

# Moving Care Management Upstream

## Community Care of North Carolina

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### History

Community Care of North Carolina (CCNC) has provided statewide care management services to the Medicaid population for over twenty years, using the medical home primary care case management model.

#### 2010-2019

- CCNC strengthened collaboration with outside entities to develop best practices for children and youth in foster care in North Carolina.
- The aim was to help improve patient health outcomes and to reduce unnecessary utilization and the total cost of care.
- Worked collaboratively with NC Pediatric Society's Fostering Health NC program to provide education, training and support to foster care stakeholders in our state.
- Our shared focus was on promotion of the American Academy of Pediatrics (AAP) recommendations for children and youth in foster care and the importance of care management for the foster care population.

#### January 2020

- CCNC rolled out a statewide, standardized Care Management model for children and youth in foster care.
- We extended the length of service periods to address the greater prevalence of chronic conditions in children and youth in foster care.
- Expanded our Foster Care team to build and improve relationships with local departments of social services, primary care providers, LME-MCOs, and other stakeholders.



#### February 2022

- CCNC's scope expanded to assist former foster youth nearing age 26 by facilitating transfer of their care to adult care providers, investigating insurance options, and sharing Healthcare Power of Attorney and Living Will information.
- At that time, CCNC also implemented a foster care risk stratification method to identify and provide greater intensity of services to the higher risk populations and comprehensive supports around physical health, behavioral health, pharmacy, and social determinants of health needs.

### CCNC's Current Care Management Model

Care Management is provided by local, on-the-ground Care Managers in all 100 counties. CCNC uses a team approach for care management of children and youth in foster care. There are several staff on the foster care team who routinely play a role: Foster Care Coordinators, Foster Care Outreach Specialists, Foster Care-Care Managers and Member Care Coordinators.

The team coordinates between all regions, using the same documentation system.

Care Managers are nurses or social workers who also have access to a multidisciplinary team for consultation which includes physicians, psychiatrists, pharmacists and others.

CCNC has access to Medicaid Paid Claims, Visit history, Medication fill history

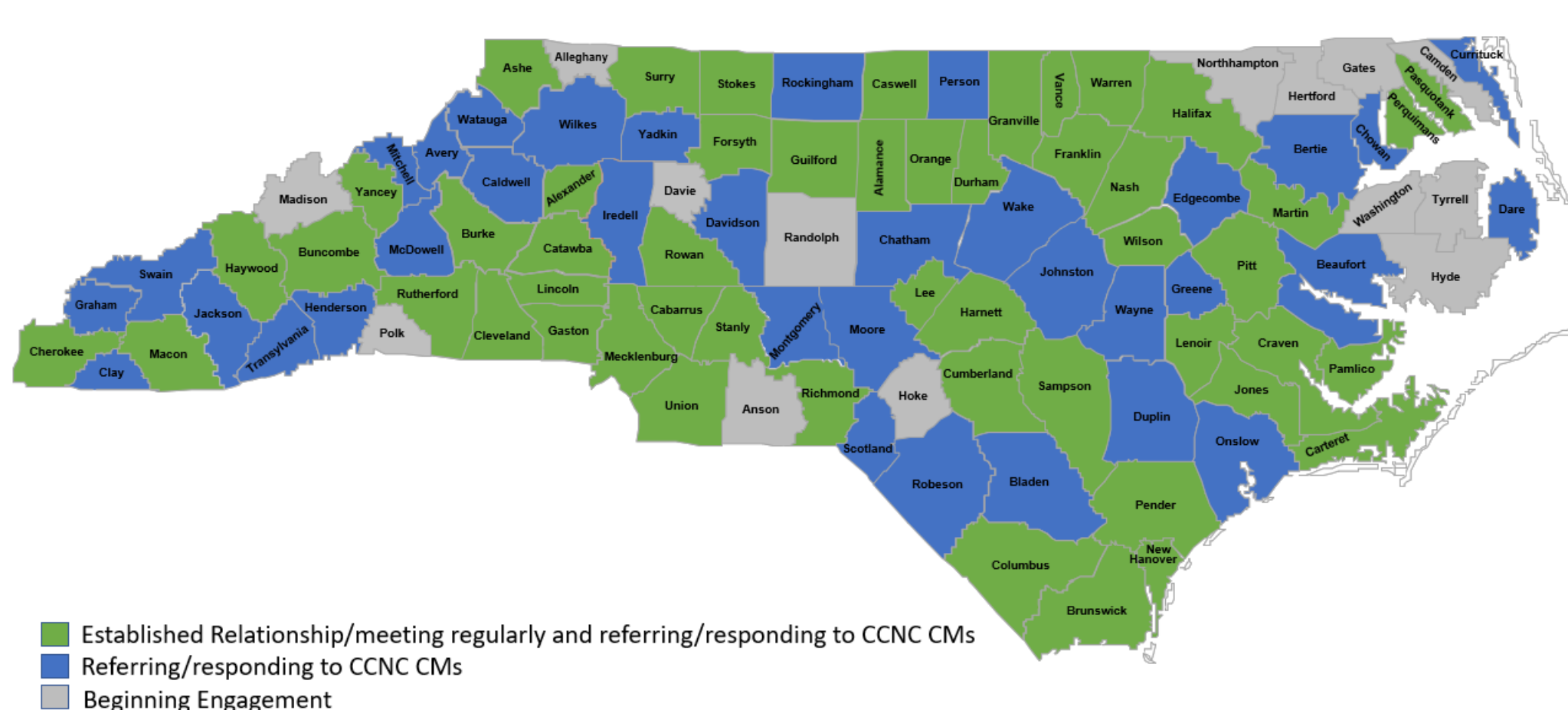
### Collaboration with Departments of Social Services

CCNC currently collaborates with nearly **75 percent** of DSS foster care units and all LME-MCOs.

Collaboration involves:

- Referral process developed from DSS to CCNC for care management of children and youth in foster care
- County stakeholder meetings
- Education and Training
- Care Management participation in Child and Family Team meetings

CCNC shares custody status notifications with primary care providers to inform them of their patients' custody status and to provide the most updated caregiver and DSS contact information.



### Primary Care Provider Support & Education

CCNC works with primary care practices (PCP) to educate and promote best practices, troubleshoot barriers to care specific to children and youth in foster care.

**CCNC was ready to take Care Management to the next level, therefore the vision of the Proactive Care Management was created.**

### Proactive Care Management Pilot "Moving Care Management Upstream"

#### Objections and Target Population

CCNC's proactive care management pilot moves care management upstream, offering support to the biological family in hopes of:

- Reducing the number of cases that move to permanency planning
- Increasing the rate of successful reunifications
- Reducing the rate of recidivism

#### Intervention

##### August 1, 2023

- CCNC launched a proactive care management pilot in four counties.
- Allows CPS case workers the ability to refer families that are receiving CPS in home services to CCNC for care management.
- Using the same CCNC referral form that is used to refer foster children.
- Additionally, CPS sends a referral when the family is in the CPS Assessment Phase if the case worker identifies medical concerns.
- CCNC determines eligibility for Care Management for the child and/or the biological parent.

#### Supporting the Biological Parent(s)

- Discuss resources available to them through their Medicaid Prepaid Health Plan that may help meet their needs, if applicable.
- If the parent/caregiver is linked to a Community Care Physicians Network (CCPN) practice, CCNC **may** be able to provide care management services or assist with linking them to other services.
- Provide parenting resources, if available.

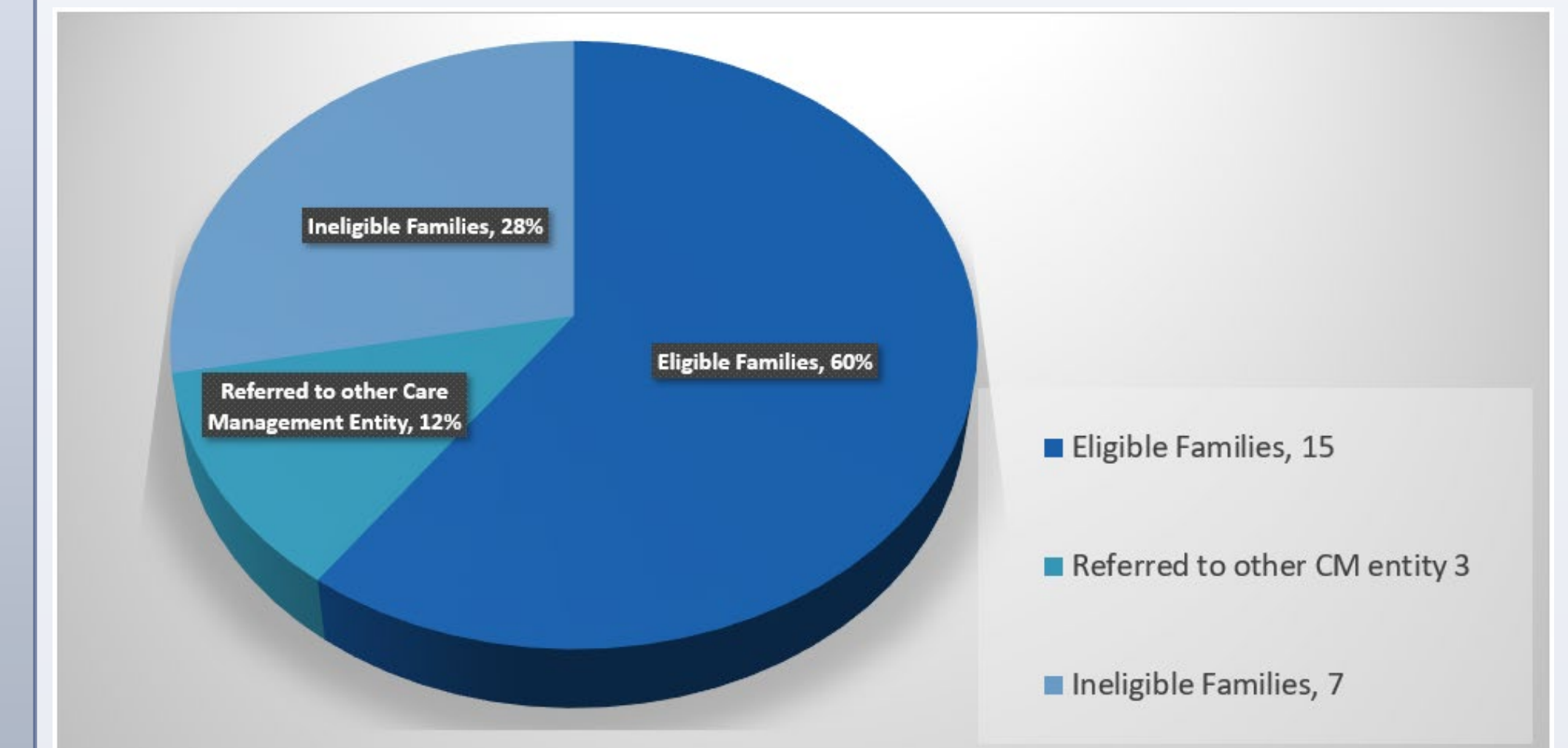
#### Refinement of the Model

To improve efficiency and reduce duplicative phone calls to busy DSS case workers, we requested additional information on the referral form to determine eligibility for the child and biological parent.

Care management services are voluntary. In order to increase the number of participating families, CCNC asked that DSS case workers provide the family with a CCNC brochure and inform the parent that a care manager would be calling to assist with connecting the family to services.

- DSSs can provide families with a copy of the Care Management Brochure. [English & Spanish](#)
- DSSs should inform the parent that the care manager will be calling.
- Provide the most appropriate DSS contact person on the CCNC DSS Referral form.
- Provide as much information as possible on the referral form so we can determine eligibility without having to call DSS to obtain necessary information.
- If possible, please include the parent's DOB in the body of the email when sending the referral so we can better determine the parent's eligibility quicker and without having to call DSS to obtain.

### Early Tracking



### Subjective Data from Participating DSSs

"The CCNC Care Manager is great with the clients, and I enjoy working with her. She takes time to explain things in a way that is easy for the clients to understand." – Pamlico DSS CPS Case Worker

"Deb was acknowledged for her outstanding case management and support to a parent that had been reunified during a DSS/CCNC training!"

### Pilot Evaluation Planning

#### February 1, 2024

- Pilot evaluation will begin.
- Review will include evaluation of the referral tracking and service provision.
- CCNC also plans to collect post pilot survey responses from participating DSS case workers and families.

CCNC plans to use this information to improve the pilot in hopes of expanding this proactive care management model statewide.

Learn more about CCNC's Foster Care Program by scanning the QR Code below.



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