

Foster Parent and R&C Quick Reference Tool

Important contact information

Please note: If you call any of the toll-free Member Service numbers, please ask to be transferred to the foster care team. Member Services will not be able to provide specific information due to your not being identified as the authorized representative. However, they can provide general information that can also be found on the MCO's website.

Aetna Brittany Brice, LCSW (Behavioral Health Case Manager) 959-299-7409 briceb@aetna.com
Janna Cheek, RN (Medically Complex Case Manager) 959-299-7412 jdcheek@aetna.com
Mary Tyree, CSW (Care Management Coordinator) 959-299-7447 tyreem@aetna.com
Member Services: 1-855-300-5528
24 Hour Nurse Line: 1-855-620-3924
24 Hour Behavioral Health Crisis Line: 1-855-300-5528

Anthem, Inc. Liz Stearman (Director of Behavioral Health) 502-297-1744 elizabeth.stearman@anthem.com
David Crowley (Behavioral Health Manager) 502-612-5069 david.crowley@anthem.com;
Jackie Exum, CSW (Foster Care Support Specialist) Office: (502) 619-6800 ext. 26725
Jacalyn.Exum@anthem.com
Member Services: 1-855-690-7784
24 Hour Nurse Line: 1-866-864-2544
24 Hour Behavioral Health Crisis Line: 1-855-661-2025

Humana –

CareSource Pamela Kitten Lawless 502-213-4715 pamela.lawless@caresource.com
Kristan Mowder, 502-213-4733, kristan.mowder@caresource.com
Member Services: 1-800-833-3239
24 Hour Nurse Line: 1-866-206-9599
24 Hour Behavioral Health Crisis Line: 1-877-380-9729

Passport Health Plan

Marc Zakem 502-907-1358 (Manager, Specialty Populations)
mzakem@passport.evolutionhealth.com
Kelli Care, 502-907-1348 (Foster Care Liaison) kcare@passport.evolutionhealth.com
Denise Hatfield, 502-907-1352 (Foster Care Liaison) dhatfield@passport.evolutionhealth.com
Member Services: 1-800-578-0603
24 Hour Nurse Line: 1-800-606-9880
24 Hour Behavioral Health Crisis Line: 1-844-231-7946

WellCare LeAnn Magre 502-253-5132 leann.magre@wellcare.com
Tonya Douglas at 502-253-5107 tonya.douglas@wellcare.com
Member Services: 1-877-389-9457
24 Hour Nurse Line: 1-800-581-9952
24 Hour Behavioral Health Crisis Line: 1-855-661-6973

DMS/Waiver Member Services: 1-800-635-2570

The role of the MCO

- Manage all health services for a member
- Ensure members have access to all benefits and required services as outlined in member handbooks and MCO websites
- Assist members in gaining access to services that are medically necessary

- Work with care providers in accessing needed services and removing barriers to services as appropriate

What the MCO contact will need

- Depending on the issue or concern, the MCO foster care representative may need permission from the state guardian to speak with the foster parent when protected health information is discussed
- Correct and updated contact information for the child's current caregivers

How can MCO assist Foster Parents

- Assist connecting members with eligible health care services
- Develop an individual care plan to address the member's identified needs and ongoing monitoring of the plan.

How can MCO assist Foster Parents (continued)

- Address gaps in care of the member's physical and behavioral health, specifically establishing a medical home for well-child exams, immunizations, sick visits, etc.
- Educate families and team members about the service needs of the member
- Participate in meetings such as discharge planning, local interagency planning, and family team meetings, transition planning
- Provide support and community resources for the medically complex foster care population
- Provide support and community resources for children and youth with behavioral issues
- Assist with obtaining medication, providers and authorizations.
- Identify member eligibility and assist with resolving eligibility concerns.
- Provide immunization information and names and dates for prior provider visits
- Order member ID cards
- Determine if the member has primary private insurance in addition to Medicaid, which may complicate pharmacy and medical claims

Areas that MCO can assist in ensuring services are provided, including

- Physicals, including immunizations
- Dental
- Vision
- Hearing screenings
- Developmental assessments (children under age 3)
- PT, OT and Speech Therapy
- Behavioral health
- Durable Medical Equipment
- Pharmacy, including
 - Understanding best practice surrounding antipsychotics and other psychotropic medications
 - Supplying additional needed identifying numbers or information that a pharmacy may need to process claims

Areas of Behavioral Health (BH) / Substance Use Disorder (SUD) Treatment where Precertification may be needed (see specific MCO websites for Precertification requirements)

- Inpatient mental health
- Partial hospitalization (PH)
- Intensive outpatient program (IOP)

- Detox and Substance Use Disorder Residential services (SUD)
- Psychiatric Residential treatment facility (PRTF)
- Extended Care Unit (ECU)
- Psychological and neuropsychological testing
- Crisis stabilization
- Targeted Case Management other than through Community Mental Health Centers (CMHC)

Areas of Behavioral Health / Substance Use Disorder where Precertification is not needed

- Screening/Assessment – including trauma, substance use, psychiatric
- Individual therapy
- Group therapy
- Family therapy

Discharge planning from inpatient admissions

- Coordination of discharge planning and discharge disposition planning and support
 - Collaboration at time of admission.
 - Participation in discharge planning meetings
- Identification of services to support member after discharge
- Case management services upon discharge from inpatient setting

Educational support

- Assistance obtaining services and supports outlined in Individual Education Plan (IEP)
- Assistance obtaining services and supports outlined in 504B, including medical support for any special health care needs
- Assistance obtaining Immunization information