



Healthy Families Update

Welcome to the Fourth Issue of Healthy Families Update

Our Goal: Provide brief, practical updates on Healthy Families Program Mental Health issues for county administrators, health plan liaisons, and mental health workers. We hope this will improve communication and expand access to the Healthy Families MH benefit. **Please share this newsletter with Access Teams, mental health staff, and others!**

GOOD NEWS: CLAIMS DATA STATISTICS FOR THE SED BENEFIT SHOW INCREASES FOR THE FISCAL YEAR!!

Recent data from the Department of Mental Health indicates a significant increase in the amount of claims approved for payment under the Healthy Families Program. These numbers are encouraging. (See Chart 1); however, the Department reports that this year's data is incomplete. The actual amounts approved will be higher when all of the year-end data is collected.

Healthy Families Program Statistics

Number of Current Subscribers:

As of 11/12/01 **497,215**

Top 5 Counties in Enrollment:

Los Angeles	151,401
Orange	47,564
San Diego	41,375
San Bernardino	33,544
Riverside	31,157

These counties account for **61.2%** of the total HFP enrollment.

This enrollment report is available on the World Wide Web at <http://www.mrmib.ca.gov>

ANNOUNCING!

The Healthy Families Resource Binder.

The purpose of this binder is to provide administrators and line staff with information regarding the

Healthy Families Program in a format that is practical and easily accessible.

This binder is designed to be a basic resource and allows you to add new information as it is made available. This resource binder contains the following:

- * County mental health information
- * Rules and regulations
- * Health plan information
- * Health plan and county mental health liaison phone numbers
- * Flow charts for SED referral
- * Billing processes

Additionally, Department of Mental Health information notices and letters to the counties, relevant material from Title X legislation and Healthy Families Updates have been included.

Each Mental Health Plan is encouraged to add information specific to their county.

The binder has been made available to all counties. If you require additional copies please contact MHague@CIMH.org.

In This Issue:

General: Welcome! HF Resource Binder Information	1
County MH Administrators: Billing Process	2
County MH and Health Plans: Beneficiary Cards	3
County Mental Health Staff: Training offered by CIMH	3
Everyone: Healthy Families Paid Claims Data	4

CouCounty MH Staff

THIS MONTH WE ARE PRESENTING MORE INFORMATION CIMH HAS GATHERED IN ITS WORK WITH THE COUNTIES AND HEALTH PLANS

Many counties are reporting difficulty being reimbursed for HFP services. Currently efforts are underway to resolve the problems. CIMH working with the counties and the Department of Mental Health has uncovered the source of some of the inconsistencies in the eligibility/ billing systems that contribute to unsuccessful claims submission.

There can be a substantial amount of duplication of clients listed with both Healthy Families and Medi-Cal. This is the result of delays in disenrollment data. While duplicate enrollment is not allowed in full scope Medi-cal, the data systems are not currently able to accurately reflect the exclusive enrollment of some beneficiaries who transfer between Medi-Cal and HFP enrollment. This is a function of the lag time in disenrollment information being posted to the billing systems.

This situation is further complicated by “share of cost Medi-Cal”. Youth may be eligible for HFP and “share of cost Medi-Cal” simultaneously.

A second problem involving the claiming priorities of county billing systems has been noted. One county reported that their system does not supersede a valid Medi-Cal eligibility record once one is present in the system. To solve this problem it is necessary, when in (INSYST) to manually “void” the Medi-Cal and re-process the Proof of Eligibility (POF) as a Healthy Families client.

BILLING FOR HEALTHY FAMILIES PROGRAM

HFP billing requires the use of the Client Information Number (CIN), not the Social Security Number (SSN).

THERE IS A DIFFERENCE IN THE INFORMATION PROVIDED VIA THE MEDS MONTHLY EXTRACT FILE (MMEF) AND THE HF ELIGIBILITY FILE

The MMEF and the HF extract both contain sufficient information to bill for HF. The two files are formatted a little differently, with the MMEF containing more detail. The HF extract is available weekly since beneficiaries can be enrolled/disenrolled with HF at anytime during the month (as opposed to Medi-Cal). The HF file is easier to read than the MMEF.

DHS recommends that counties use the HF extract file to verify HF eligibility, however, the CIN and necessary billing information is available on both files.

BILLING FOR HEALTHY FAMILIES PROGRAM - ERROR CORRECTION CODES

One problem we have found in talking with counties has to do with confusion over the error correction codes. If a HFP claim is billed through the Short-Doyle system and the claim comes back reading OHC-9, then the claim has not been submitted correctly. Both the CIN and the Med ID number must be in the correct format.

We have also found that many line workers do not know the process for securing the CIN if it is not known. The CIN is found on the MMEF and MEDS. It is also listed on the EOB, which is returned to counties.

County MH & Health Plans

IDENTIFYING HFP BENEFICIARIES WHO MAY BE ELIGIBLE FOR SED BENEFIT SERVICES

In recent meetings, Health Plans discussed steps they are taking to identify Healthy Families SED youth. One plan is sending letters to Primary Care Physicians advising them of the Healthy Families SED benefit and encouraging referrals when appropriate. Additionally, the Health Plan is comparing beneficiaries receiving psychotropic medications with provider lists to identify beneficiaries who may be appropriate for referral for an SED evaluation

SED REFERRALS

The Health Plans report that they continue to experience difficulties, at times, in making SED referrals to some county mental health departments. CIMH has followed up on these complaints and in almost every case the difficulty can be attributed to confusion by line staff over the HFP procedures. This is often a function of staff turnover and/or lack of familiarity with the HFP due to low numbers of referrals. The resource binder has been designed for the purpose of having information that will assist with this process easily accessible to all staff.

IDENTIFICATION CARDS

The Health Plans reported that each has a unique identification card design. On some cards the beneficiary is clearly listed as enrolled in the HFP and in others there is no distinguishing characteristics or identification between standard health plans and HFP beneficiaries. In the latter, the HFP signifier will be in the identification and group numbers on the card.

Ethnicity of Subscribers to HFP:

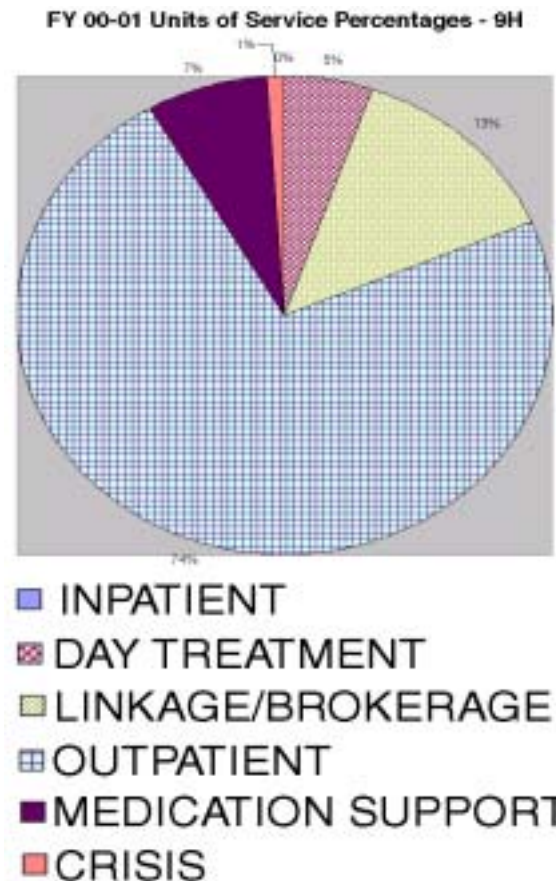
Hispanic/Latino	66.8%
White	15.9%
Asian/Pacific Islander	13.3%
Black/African American	2.9%

HEALTHY FAMILIES TRAINING

CIMH continues to offer trainings for county staff on the HFP. These trainings were developed and piloted as part of the three county pilot project. The training consists of an overview of the HFP, the SED referral process and the billing process. It is designed to help County Mental Health and Health Plans develop policies and procedures to encourage a more effective referral process. If your county is interested in training please contact Mary Jane Alumbaugh, Ph.D. 916-556-3480 ext 115.

BREAKOUT OF MENTAL HEALTH BENEFITS DELIVERED UNDER THE HEALTHY FAMILIES PROGRAM

Below is a chart prepared by the Department of Mental Health detailing Mental Health services being provided under the Healthy Families Program.



County MH Staff

The majority of services have been outpatient mental health (74%), Linkage/Brokerage (13%), medication support (7%), Day Treatment (5%) and Crises (1%).

UPDATE ON IN-REACH REPORT

As reported in an earlier edition of this newsletter, data from the Department of Mental Health indicates a significant amount of children/youth receiving services in fiscal year 1999-2000 did not match to the SD/MC file, the IEP or HFP programs. This was data from the Client and Services Information System Data Base. The total clients in this category were 13,219 or 15.5%. (Healthy Families Newsletter Volume 1, Issue 3). While some of these youth may have private insurance, counties report to CIMH that the majority of these clients are listed as having "no payor source". This is a significant number of youth being served by the counties without reimbursement. Many of these clients are Healthy Families clients or potentially eligible for the HFP program.

CIMH with the assistance of Riverside County is working to design an "**In-Reach Report**". The purpose of this report will be to offer counties information that will assist them to identify those youth served, have no payor source, and who may be eligible for the HFP. Work on this report format is nearing completion and will be presented shortly.

THANK YOU RIVERSIDE COUNTY!

MORE QUESTIONS REGARDING ENROLLMENT AND REIMBURSEMENT

One question that occurs frequently regarding Healthy Families Program has to do with the changes that occur if the child is placed in foster care.

For any change of status regarding Healthy Families it is the responsibility of the parents to notify HFP to disenroll the child.

If the parents do not disenroll the child and when HFP has not received payments for two months, a notification goes out to the family for disenrollment.

When the child returns home, the six months exclusion period does not apply because the reason for disenrollment was that the child qualified for full scope Medi-cal while in foster care. This allows the child to re-enroll without the waiting period. (Refer to the Handbook page 25).

The hold period for HFP is 90 days, but what is the hold/suspense period for Medi-Cal claims?

There is a 90 day period for HFP because a person can be disenrolled retroactively. This is not the case for Medi-Cal so there is no hold period for Medi-Cal claims.

Other Great Sources of Information on Healthy Families Mental Health

For additional information on Healthy Families Mental Health Benefits visit the California State Department of Mental Health website:
<http://www.dmh.cahwnet.gov>

The CIMH Healthy Families SED benefit Brochure:
http://www.cimh.org/healthy_families.html

Overall program information, including lists of certified application assistants who assist families with the application:
<http://healthyfamilies.ca.gov/>

The Managed Risk Medical Insurance Board:
<http://www.mrmib.ca.gov>

The Healthy Families Info line is available Mon – Fri 8 am to 8 pm **1-800-880-5305**.