NC InCK

NC INTEGRATED CARE FOR KIDS

ECHO Series: Enhanced Services

Cases: Pre-K, Food Supports and Value Added Services

Thursday February 9, 2023, 12pm – 1:30pm

Agenda

- Welcome!
- Enhanced Support & Families
- Example of Enhanced Support: Pre-K Applications
- Example of Enhanced Support: Nutrition Services
- Secret Shopper: Value Added Services
- Value Added Services at PHPs
- A look ahead

Norms for This Space

- Designated for the Family Navigators and Care Team Members to take lead in learning, sharing, and building a community with those doing the work they do.

- In this 1.5 hours of learning we ask that you:
  - Share your thoughts and experiences openly.
  - Follow the 2 and Go rule:
    - If you share twice, allow space for someone who hasn't shared.
  - Hold judgement. We want everyone to feel encouraged to learn and grow.
  - Give feedback on future topics, and how to make the next ECHO Series even better!

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PCP Visits

Mental Health Therapy

SNAP Applications

Child Care

Question: What's one service or resource you think it's hard to navigate or access with families? What makes it hard?

Come off mute and share or put in the chat.

ADHD Care

Medication Access

Housing Vouchers

IEP Services at School

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Another Key Challenge: Identifying Ways to Support Families

Feedback from Family Navigators:

1. "I wish I had a list of things we could offer by age when families aren't sure what support we can provide."
2. "Sometimes families say they don't have any needs, so I'm not sure where to go next."
3. "Initially it's hard to build a relationship of trust, so families feel comfortable sharing areas where services they need aren't available or are hard to access."
4. "If families say they don't need help, I don't always know what to do next. In other models, we might close care management because there are no open needs."

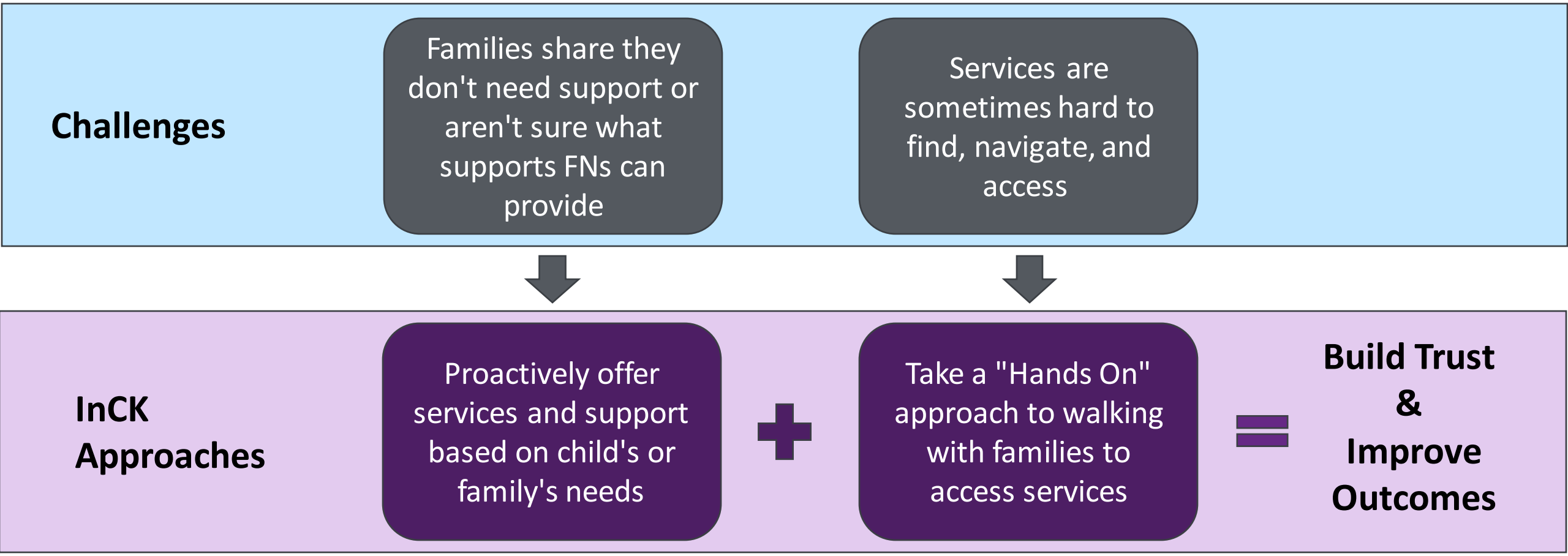
Which of these are a challenge you've faced? Put the # in the chat or share a related challenge you face.

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Enhanced Support and Families

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Proactive Offer of Services + Hands On Approach



Examples of "Hands On" Approaches in Care Management

With longer-term care management through InCK, care managers have an opportunity to take a more “hands on” approach to linking families to care by….

- Educating them about how to access resources
  - What to say when calling, what information to have available
- Contacting resources with them
  - Participate in a 3-way call or attend a visit with them
- Connecting to resources on their behalf
  - Assist with completing referrals or calling ahead
- Screening resources before sharing with a family
  - Contacting providers and identifying waitlists or the steps in accessing the service

Many of our InCK Family Navigators use these approaches to support families!

Example of Proactive Support:

Pre-K Applications

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Pre-K Applications are Open Now

Why Pre-K:

Pre-K prepares children academically for later school success and offers opportunities to build important social-emotional skills

InCK District Pre-K Application Links and Deadlines

District and Application Links	Date
Alamance (Overview | English | Spanish)	Applications open through March 17, 2023
Chapel Hill/Carrboro (Overview | English | Spanish)	Applications open through March 17, 2023 *applications will be accepted after March 17th & children will be placed as spaces become available
Durham (Overview | Application | EnglishChecklist | SpanishChecklist)	Applications open through May 13, 2023
Granville (Overview | English | Spanish)	Applications open through June 9, 2023
Orange County (Overview | English | Spanish)	Applications open now and will be accepted throughout the 23-34 SY. Families that submit applications by early to mid-April should be notified about the application status by the end of May.
Vance County (English | Spanish)	Applications open now and will be accepted throughout the 23-34 SY

Pre-K Applications: Eligibility Criteria

District	Additional Eligibility (If applicable)
Alamance	Meet 1 or more of the following guidelines: • Income is at or below 75% SMI • Eligible military family • Identified disability/developmental needs • Child/family with limited English skills • Child living w/ foster family, LG or relative
Chapel Hill/ Carrboro	Meet state medical and vaccination requirements Meets state income requirements
Durham	Meets state income requirements
Granville	Meets state income requirements
Orange	Meet household income requirements
Vance	Meet household income requirements

General Eligibility:

All Children **must live in the District** in which they are applying

AND

Be either already 4 or will turn 4 by August 31st, 2023.

DOB Range: September 1, 2018 - August 31, 2019

Pre-K Applications: Materials Needed

All Children and Families Must Submit:

- A Completed, **signed** application
- Proof of residency
- Proof of Income
- Form of identification and proof of age for the child

District	Materials Needed	
Alamance	• Proof of age/birth • Current immunization record	If Applicable: • *Military member's leave and earning statement*
Chapel Hill/ Carrboro	• Past 12 months Income Proof • Proof of age/birth • Medicaid or health insurance card • Parent Photo ID	If Applicable: • *Custody documents (if applicable)* • *SNAP benefits (if applicable)* • *Subsidy voucher (if applicable)*
Durham	• All sources of monthly and annual Income • Proof of age	• Additional documents may be required by individual programs such as: • Durham's Partnership for Children/NC Pre-K requires Declaration of child's citizenship (this does NOT affect eligibility) • Durham Public Schools Pre-Kindergarten Program requires a Developmental Screening • Head Start requires Annual Income (i.e. Tax form)
Granville	• Proof of residence form w/ supporting documents (ex. rental agreement; utility bill) • Proof of income form w/ supporting documents (ex. W-2, current pay stub) • Birth certificate	
Orange	• Copy of birth certificate • Guardian proof of ID	If Applicable: • Documentation of child's chronic health condition and/or documentation of parent's military service
Vance	• Once child is accepted, guardian will submit the following: immunization record; health assessment completed within 30 days	If Applicable: • *Each guardian w/ no source of income must complete a statement regarding no income and list source of support for family* • Proof of Medicaid (for Head Start locations)

Another Important Early Childhood Education Resource: Child Care Services Association

Services for Families



CCSA helps families with child care needs through a service called **Child Care Referral Central (CCRC)**. Child Care Referral Specialists help take the guesswork out of choosing care by providing families with referrals to local programs, information on the **NC Star Rated licensing system** and information on where to get help paying for child care.

Child Care Referral Central is a regional collaborative between CCSA and the Alamance, Caswell, Person and Franklin-Granville-Vance Partnerships for Children. CCRC makes **finding child care** in the nine-county area of Alamance, Caswell, Durham, Franklin, Granville, Orange, Person, Vance and Wake counties easy and central for families.

Find child care.

Find Child Care Now

CCRC offers three, free and convenient ways to obtain referrals to child care programs in your area:

Search online through Child Care Referral Central's Online Referral system, available 24-7.

Call us toll-free at **855-EARLY-ED (855-327-5933)** to speak with a child care referral counselor. Spanish-speaking counselors are available!

E-mail us at **referral@childcareservices.org** to request that a child care referral counselor contact you.

Families + You can call this line and speak with a counselor for support on finding child care centers

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Example of Proactive Support:

Nutrition Services

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Example of Enhanced Support: Nutrition Security

- Pandemic-era extra SNAP benefits will end after February. This means at least **$95 less each month** for enrolled households.

- This change is a reminder that things do change (benefit programs, family income, expenses, cost of housing, addresses) and it is always important to ask **"How are things going with food?"**

- Family Navigators can ensure families check in with:
  - Their FNS case manager ⟶ are their case details up-to-date?
  - EBT edge app ⟶ view what their exact change in benefits will be

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How FNs Can Support Families Through this Change

- **School Meals**: Ensure children are receiving free school meals
  - All Medicaid-covered kids *should be* automatically enrolled in free school lunch this year → Check in – is the family connected?
  - Call or email the school enrollment coordinator if the family is not yet connected

- **WIC**: Make sure eligible children (or siblings) are connected to WIC
  - All Medicaid-covered kids are eligible for WIC
  - Make an online referral at ncdhhs.gov/ncwicreferral
  - Choose "InCK FN" in the referral source

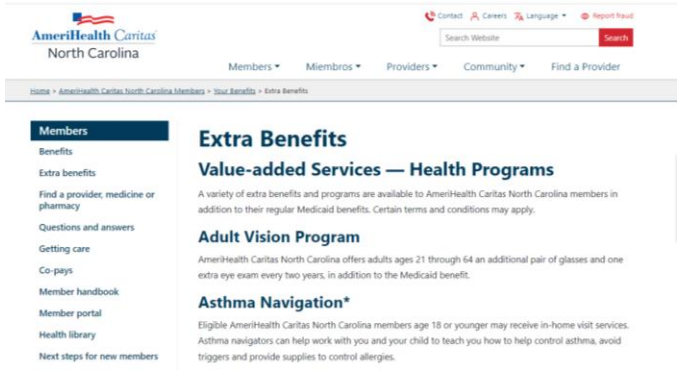
- **Emergency Food Resources**
  - Pages 32—35 of the Food and Nutrition Support Guide have information about resources by county

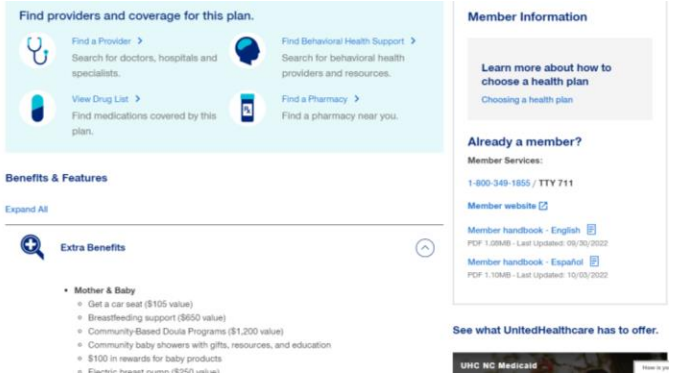
WIC, SNAP, and School Meals Enrollment

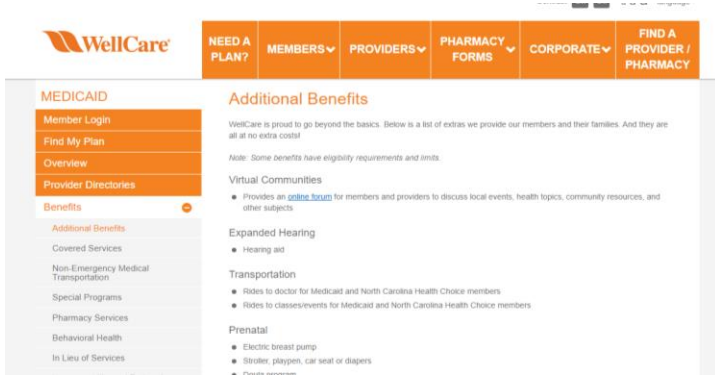
	WIC	SNAP/FNS	School Meals
Who?	Pregnant/postpartum parents and children 0-5	Benefits awarded by household	PreK-12 students enrolled in a participating school (all public schools)
Eligibility	All Medicaid recipients are automatically eligible	Some Medicaid recipients are eligible if income criteria are met	Medicaid-insured students are now being automatically enrolled in free school lunch
Enrollment	Use DHHS direct enrollment form: ncdhhs.gov/ncwicreferral Follow up with family and fax child's medical records to local WIC clinic	Make direct referral to More in My Basket for enrollment support: morefood.org/using-snap/connect-with-snap/	Call the child's school nutrition enrollment specialist with enrollment questions

Enrollment Tips for FNs:

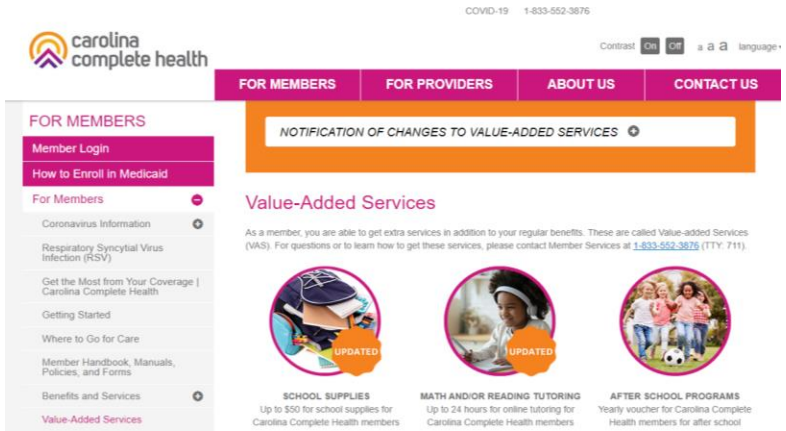
- Actively help the family with completing forms and collecting documentation.
- Follow up with families after applications are submitted to make sure benefits are received and families know how to use them.







Value Added Services: Prepaid Health Plans



Extra benefits

We know that health care is more than just doctor visits. As a Healthy Blue member, you have access to no-cost extras to help you live your best. Contact Member Services to learn more about these value-added services. *Note: Some benefits have eligibility requirements.*

Transportation

- Uber gift card
- Rides to the doctor and pharmacy

Pregnant women and new moms

- Rewards for going to doctor visits (up to $50)
- Breastfeeding support kit
- Safe sleep kit
- Community baby shower

Food and housing for eligible members

- Three months of fresh fruits and vegetables (up to $120 value)
- Hotel after hospital stay (up to $500 value)
- Help with moving expenses (up to $500 value)
- Help with rent and bills (up to $200 value)
- Home repairs (up to $1,500 value)

Invest in your future

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La'Shanda's Secret Shopper Experience



Highlights:

1. Lots of Options!
2. Whole person needs addressed (physical, mental, education, etc)
3. Description of the value adds shared
4. Clear directions of how to apply for the additional services



Questions I still have after visiting sites:

1. How many value adds can a family select?
2. Is there a limit on the duration of use? Per year? Does the value add time reset?
3. Are there different eligibility criteria for different value adds?
4. Is the best thing for me to do is call and check with the PHP?

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La'Shanda's Secret Shopper Experience

Recommendations for Family Navigators

- Sending the families the link to the general page will be confusing. Let's stay away from this; Instead walk a family through the website OR **call the member line with the family** to ask about Value Added Services.
- **Familiarize yourself with the services** for the plans so you can suggest value add benefits to families.
- **Call the member service line** in advance to ask about eligibility and what the family needs to provide to access the benefit.
- **Reach out to your Integration Consultant** for support, and they can help connect you to the PHP's IC.

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Integration Consultants: Prepaid Health Plans



Jacinta Mclawhorn
RN, BSN
CCH



Tara Bartasavich
RN, BSN, CCM
WellCare of NC



Ashley Woolard,
MSW, LCSW
AmeriHealth
Caritas



Kristen Moore, RN
Healthy Blue



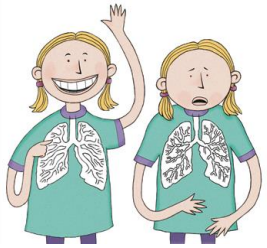
Tami Hilton, RN,
CCM
United Healthcare

AmeriHealth Caritas

Asthma Navigation Program

What is this benefit and Why is it helpful to families?

Children between 2 and 18 years old with asthma may be eligible for home visits from a community health navigator. The visits include an environmental assessment, education on asthma triggers, connections to community resources to address unmet health needs, development of an environmental intervention plan to improve asthma control and supplies to reduce triggers at no cost to the member.



Success Story:

5 year old boy with asthma ended up in the ER for pneumonia after exposure to a sick family member. CHN met with family in their home after discharge, conducted environmental assessment, provided asthma kit, and with coordination with member's CM, developed action plan and connected to resource to remove mold from home.

How can a FN help link families to this benefit?

Who is eligible:	Children ages 2 through 18 with a diagnosis of asthma or exacerbations of asthma with **one or more ED or IP admission related to asthma or exacerbation of asthma within the last 6 months**.
How to access:	ACNC receives an alert indicating member with diagnosis of asthma is being discharged from the hospital and will outreach member. A Family Navigator who identifies a member can refer through their AmeriHealth point of contact (CMOC or ACNC Integration Consultant - Ashley Woolard awoolard@amerihealthcaritasnc.com).
Supplies provided:	• Asthma Kit includes caddy, microfiber cloth, baking soda, measuring spoons, scrub brush, spray bottle, Palmolive and vinegar • Polyester Tricot Pillowcase • Mattress Encasement, Zipper, 38 inches x 75 inches x 9 inches Twin Size
Find online	https://www.amerihealthcaritasnc.com/member/eng/benefits/extra-benefits.aspx

CCH

Online tutoring for math and/or reading

What is this benefit and Why is it helpful to families?

What: Carolina Complete Health offers up to 24 hours of online math and/or reading tutoring per year per member enrolled in kindergarten through 6th grade.

Why: At Carolina Complete Health, we believe child education is an important part of overall health and wellness.

How can a FN help Link families to this benefit?		
Who is eligible?	Member must be enrolled in kindergarten through 6th grade. One voucher per child per year. Must complete separate form for each child. Children need a video phone or computer to participate in tutoring. • **How to Access:** Parent must submit the K-6 TUTORING SUPPORT FORM on CCH website electronic signature and/or authorization form required	
Timeline	Please allow a minimum of 14 days for review and processing of your request.	
Who do you need to call or email?	• Families and Family Navigators can do a 3-way call to the CCH member services line and request to work with the Community Health Worker team 1-833-552-3876 (TTY 711)	
What should families/FNs have ready when they call or email?	Member: • First Name, Last Name • ID Number (found on your CCH Member ID Card) • Address (Must match address on file with Carolina Complete Health including City, State, and Zip Code) • Grade Level • Subject area(s) requiring tutorial services (math &/or reading)	Parent or Legal Guardian: • Name (person filling out the form) • Phone Number • Email Address
Where can you find these value-added benefits online?	https://www.carolinacompletehealth.com/members/medicaid/resources/vas/tutoring.html **Tutoring is provided by Educational Tutorial Services**	

Healthy Blue

School Supply Assistance

What is this benefit and Why is it helpful to families?

What: $50 gift card for school supplies.

Why: It helps decrease out of pocket school supply expense for families.

How can a FN help Link families to this benefit?	
Who is eligible?	All members ages 6-18 years.
Are there important dates or restrictions regarding the timeline and process?	This is a yearly benefit that can be used any time of year. MBR will receive a $50 gift card to use for any type of school supplies.
Who do you need to call or email?	Call 888-757-9375 or 844-594-5070 and ask for school supply assistance benefit.
What should families/FNs have ready when they call or email?	Member name, DOB, address, MID
Where can you find these value-added benefits online?	https://www.healthybluenc.com/north-carolina/benefits/medicaid-benefits.html scroll down to "Extra Benefits"

United

Community-Based Doula Program

What is this benefit and Why is it helpful to families?

What: Provides nonclinical emotional, physical and informational support to pregnant individuals and new parents

Why: Doula care has been shown to play a powerful role when increasing health equity. Fewer C-sections, fewer negative birth experiences and less pain medication required.

How can a FN help Link families to this benefit? *Three-way call with member services:* **800-349-1855**	
Who is eligible?	Pregnant Women with UHC NC Medicaid
Who do you need to call?	**Call member svcs=1-800-349-1855** / **TTY 711**
What should families/FNs have ready when they call or email?	Name /DOB /Medicaid Insurance card
What is included?	A Doula will meet with and support mom in the third trimester, in the hospital for labor and delivery and several weeks post-partum supporting baby care. When mom calls UHC they will get a list of Doulas in their region to interview.
Where can you find these value-added benefits online?	https://www.uhccommunityplan.com/nc/medicaid/medicaid-uhc-community-plan

United

Doctor CHAT

What is this benefit and Why is it helpful to families?

What: Skip the waiting room and video chat with a doctor 24/7 at no cost.

Why: Need to see a doctor but can't leave work? Have a sick child and don't want to wait for an appointment? Talk to a doctor in seconds with UHC Doctor Chat. Get the answers, treatment and follow-up care you need, when you need it.

How can a FN help Link families to this benefit?	
Who is eligible?	All UHC NC Medicaid members
Are there important dates or restrictions regarding the timeline and process?	Text with a doctor today in 3 easy steps: 1. Download the UHC Doctor Chat app or visit https://www.uhcdoctorchat.com/ 2. Register with your UnitedHealthcare member ID 3. Open UHC Dr CHAT and connect to a doctor
Who do you need to call or email?	To download the app, search for "UHC Doctor Chat" on the App Store® or Google Play®, or visit **www.uhcdoctorchat.com**
When should families/FNs use this?	Use UHC Doctor Chat when you or your kids experience: • Coughs, fevers, sore throat • Earaches, stomach pain, diarrhea • Rashes, allergic reactions, animal/insect bites • Back/abdominal pain • Sports injuries, burns, or for general health questions • Writing Rx **NOT FOR EMERGENCY USE**
Where can you find these value-added benefits online?	https://www.uhccommunityplan.com/nc/medicaid/medicaid-uhc-community-plan

WellCare

Equine Therapy

What is this benefit and Why is it helpful to families?

What: 10 free horse-riding sessions per benefit year for members aged 6 and older with cerebral palsy and/or autism

Why: For children, youth and young adults with...

- Autism, equine therapy can help to ground, create emotional bonds, and develop cognitive and language skills all while engaging in a sensory based activity.
- Cerebral Palsy, this therapy has been shown to help improve not only physical functioning and mobility but also provides a space to help cope with emotional challenges and build confidence

How can a FN help Link families to this benefit?	
Who is eligible?	Members aged **6 and older** that are receiving treatment for either **Cerebral Palsy or Autism** ***Must have a **referral** from their PCP or a treating physician***
Are there important dates or restrictions regarding the timeline and process?	This benefit can be accessed at any time with referral from a PCP or treating physician **For providers:** The equine therapy referral form can be completed online in the WellCare Provider Portal under "Forms".
Who do you need to call or email?	**To access this benefit:** Contact the PCP or treating physician to complete the referral via the online WellCare provider portal **For general questions regarding value added services:** WellCare Member Services 1-866-799-5318 (TTY 711) on Monday–Saturday, 7 a.m. to 6 p.m. **For additional support and questions:** Contact Tara Bartasavich Tara.bartasavich@wellcare.com
What should families/FNs have ready when they call or email?	When contacting their physician, families should be prepared to direct the PCP to the WellCare Provider Portal.
Where can you find these value-added benefits online?	**Online:** https://www.wellcarenc.com/members/medicaid/benefits/additional-benefits.html **Member Handbook:** https://www.wellcarenc.com/content/dam/centene/wellcare/nc/pdfs/NC_Caid_Member_Handbook_Eng_2021.pdf

Web Pages for VAS for each PHP

PHP	Page for VAS	InCK IC
AmeriHealth Caritas	https://www.amerihealthcaritasnc.com/member/eng/benefits/extra-benefits.aspx	**Ashley Woolard, LCSW** awoolard@amerihealthcaritasnc.com
CCH	https://www.carolinacompletehealth.com/members/medicaid/resources/vas.html	**Jacinta Mclawhorn** Jacinta.Mclawhorn@carolinacompletehealth.com
Healthy Blue	https://www.healthybluenc.com/north-carolina/benefits/medicaid-benefits.html **Scroll down to "Extra Benefits"**	**Kristen Moore** Kristen.moore@healthybluenc.com
UnitedHealthcare	UnitedHealthcare Community Plan of North Carolina - Medicaid | UnitedHealthcare Community Plan: Medicare & Medicaid Health Plans (uhccommunityplan.com)	**Tammera Hilton** Tammera_hilton@uhc.com
WellCare of NC	**Online:** https://www.wellcarenc.com/members/medicaid/benefits/additional-benefits.html **NC Medicaid Managed Care Member Handbook:** https://www.wellcarenc.com/content/dam/centene/wellcare/nc/pdfs/NC_Caid_Member_Handbook_Eng_2021.pdf ****use control F to search on link****	**Tara Bartasavich** Tara.bartasavich@wellcare.com

A Look Ahead

- **Bi-weekly Thursdays 10am-11am:**
  - **NC InCK Office Hours**
  - **Next Office Hour: February 16, 2023**
- **Thursday, March 9, 2023, 12pm-1:00pm:**
  - **Integrated Care Rounds**
- **Thursday, April 13, 2023, 12pm – 1:00pm:**
  - **Integrated Care Rounds: InCK Referrals and Specialized Care**
    - ***Calendar Invites will be sent closer to this date***

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