

Series:	Operating Procedures	COA: CR.1 CFOP: N/A
Procedure Name:	Medicaid Eligibility and Health Plan Enrollment	
Procedure Number:	OP1177	
Review Date:	12/10/19, 04/16/24	
Revision #/Date:	(1)05/03/16, (2)04/06/17, 06/05/2025, 10/15/25	
Effective Date:	07/11/14	
Applicable to:	Family Partnerships of Central Florida (FPOCF Staff)	

PURPOSE: To ensure those children who are Medicaid eligible, and those who are further eligible for the Child Welfare Specialty Plan, receive the Medicaid benefits for which they are eligible, and that they are enrolled into a specialized health plan that is able to meet their unique needs.

PROCEDURE:

Cross Reference(s)

Federal and state statutes and other references are cited in DCF CFOPs 175-59, 175-71, and 175-93:

Florida Statutes 39

Florida Statutes 409

FAC 65C-30

FAC 59-G

Florida Medicaid Community Behavioral Health Services Coverage and Limitations Handbook

Scope

This operating procedure applies to all Family Partnerships of Central Florida (FPOCF) and its subcontracted agencies responsible for children enrolled in the Child Welfare Specialty Plan. If any of the responsibilities outlined in this procedure are contracted with an individual or other entity, the contracted provider must ensure compliance with this procedure, and the terms should be incorporated into the contract.

Key Terms

Case Transfer Staffing—the meeting between child welfare stakeholders that establishes the protective, treatment, and ameliorative services necessary to safeguard and ensure the child's safety, permanency and well-being.

Child in Care eligibility specialist (CIC)—an employee of the Department of Children and Families (DCF) responsible for determining eligibility for children under the supervision of the Department of Children and Families (DCF) and the Community Based Care Lead Agencies, as well as for children who are eligible to receive the adoption subsidy.

Child Welfare Case Manager—a certified child protection professional (CWCM) who is responsible for the coordination of services, completion of court reports and supervision of families and children who have been adjudicated dependent and require protective supervision.



Child Welfare Specialty Plan Enrollee—a child who is Medicaid eligible and is enrolled in 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.

Community Based Care Lead Agency—an “eligible lead community-based provider” as defined in Section 409.1671(1)(e), F.S.

Comprehensive Behavioral Health Assessment (CBHA)—an in-depth, detailed screening of the child’s emotional, social, behavioral, and developmental functioning within the home, school, and community, including direct observation of the child in those settings.

Contracted Service Provider—a private agency that has entered a contract with the Department or with a Community Based Care Lead Agency to provide supervision of and services to dependent children and children who are at risk of abuse, neglect, or abandonment.

Florida Safe Families Network (FSFN)—an automated system to capture information and generate reports regarding each child who comes into the care of the Department of Children and Families (DCF) and contracted providers, as a result of abuse, neglect, or abandonment. This system is part of Florida’s method for receiving reports/intakes, documenting investigations, and recording all casework services or activities that are provided to protect children.

In-Home Protective Supervision—services provided while a child remains in his or her own home, including those cases in which a child was removed, but has now been returned to the home of his or her parent or guardian. These services are designed to ameliorate the situation which lead to the abuse or neglect report, and to monitor the risk factors in the home which may impact the child/children

Integrated Child Welfare Services Information System (ICWSIS)—the Department of Children and Families computer program for maintaining placement and payment information for children and providers receiving services or funds through the Community Based Care Lead Agency.

Medicaid—a 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., includes eligibility based on income for most groups using Modified Adjusted Gross Income (MAGI).

Out-of-Home Care—the placement of a child in licensed and non-licensed settings, arranged and supervised by the department or contracted service provider, outside of the home of the parent.
“Relative” or “Relative Caregiver”—a person who meets the definition of a relative and who is not being reimbursed as a licensed foster or shelter parent for the purpose of caring for a child in his or her custody.

Third party benefits – payments as defined in F.S.402.33 (1)(a) – cash payments from retirement, survivors, or disability insurance or from supplemental security income programs, and includes, but



is not limited to payments from social security, railroad retirement, and the United States Department of Veteran's Affairs.

Title IV-E – section of the Social Security Act—Comprises the Foster Care and Adoption Assistance entitlement programs, which is reimbursement from the Federal government for eligible children placed in fully licensed facilities and for eligible special needs children placed in approved adoptive homes.

Utilization Management (UM) – a unit designated by the Community Based Care Lead Agency to authorize services, manage service utilization and refers a child for placement when a higher level of care is determined.

Customer Service Advocate (CSA) – professional responsible for providing support to Information & Eligibility by being the primary point of contact for customer service to members of the Child Welfare Specialty Plan, client benefits and data related issues.

Standards

Family Partnerships of Central Florida (FPOCF) have been subcontracted to coordinate and facilitate the enrollment process for eligible children and to ensure consistent, timely and appropriate enrollment of children into the Child Welfare Specialty Plan.

It is the policy of the FPOCF not to discriminate or allow the harassment of Child Welfare Specialty Plan eligible children on the basis of age, gender, race, color, religion, national origin, sexual orientation, gender identity, physical or mental disability with regard to any medically necessary healthcare service.

Primary education and enrollment information regarding the Child Welfare Specialty Plan should be directed to:

- Children residing in-home and receiving supervision services
 - Children residing in Out of Home Care
 - Children who are participating in Extended Foster Care services and/or Independent Living Services
 - Children who have been adopted
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- A. The enrollment process for youth in Out of Home Care is coordinated by Information and Eligibility Specialists and Customer Service Advocate (CSA).
 - B. Parents and caregivers of children who are enrolled in a Medicaid Managed Medical Assistance (MMA) plan are informed that correspondence may be sent to them by the Agency for Health Care Administration informing them that they may be eligible to make the Choice to select the Child Welfare Specialty Plan as their health care plan.
 - C. Youth between 18 and 21, who wish to remain in the Child Welfare Specialty Plan, may make the Choice to select the plan upon their 18th birthday.
 - D. Upon a child's enrollment in the plan, Dependency Case Managers and Post-Adoption Specialists are available to assist parents and caregivers with locating providers and making network Primary Care Physician (PCP) selections.

- E. The FPOCF Nurse Care Coordinator or designee and/or Customer Service Advocate is also available to assist with the PCP selection process.
- F. The Placement and Behavioral Health Administrator, Director of Nursing, Senior Director of Behavioral Health, and Director of Information and Eligibility receive monthly Enrollment report from Sunshine. This report should be reviewed to identify plan enrollees.

Health Plan Enrollee Member Identification Card, Handbooks and Notifications

Sunshine Health utilizes the payee address listed within the Agency for Health Care Administration's database for plan correspondence and Sunshine Health (Medicaid) ID card. For children in Out of Home Care, FPOCF is designated as a payee for the purposes of Medicaid enrollment.

- A. Sunshine Health's policy for the Child Welfare Specialty Plan is to mail Member ID cards to the "child address" based upon the supplemental file uploaded from FSFN.
 - a. Children who reside at home with parents or at home with relative caregivers will receive information from Sunshine at their physical residence.
 - b. FPOCF will receive information from Sunshine for youth who reside in Out of Home care.
- B. In the event that the Member ID card is returned to Sunshine Health, the plan will be responsible for locating an address via the 834 file or sending the Member ID card and other notifications for enrollees in Out-of-Home Care will be provided to FPOCF or distribution to appropriate parties, including foster parents, relatives and non-relative caregivers. In these cases, or for dependent children placed out of home:
 - 1. In Brevard, the Member Identification health plan card for child welfare enrollees are placed in the enrollee's file under the following circumstances:
 - Courtesy Supervision
 - Placement in a residential program
 - Placement in a residential or foster home for mental health or medical treatment
 - Incarceration in juvenile justice or adult correctional facility
 - Therapeutic or Pre-Adoptive Visits
 - FPOCF Nurse Care or Behavioral Care Coordinator (coordination of care)
 - Approved educational or extra curricula activity
 - 2. In Orange, Osceola and Seminole, the Member Identification health plan card for child welfare enrollees is kept separately in a locked file cabinet in the Records Room. Copies of original documents will be uploaded to Visual Vault and ARGOS CM. Member Identification health plan cards are available to be checked out by Case Managers to provide to foster parents and relative/non-relative caregivers. Copies are available in the Caregiver Portal.
 - 3. Foster parents and relative and non-relative caregivers should maintain current health plan ID cards for children placed in their homes. FPOCF should utilize their internal practices regarding the distribution of enrollee health plan ID cards to foster parents.
 - 4. Youth 18 years of age or older may request a health plan card to carry on their person
- C. Federal regulations limit the use of confidential information regarding Title IV-E to purposes directly related to the administration of the program. Other privacy and security requirements apply to individually identifiable information about children and families, such as HIPAA and CFOP 50-2.



BY DIRECTION OF THE PRESIDENT AND
CHIEF EXECUTIVE OFFICER:

A handwritten signature in blue ink that reads "Philip J. Scarpelli".

PHILIP J. SCARPELLI
President and Chief Executive Officer
Family Partnerships of Central Florida

APPROVAL DATE: 11/24/2025