

OhioRISE Module 4 Training

Care Management Entity and System of Care Panel Discussion

June 21, 2022

11:00 am – 1:00 pm

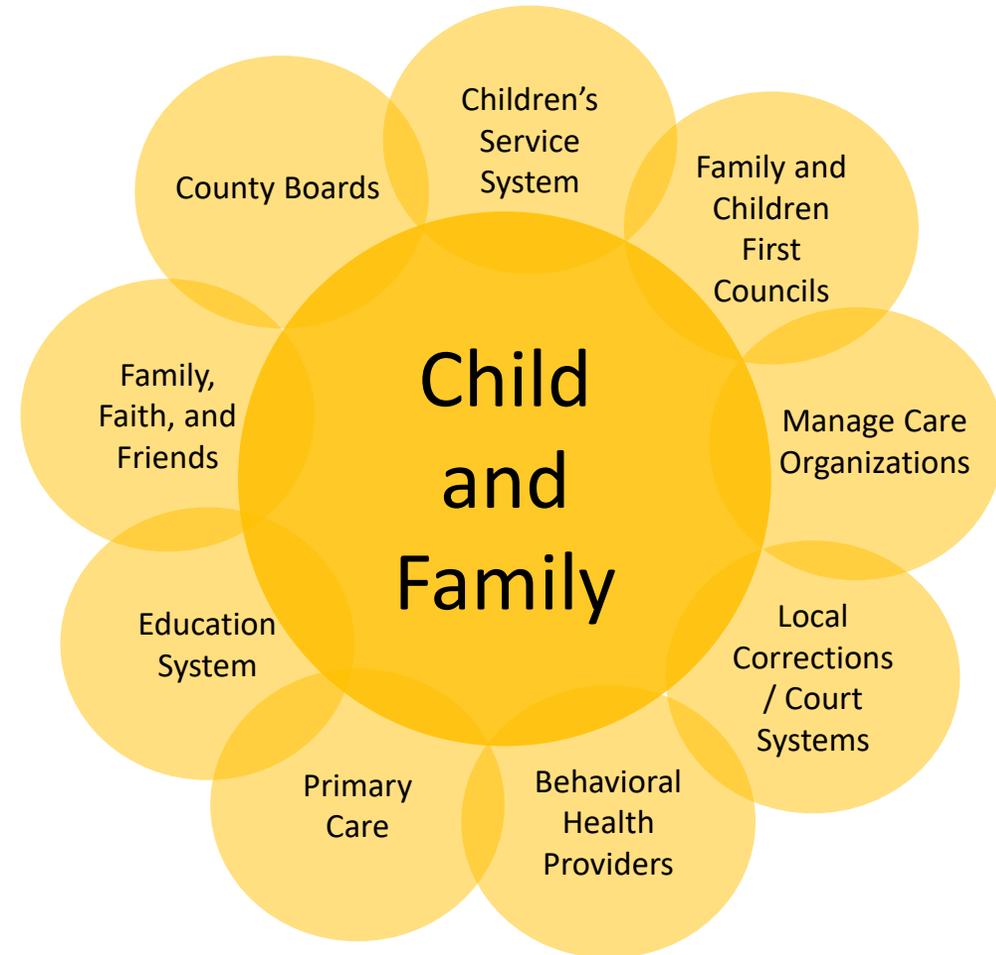
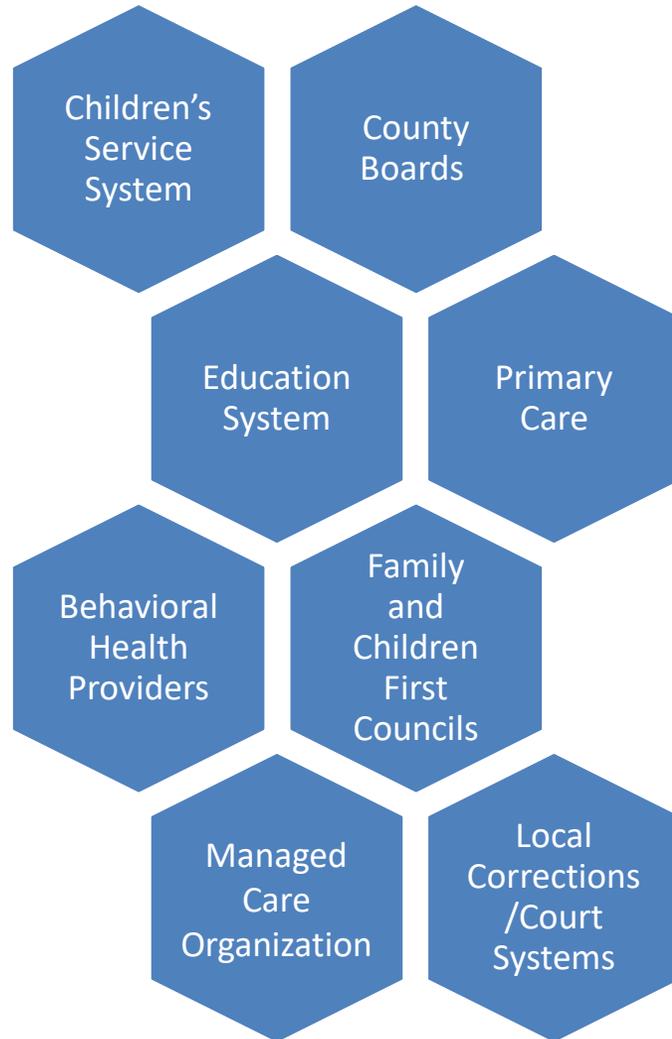
Agenda

What we will cover during today's session

1. Welcome
2. Care Management Entity Overview
3. Panel Discussion with System of Care Partners
4. Questions
5. Closing

System of Care Foundation

System of Care is not a process or project, but a philosophical change in the way we work together



Complimentary Process



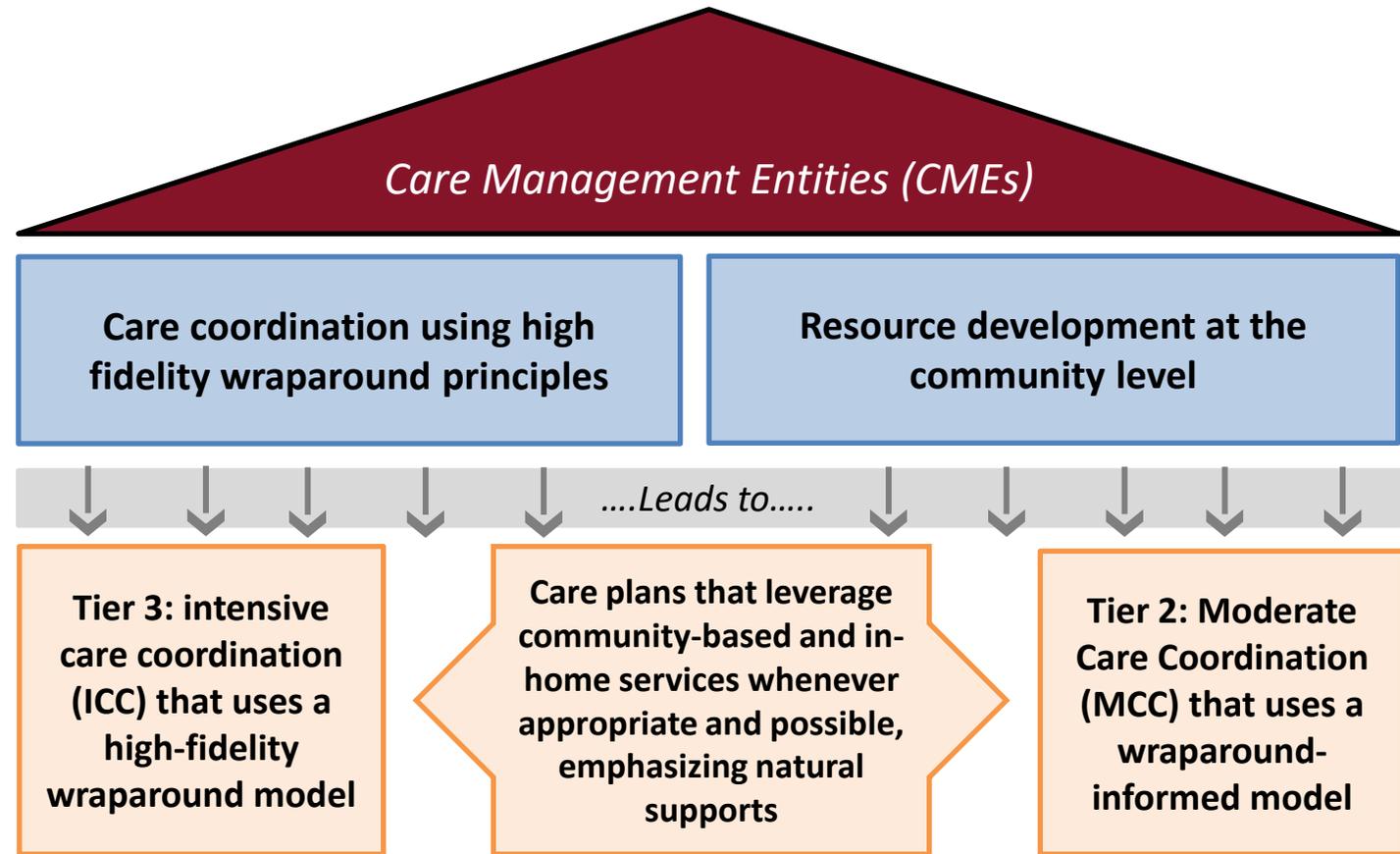
Each system has specific roles and responsibilities for the well being of youth and families. **OhioRISE Care Coordination (all tiers) honor the mandates of other systems.**

The OhioRISE Child and Family Teaming process is not intended to replace or override the role of any one of these systems– **but instead should support and enhance what currently exists.**

Multiple plans that come together to create one path for the youth and family.

Roles of Care Management Entities (CMEs)

- CMEs will be the OhioRISE plan’s collaborative partner, a **“go-to” place** to help families/caregivers, providers, and other community partners **navigate a complex and often confusing multi-system environment.**
- In addition to individual work with youth and caregivers, **the CMEs will work with community partners** (service providers, public child serving agencies and other stakeholders) **to develop the local system of care.**
- **CMEs will be culturally and linguistically competent**, with agencies, programs, and care coordination services that reflect **the cultural, racial, ethnic, and linguistic differences of the populations they serve** to facilitate access to and utilization of appropriate services and supports and **to eliminate disparities in care.**



Which CMEs will serve Ohio's CME catchment areas?



CME Provider	Counties	Area
Unison Health	Defiance, Fulton, Henry, Lucas, Mercer, Paulding, Putnam, Van Wert, Williams	A
Harbor	Crawford, Erie, Hancock, Huron, Marion, Ottawa, Sandusky, Seneca, Union, Wood, Wyandot	B
National Youth Advocate Program*	Allen, Auglaize, Champaign, Clark, Darke, Hardin, Green, Logan, Madison, Miami, Shelby	C
Choices Coordinated Care Solutions	Montgomery, Preble	D
CareStar	Butler, Clinton, Warren	E
Lighthouse Youth and Family Services*	Hamilton (West)	F
Cincinnati Children's Healthvine	Adams, Brown, Clermont, Hamilton (East), Lawrence, Scioto	G
Integrated Services for Behavioral Health	Athens, Fayette, Gallia, Jackson, Highland, Hocking, Meigs, Pickaway, Pike, Ross, Vinton	H
Integrated Services for Behavioral Health	Coshocton, Fairfield, Guernsey, Morgan, Muskingum, Noble, Perry, Washington	I
Jefferson Co. Educational Service Center	Belmont, Carroll, Columbiana, Harrison, Jefferson, Monroe, Stark, Tuscarawas,	J
The Village Network*	Franklin (West)	K
The Buckeye Ranch	Franklin (East)	L
I Am Boundless, Inc.	Delaware, Knox, Licking, Morrow	M
Wingspan Care Group	Lorain, Medina	N
Coleman Health Services	Ashland, Holmes, Richland, Wayne	O
OhioGuidestone	Cuyahoga (West)	P
Positive Education Program	Cuyahoga (Central)	Q
Ravenwood Health	Ashtabula, Cuyahoga (East), Geauga, Lake	R
Coleman Health Services	Portage, Summit	S
Cadence Care Network*	Mahoning, Trumbull	T

* In Partnership with the Child and Family Health Collaborative



the buckeye
ranch

we raise hope

TBR – Care Management Entity

Catchment Area L – East Franklin County

- US Census Bureau data shows Franklin Co is diversely represented by race and ethnicity
 - 38% of Franklin Co population identify as non-white – varies significantly by zip code
 - Significant differences in number of foreign-born persons by zip code
 - Vast differences in the reported ethnicities indicate that these communities will have varying diversity, equity, cultural and linguistic needs
- Social Determinants of Health
 - Income – Housing stability – Access to healthcare
- Care Coordination
 - A path to further understand our community and inform system of care needs...



TBR – Care Management Entity

Buckeye Ranch Kids and Families

- 152 youth identified for day 1
- 110 already active in TBR services



Care Coordination

- A comprehensive approach
- Enhance outcomes for kids and families
- Build upon existing systems to coordinate care – Identify needs and gaps



System of Care

- Using what we know, and what we learn from kids and families...
- Unique needs of families + diverse array of services and supports = stronger communities and families



TBR – Care Management Entity

Vice President of Integrated Care

Manager of Care
Coordination

Team Supervisor

Team Supervisor

Team Supervisor

Team Supervisor

Team Supervisor

Manager of Care
Coordination

Team Supervisor

Team Supervisor

Team Supervisor

Team Supervisor

Team Supervisor

Manager of Partner
Relations

I Am Boundless

UMCH Family Services

St Vincent Family Center

Franklin County FCFC

Mid-Ohio Psychological Services

*The Village Network

Utilization Specialist

Registered Nurse

*VP maintains a dotted line to HR/IT support

*Manager of Partner Relations ensures collaborative partnerships/contract adherence

*Additional 1-2 QI/UM Analyst with program ramp up



TBR – Care Management Entity

- Training and Onboarding – Investing in Leadership and Strong Teams!
 - Mandatory trainings (ICC, MCC, CANS)
 - TBR Mandatory Trainings
 - TBR CME Orientation
 - OhioRISE 101
 - Family & Team Engagement
 - Safety in the home/community
 - Handbook, Expectations & Policy
 - Systems collaboration
 - Documentation
 - On-call
 - Tricks of the Trade
 - Self-Care
 - EHR & Billing
 - Trauma Informed Care

Mission Statement

Restoring **hope** and providing **healing** for children and families.

STRENGTH-BASED, FAMILY-CENTERED,
TRAUMA-INFORMED, CULTURALLY RESPONSIVE



TBR – Care Management Entity



Community Partners and a System of Care

- Family and Children First Council
- NAMI
- Big Brothers Big Sisters
- Heart of Ohio



Questions and Answers



Six Ways You Can Help Us on July 1 and Beyond

1 Talk to families, youth, and other community partners about OhioRISE

- The [OhioRISE brochure](#) provides high-level information regarding OhioRISE to help youth and their families understand the program and its major components.
- The [OhioRISE flyer](#) provides comprehensive information on OhioRISE and supplemental information that is more in-depth than the OhioRISE brochure, including information about the basics of OhioRISE, eligibility, covered services, enrollment, and scheduling a CANS assessment.

2 Facilitate the CANS assessment

- Facilitate the CANS assessment by referring or providing CANS assessments for children/youth who may need to be assessed for eligibility. You may be contacted by an OhioRISE CME or Aetna to help refer or provide a CANS assessment to a potentially eligible child/youth. Here is a [CANS flyer for assessors](#) and a [CANS flyer for members](#) and families to learn more about OhioRISE and the CANS assessment tool's implications for eligibility.

3 Participate in a Child and Family Team (CFT)

- Participate in a CFT when requested by a child/youth and family. Outreach will come from care coordinators at the OhioRISE CMEs or Aetna. [Click here](#) to learn more about CFT in the OhioRISE CME manual.

4 Leverage the CFT process and child and family-centered care plan (CFCP)

- [Click here](#) to learn more about the CFT process and CFCP in the recorded Module 2 OhioRISE community and provider training or [click here](#) to access the training deck.
- [Click here](#) to learn more about a CFT in the OhioRISE CME manual.

5 Provide treatment services to OhioRISE-enrolled children and youth

- [Click here](#) to access OhioRISE provider enrollment and billing guidance.

6 Reach out to the OhioRISE CMEs to help them build capacity for community resources/natural supports

- [Click here](#) to view the OhioRISE CMEs page of the OhioRISE webpage. You will find the contact information of the OhioRISE CME serving your geographic area under the "CME Contact Information" tab.

OhioRISE Training Recordings

Training Name	Audience	Topics Covered	Recording
Module 1 OhioRISE Community and Provider Training	<ul style="list-style-type: none"> local system partners, direct service providers, state agencies, managed care entities, and other interested parties 	<ul style="list-style-type: none"> OHR overview, eligibility and enrollment 	Click here to view the recording Click here to view the presentation slides
Module 2 OhioRISE Community and Provider Training	<ul style="list-style-type: none"> local system partners, direct service providers, state agencies, managed care entities, and other interested parties 	<ul style="list-style-type: none"> Referrals, care coordination, and system of care integration 	Click here to view the recording Click here to view the presentation slides
OhioRISE Juvenile Justice Track	<ul style="list-style-type: none"> juvenile judges and court staff who work with children/adolescents 	<ul style="list-style-type: none"> OHR overview, CANS tool, OHR court operations CMES and system of care, differences between QRTP and PRTF, eligibility for OHR juvenile justice involved youth 	Click here to view the recording
Module 3 OhioRISE Community and Provider Training	<ul style="list-style-type: none"> local system partners, direct service providers, state agencies, managed care entities, and other interested parties 	<ul style="list-style-type: none"> Enrollment, OhioRISE services, billing and claims, IT systems 	Click here to view the recording Click here to view the presentation slides
Aetna Claims Submissions and Prior Authorization Request Training	<ul style="list-style-type: none"> Providers and CMEs 	<ul style="list-style-type: none"> Claims submissions, Prior Authorization Child and Family-Centered Care Plan 	Click here to view the presentation slides
OhioRISE 1915(c) Waiver Training	<ul style="list-style-type: none"> Youth and families, local system partners, direct service providers, state agencies, managed care entities, and other interested parties 	<ul style="list-style-type: none"> OHR overview, CANS, CMEs, 1915c waiver overview and eligibility, waiver services, provider types/provider qualifications, billing, coding, reimbursement 	Click here to view the recording Click here to view the presentation slides
OhioRISE PCSA Training	<ul style="list-style-type: none"> Frontline PCSA clinical, placement coordinators, and caseworkers; PCSA employees who select Medicaid MCOs; Title IV-E court staff 	<ul style="list-style-type: none"> OHR overview, eligibility, CANS tool and IT system, referrals, Day 1 enrollment, OHR services, CMEs and system of care, care and case planning with CMEs, prior approval and prior authorization of OHR services 	Click here to view the recording Click here to view the presentation

OhioRISE Training Recordings

Training Name	Audience	Topics Covered	Recording
CANS IT System Training	<ul style="list-style-type: none"> CANS assessors from local system partners, direct service providers, state agencies, managed care entities, and other interested parties 	<ul style="list-style-type: none"> Assessor registration Youth/Child Search Assessment Creation and Submission 	Click here to view the recording Click here to view the recording Click here to view the User Guide
FCFC Mini Forum	<ul style="list-style-type: none"> FCFCs 	<ul style="list-style-type: none"> OhioRISE Primer ODM specific topics for FCFCs Member Journeys and Visio Maps 	Click here to view the presentation

Check out the OhioRISE webpage for **more recordings, presentations, and accompanying Q&As**



OhioRISE Community and Provider Training
 Information about OhioRISE community and provider training, including live training registration links and recordings.