

Healthy Blue: Partnership In Practice

Implementing the Healthy Blue
Children and Family Specialty Plan
Transition

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Children and Families Specialty Plan

 | HealthyBlueCare Together

A statewide Medicaid plan designed specifically for children, youth and families with child welfare involvement

Goal: Improve coordination and continuity of care across physical health, behavioral health and child welfare systems

Phase 1: Implemented December 1 for children currently in or who have been in foster care

Children and Families Specialty Plan



Strengthen and preserve families



Help avoid boarding in local DSS offices & Emergency Departments



Increase access to services



Improve member outcomes



Improve coordination & collaboration with stakeholders



Coordinate care and facilitate seamless transitions (including during child welfare placements)

Preparing for Transition

- **848:** NC FAST records reviewed to ensure accurate Authorized Representative information
- **500+:** Face to face transition meetings between Healthy Blue Care Managers and Child Welfare staff
- **4:** Transition Readiness meetings with State and Healthy Blue Partners
- **1:** Streamlined eligibility process developed to accelerate access for new youth entering care



Early Successes and Positive Impact

- Increased collaboration between care managers, social workers, youth and placement providers
- Improved access to statewide resources and placement options
- Dedicated care navigator support to assist with member cards, problem-solving and care coordination
- Continued availability of critical non-Medicaid billable services



Opportunities for Improvement



- Despite available statewide placement resources, some youth continue to experience extended waits for appropriate placement, resulting in stays in our county office
- Delays in provider contracting and network participation limit timely access to placements and physical and mental health resources
- Delays in transitioning youth newly entering foster care to Healthy Blue affect how quickly services are initiated
- Greater urgency and shared accountability needed to ensure children receive timely access to appropriate care and services

Collaborative Actions Underway



Conducting Weekly multidisciplinary staffing meetings with Healthy Blue Care Managers, Social Work Supervisors and the Wake County Placement Team to identify and address barriers for youth awaiting placement



Holding monthly leadership meetings between Healthy Blue Care Management Supervisors and Permanency Planning Managers to review trends, resolve emerging issues and strengthen coordination



Engaging county leadership in state-level advocacy, with Deputy County Manager Duane Holder elevating system barriers impacting children and families






Launching a cross-system pilot initiative led by the Behavioral Health Director to identify pain points, test solutions and improve processes across partners





Partnering with state leaders to evaluate outcomes, including recommending a six month assessment with county DSS agencies to determine whether the CFSP model is achieving its intended goals and identify opportunities for improvement

In Summary

Wake County Prepared

-  848 records reviewed
-  Over 500 in person transition staffings held
-  Internal processes redesigned

Progress Made

-  Stronger Partnerships
-  Dedicated Care Coordination
-  Improved Communication

Work Continues

-  Addressing placement barriers
-  Improving provider participation
-  Advocating for timely access to care



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