

Family Partnerships of Central Florida

PROCEDURE

Series:	Operating Procedures	COA: N/A CFOP: N/A
Procedure Name:	Health Risk Assessment & Primary Care Physician Selection	
Procedure Number:	OP1169	
Review Date:	05/03/16, 11/26/19, 04/16/24	
Revision #/Date:	4/6/2017 (1) 11/26/10 (2)	
Effective Date:	07/11/14	

Applicable to: Family Partnerships of Central Florida (FPoCF) Staff

PURPOSE: The Health Risk Assessment (HRA) is an assessment that is completed in order to gather basic health care information for children enrolled in the Child Welfare Specialty Plan and are active in child welfare (or those who have been adopted and are receiving a maintenance adoption subsidy). Completion of the HRA ensures timely response to, and referral for, identified physical health and behavioral health needs and assists with coordination of care. Health risk assessments contain current information based upon the members' health care status for the previous 90 (ninety) days.

PROCEDURE:

REFERENCE:

F. S 39.407 Medical Treatment
AHCA Contract FP026 with Sunshine Health
Sunshine Health Vendor Agreement with Community Based Care Integrated Health (CBCIH)

SCOPE:

If any of the responsibilities outlined in this procedure are contracted with an individual or other entity by FPoCF, they must ensure compliance with this procedure and the terms will be incorporated into any contract.

Key Terms

- a. *Child Welfare Specialty Plan Enrollee* – a child who is Medicaid eligible and is enrolled into the Sunshine Health, Child Welfare Specialty Plan or the Sunshine Health Managed Medical Assistance Plan (MMA), due to an active status in the child welfare system of care. This includes children who have an open child welfare case, those who have been adopted and are receiving maintenance adoption subsidy and those who are receiving extended foster care or independent living services.
- b. *Florida Safe Families Network (FSFN)*: an automated system to capture information and generate reports regarding each child that comes into the care of the Department of Children and Families (DCF) and contracted providers as a result of abuse, neglect, or

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abandonment. This system is part of Florida's method of receiving reports/intakes, documenting investigations, and recording all casework services provided to protect children.

- c. *Health Risk Assessment* - is a web-based instrument developed to identify health care needs and risks which specifically affect systems of the body and the ability to engage in functional activities. The assessment is also utilized to assist in the identification of persons who may require care coordination or health case management, primarily for continuity of care purposes, upon initial enrollment and ninety (90) days thereafter.
- d. *Integrate®* - a web-based information system designed to integrate physical health, behavioral health and child welfare data into a single platform of applications.
- e. *Community Based Care Lead Agency* - an "eligible lead community-based provider" as defined in Section 409.1671(1) (e), F.S. The functions of a lead agency include: (a) Organize and manage a network of service providers; (b) Provide case management for any children/families referred.
- f. *Medicaid* –program authorized by Title XIX of the Social Security Act. It is a state-administered health insurance program that is jointly funded by the Federal and State governments. Medicaid is an open-ended entitlement program, with states receiving federal reimbursement for every eligible claim they submit. Medicaid" as defined in Rule 59G-1.010, F.A.C. which includes eligibility based on income for most groups using Modified Adjusted Gross Income (MAGI).
- g. *Health Plan Case Management* – Case Management Services, provided by Sunshine Health, that are designed to address areas of high medical and/or behavioral health need, for plan enrollees.

STANDARDS

The Health Risk Assessment (HRA) is a significant tool to help identify physical, dental and behavioral health care needs for children who are enrolled in the Child Welfare Specialty Plan (CWSP).

The HRA is the initial step in gathering information necessary to assess and coordinate physical and behavioral health care services, including the need for case management, and should be completed within thirty (30) days of enrollment.

Decisions regarding assignment of completion of Health Risk Assessments are solely the decision of Family Partnerships of Central Florida (FPoCF) and is the responsibility of the assigned Case Manager. Ongoing education and training regarding completion of Health Risk Assessments shall be provided by CBCIH, FPoCF and/or designee. The FPoCF Nurse Manager and Healthcare Data Management Clerk help with the ongoing education, training, outreach, and tracking mechanisms.

1. Health Risk Assessments must be completed for all children who are enrolled in the CWSP.
2. Health Risk Assessments shall be completed by the child's assigned worker/supervisor with assistance from the nurse care manager as needed.
3. Health Risk Assessments must be completed within thirty (30) days of enrollment into the Child Welfare specialty Plan.

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4. If a child is dis-enrolled from the CWSP for any reason, and the gap in enrollment exceeds ninety (90) days, a new HRA must be completed and submitted within 30 days of the subsequent enrollment date.
5. Upon re-enrollment, if FPoCF is able to verify that an HRA was already completed, and that the enrollment gap is less than ninety (90) days, a new HRA will not be required.

Specific Requirements:

1. The Integrate® HRA application consists of conditionally-based questions to collect baseline information on the health and behavioral health care needs of children enrolled in the Child Welfare Specialty Plan and is used to create the approved Health Risk Assessment form. It is also used to complete the initial selection of a Primary Care Physician (PCP) from the participating providers in the Sunshine network (please refer to Policy 801 – Electronic File Exchange with Centene-Sunshine for additional information regarding this process).
2. Health Risk Assessments must be completed by FFP or its designee and entered into the Integrate® HRA application within thirty (30) days of enrollment into the CWSP. CBCIH shall transmit the data to sunshine Health upon identification of the child's enrollment into the Child Welfare Specialty Plan.
 - a. CBCIH will not provide data or information to sunshine Health prior to enrollment in the CWSP, or prior to the determination of eligibility for the plan.
 - b. HRA forms completed by one individual (FSFN User ID) cannot be edited by another (FSFN User ID); however, designated staff within FPoCF may view completed HRA forms, when necessary, to initiate or coordinate medical and/or behavioral health services in accordance with contract requirements.
 - c. HRA forms should be completed based on available information. Additional information regarding enrollees' medical or behavioral needs may be provided at a later time, via the Behavioral Health Care Coordinator and/or Nurse Care Coordinator in order to provide updated information to Sunshine and Cenpatco (please refer to procedures 102 and 103, Care Coordination of Physical Health/Behavioral Health Services).
3. The Integrate® HRA application collects information necessary to assist CBCIH in statewide care coordination activities. It also enables the initial selection of a PCP, for members not yet enrolled in the plan, within the HRA application. If the child's current PCP is not in the network at the time of HRA completion, the HRA can be entered and submitted to CBCIH without the PCP selection, and the member will receive an auto-assignment based upon geographic location. Once the initial PCP selection is made, transmitted and accepted by Centene/Sunshine via the supplemental file exchange, or a PCP has been auto assigned by Sunshine, PCP changes shall be made via:
 - a. Contacting Sunshine's Member Services Department at 1-855-463-4100.
 - b. Completing Sunshine Health's PCP change request form (for more than 5 PCP changes).
 - c. Contacting the FPoCF Nurse Care Manager, Behavioral Health Care Coordinator or designee (i.e., authorized caller) who will contact Sunshine Health's Member Services Department to request the PCP change.
 - d. Contacting the CBCIH Regional Coordinator, who will request a PCP change in accordance with the process established by Sunshine Health for changing a child's PCP (i.e., via Member Services and/or the Child Welfare Escalation process).
4. FPoCF, or their designee, shall be responsible for ensuring that an HRA, including the PCP selection (if possible) is completed within thirty (30) days of enrollment. FPoCF or designee

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shall work with appropriate parties to collect relevant, current information related to the child's health and well-being and shall enter the information into the Integrate® HRA application.

5. The Integrate® PCP application is a web-based system that allows authorized persons to select the members primary care physician from the participating providers in the Sunshine network. The PCP application is sourced by the PCP/Provider File from Centene/Sunshine (refer to Policy 801 – Data Exchange with Centene/Sunshine). If a member's PCP is not a provider within Sunshine's network, FPoCF, or designee, may complete a network referral within the Integrate® system to request the provider's entry into the Sunshine network.
6. Designated staff at FPoCF shall participate in training related to the Integrate® HRA application and the Integrate® system. CBCIH shall provide technical training and ongoing operational assistance in using the application and HRA tool in order to collect the required data.
7. CBCIH shall monitor the completion of all HRA forms and PCP selections for enrolled members.

BY DIRECTION OF THE PRESIDENT AND
CHIEF EXECUTIVE OFFICER:



PHIL SCARPELLI
President and Chief Executive Officer
Family Partnerships of Central Florida

APPROVAL DATE: 04/17/2024