2 will continue to focus efforts on enrolling Alumni so they can benefit from services and support designed for their young adult needs.

CLAIMS & NETWORK

The extension of our 'Continuity of Care' program has resulted in seamless claims payments to providers.

Between April 1, 2016 and April 1, 2017, Coordinated Care **paid over 364,000 pharmacy, behavioral and physical health claims, totaling \$50 million in payments.** 99% of AHCC claims were paid within 30 days, with an average payment timeframe of 10 days.



"You are the most helpful person; I told my husband, it made my whole day talking to you; You helped us take care of everything;"

- Caregiver Dorothy said to AHCC staffer

Over 2,300 new Behavioral and Physical Health providers

have joined our statewide network since 2016 to better serve our AHCC members.

"What I like is that you guys care about these kids the way parents are supposed to."

- Bio-parent during trial return-home

CALL CENTER

Our dedicated Apple Health Core Connections call center, which answers questions from members, families, caregivers, and provider organizations, has fielded over **16,000 calls from members** since Go-Live, with an average speed to answer (ASA) of **14 seconds** and Average Handle Time of 12 minutes.

| Apple Health Core Connections Rolling 12 Months Call Volume | | | | | | |
|--|---------------|------------|-----------|-------------------|--------------------|---------------------|
| Month | Calls Offered | Call Aband | ASA<30 | Calls Abandon <3% | Service Level >80% | Average Handle Time |
| April | 2,784 | 45 | 21 | 1.62% | 82.44% | 873 |
| May | 1,785 | 23 | 14 | 1.29% | 89.97% | 654 |
| June | 1,749 | 36 | 17 | 2.06% | 86.91% | 633 |
| July | 1,259 | 15 | 18 | 1.19% | 85.15% | 717 |
| August | 1,437 | 14 | 17 | 0.97% | 86.85% | 696 |
| September | 1,245 | 16 | 13 | 1.29% | 89.64% | 658 |
| October | 1,116 | 13 | 10 | 1.08% | 91.85% | 701 |
| November | 1,008 | 7 | 7 | 0.69% | 93.25% | 739 |
| December | 809 | 5 | 5 | 0.62% | 94.07% | 724 |
| January | 1,062 | 17 | 16 | 1.60% | 86.53% | 807 |
| February | 903 | 12 | 18 | 1.33% | 87.93% | 806 |
| March | 938 | 19 | 10 | 2.03% | 91.25% | 804 |
| TOTAL YTD | 16,095 | 222 | 14 | 1.31% | 88.82% | 734 |

We expect call volume to decrease as members and providers increase their familiarity with our program and our specialized services.

"I don't know what you guys did, but you must have a magic wand! You saved me hours of phone calls!"

- A foster parent at a Fostering Together support group meeting

HEALTH CARE COORDINATION TEAM

AHCC maintains over 50 dedicated employees in a fully-integrated physical and behavioral health team including Social Workers, Specialized Behavioral Health Clinicians, Nurses, AHCC Liaisons, Program Specialists and Customer Service Representatives across our Seattle, Tacoma and Yakima offices, with a team additionally based in Spokane. **AHCC's extensive outreach campaign has identified over 3,000 members** to share the program's benefits.

Since April 2016, our Integrated Care Management teams have logged over **22,000 contacts with members, caregivers providers and social workers**. Almost 500 members are currently enrolled in ongoing Intensive Care Management.

COMMUNITY EDUCATION

Since 2016, our Community Education Team has delivered **over 450 trainings, educating more than 6,000 stakeholders** including foster parents, caregivers, parent allies, social workers, behavioral and physical health providers statewide;

New Trainings for 2017/2018: **Managed Care Overview for Specialty Behavioral Health Providers, Suicide Prevention and The Art of the Brief Intervention**

"The CoordinatedCare Community Education team has brought high qualityengaging, relevant training to foster parents at times and locations convenient to them that has been so well received; Foster parents are hungry for training opportunities and Coordinated Care stepped up to provide training at all the FPAWs Mini-Conferences and with Foster Parent Support groups across the state; Given how successful the trainings have been we are excited to continue to partner with them to provide training to foster parents;"

- Mike Canfield, Executive Director
Foster Parent Association of Washington

AHCC Liaisons responded to over **900 requests** for assistance and logged over **90 visits to Children's Administration offices since 2016**, and CA Social Workers are able to resolve systemic issues quickly as Liaisons are the conduits between Coordinated Care, Child Welfare and Providers.

SPECIALIZED PROGRAMS

Care Grants launched in 2017 to provide funds (up to \$100) for non-Medicaid services such as art supplies, sports equipment and classes to encourage healthy and prosocial behaviors.

Zero Suicide & Emergency Department (ED) Diversion AHCC uses Suicide Prevention Protocol, Columbia Suicide Risk Assessment (CSRA) and Crisis Response Planning and works closely with BH/ PH providers to support their work, as foster kids are nearly three times more prone to suicidal ideation. ED Diversion and Suicide Prevention Protocol with robust follow-up and monitoring has initially demonstrated a **59% reduction in ED visits**.

Adolescent 2 Adult (a2A) specialized outreach campaign to engage adolescents in their healthcare starting at 18 years of age, linkage to “aging out” adolescent and young adult specific resources statewide and based on youth needs, enrollment in a2A Care Management pathway with ongoing community-based follow-up.

“We Care” (starting Q2 2017): Youth Homeless Shelter program, co-locating health care coordination team members at youth shelters to engage youth/alumni in AHCC and a2A programming.

Over 13,250 Early Periodic Screening Diagnosis and Treatment (EPSDT)/Well Child Visits completed.

LOOKING AHEAD

Coordinated Care has launched its approach for statewide **Fully Integrated ManagedCare(FIMC) for Foster Care in 2018**, integrating with our efforts for regional reprocurement. Our planning includes a continuum of services bringing together key providers for a successful and collaborative implementation. Coordinated Care is executing contracts with key child-serving residential, SUD outpatient, psychiatric inpatient and E&T providers across Washington.

We are deploying additional community education and provider-specific programming to support delivery system practice transformation and support FIMC efforts across AHCC populations.

AHCC participates in regional **Family Youth and System Partner Round Tables (FYSPRTs)** to understand the needs of the community, and elicit family and youth voice as we shape the system of care model.

Coordinated Care cherishes our partnerships with Health Care Authority, Children’s Administration/ DSHS, legislative and community partners and devoted families to provide holistic health care services for our state’s foster and adoptive youth.

“Coordinated Care is an example of a good community partner, and this is demonstrated by their proactive outreach to foster parents, children and youth to identify and respond to their needs. This includes hundreds of free community education trainings they provide to foster parents, medical professionals, and community organizations. In addition, Coordinated Care has built a strong relationship with medical providers across the State who serve foster and adopted children. They have demonstrated their commitment to treating the whole child by connecting members to behavioral health, social services, community supports, and medical services. I have heard countless stories from children and foster parents who have been helped by Coordinated Care since the launch of this program last April.”

- Representative Ruth Kagi, Washington State House of Representatives

