Putting the pieces together

DCF Health Advocates

By **Holly W. DeFloria**

Putting the Pieces Together

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Health Advocates

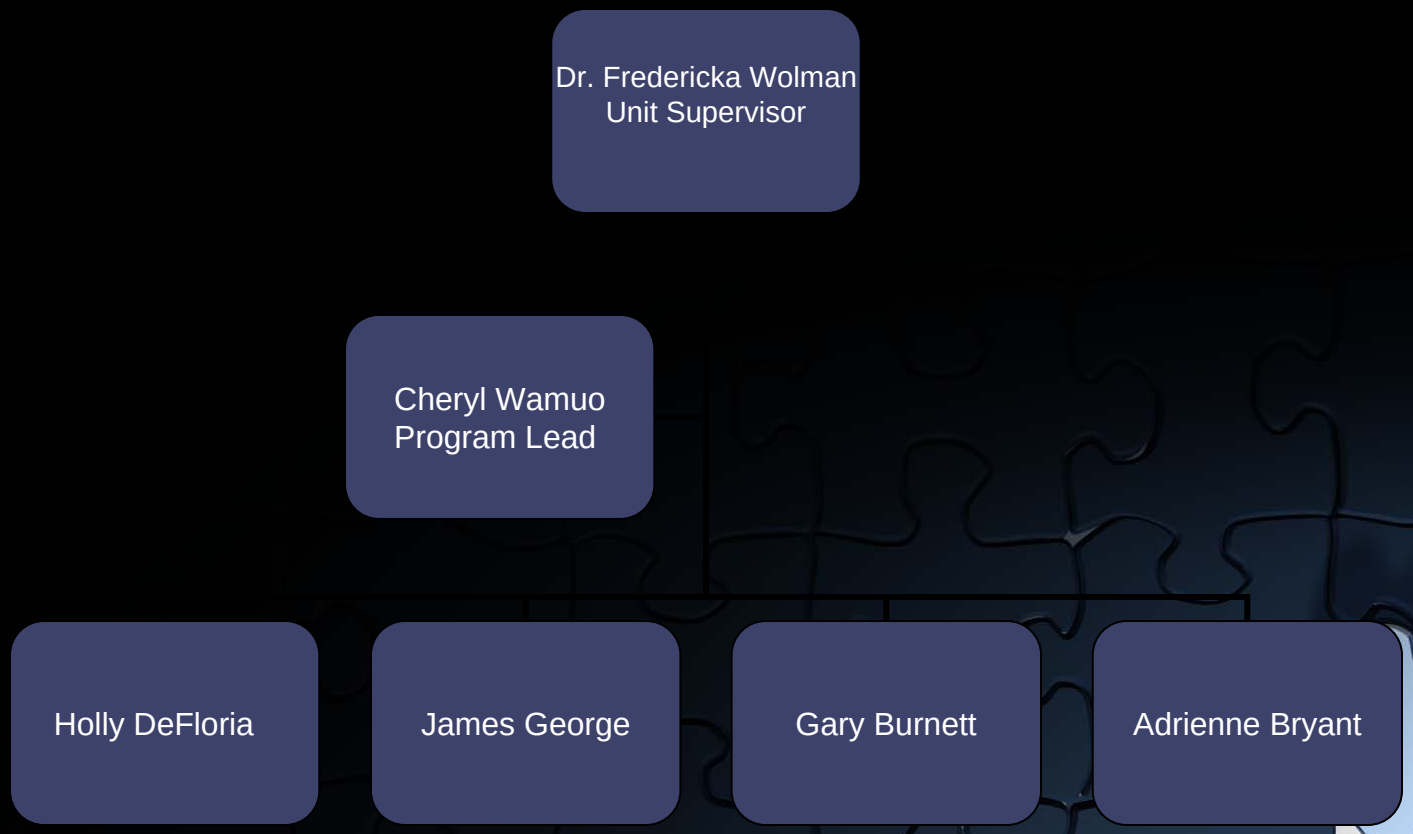
Department of Children and Families

Health Advocate Listing

Name	Offices	Phone	Fax	Email
Dr. Fredericka Wolman *Supervisor*	Central office	860-550-6643		Fredericka.wolman@ct.gov
Cheryl Wamuo *Program Lead*	Central Office Manchester Meriden	860-560-5033	860-550-6541	Chery.wamuo@ct.gov
Holly DeFloria	Waterbury Torrington Bridgeport	203-759-7201	203-465-7322	Holly.defloria@ct.gov
James George	Hartford Middletown Norwalk Stamford	860-418-8201	860-418-8326	James.george@ct.gov
Gary Burnett	New Britain Norwich Danbury	860-832-5435	860-832-5477	Gary.burnett@ct.gov
Adrienne Bryant	New Haven Milford Willimantic	203-786-0574 203-306-5256	203-786-2536	Adrienne.bryant@ct.gov

Health Advocates Organizational Chart

Division of Health and Wellness



What is Advocacy?

What is Advocacy?

Overview

Each of us advocates on a daily basis—for our children, our families, and our communities. Advocacy can be defined as *active support for a cause*. Changes that benefit our lives occur when people advocate for a particular cause, whether it is for better funding of our schools, safer streets, or in helping more kids to be able to see a doctor by expanding children's health care coverage.

Advocacy can take many forms, in the Department of Children and Families we have a whole unit dedicated to Advocating for the health care needs of our children. This presentation will focus on helping you to put the pieces together for the medical needs of our children, who your Advocates are, and how to fully understand how to use your Health Advocate unit.

Advocacy Matters

- According to the Children's Defense fund there are 7.9 million uninsured children in the United States. For these children, going without insurance can have devastating consequences. The lack of health coverage can lead to dramatic differences in quality of care, mortality rates, and other health outcomes. In addition, these children are more likely to have unmet medical needs and to suffer higher rates of infant mortality, asthma, lead poisoning, and obesity.

- Many children entering the foster care system have experienced these same devastating consequences as a result of being uninsured. The children come to us, without a pediatrician, no glasses, and perhaps have never been inside a dentist office.

- Because of this, the Department of Children and Families in 1998 built the Health Advocate unit to address these issues.

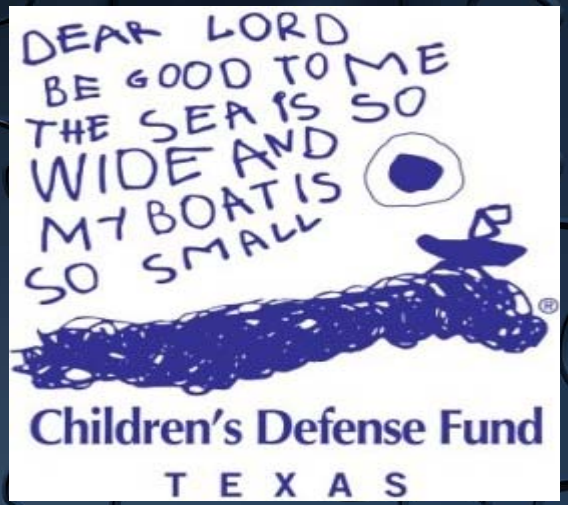
Health Advocate Services

Health Advocate Services

What is an advocate?

Health Advocates advocate by connecting children and families to programs and services to help meet their needs, and by working with partners statewide to form policy and action to improve the lives of children.

Health Advocates are available to assist DCF Staff, facilities, foster parents, families and community programs to resolve problems preventing access to medical, dental, vision, behavioral health or other needed services



Health Advocate Services

- Verify Medicaid eligibility
- Resolve pharmacy issues
- Help obtaining durable medical equipment
- Coordinate multidisciplinary exams (MDEs)
- Assist with FAR (Family assessment cases) and voluntary cases to ensure proper medical coverage.
- Conduct trainings for DCF staff, foster parents, and staff in congregate care settings
- Find in – network providers or specialty providers
- Order medical cards
- Assist transitioning youth navigate the insurance system
- Ensure all children have dental appointments
- Secure insurance payment for unpaid medical bills

The Husky Health Program

The HUSKY Health program:

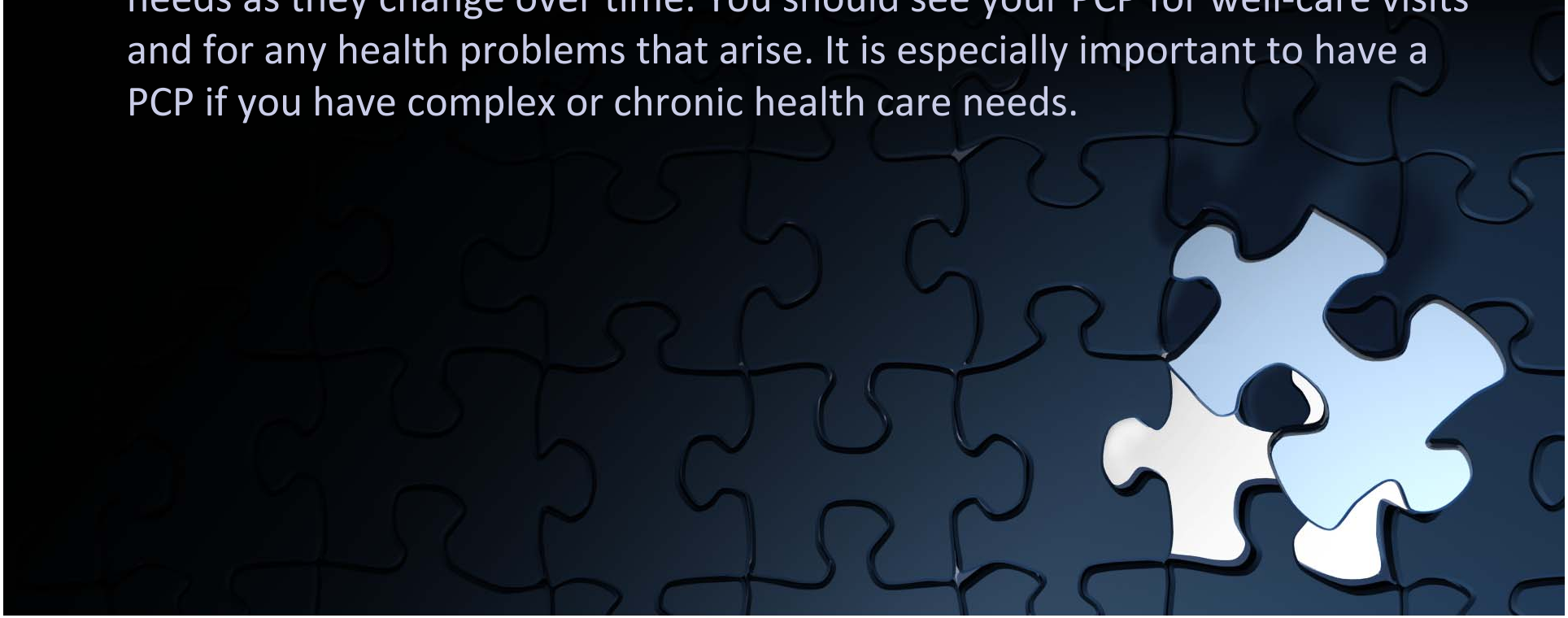
Covered Services

- Preventive care
- Other well care services
- Doctor's visits
- Behavioral health services
- Hospital stays
- Physical/occupational/speech therapy
- Audiology services and hearing aids
- Durable medical equipment
- Emergency care
- Ambulatory services
- Transportation
- Pharmacy
- Dental health services
- Dialysis
- Home health services
- Hospice services
- Outpatient care in a hospital
- X-rays and other radiology services
- Orthotics and prosthetic devices

The HUSKY Health program:

Primary Care Providers

- It is important that you have a primary care provider (PCP) who is the main source of your care to make sure you stay as healthy as possible. A PCP will know your health history and can help coordinate all of your health care needs as they change over time. You should see your PCP for well-care visits and for any health problems that arise. It is especially important to have a PCP if you have complex or chronic health care needs.



The HUSKY Health program:

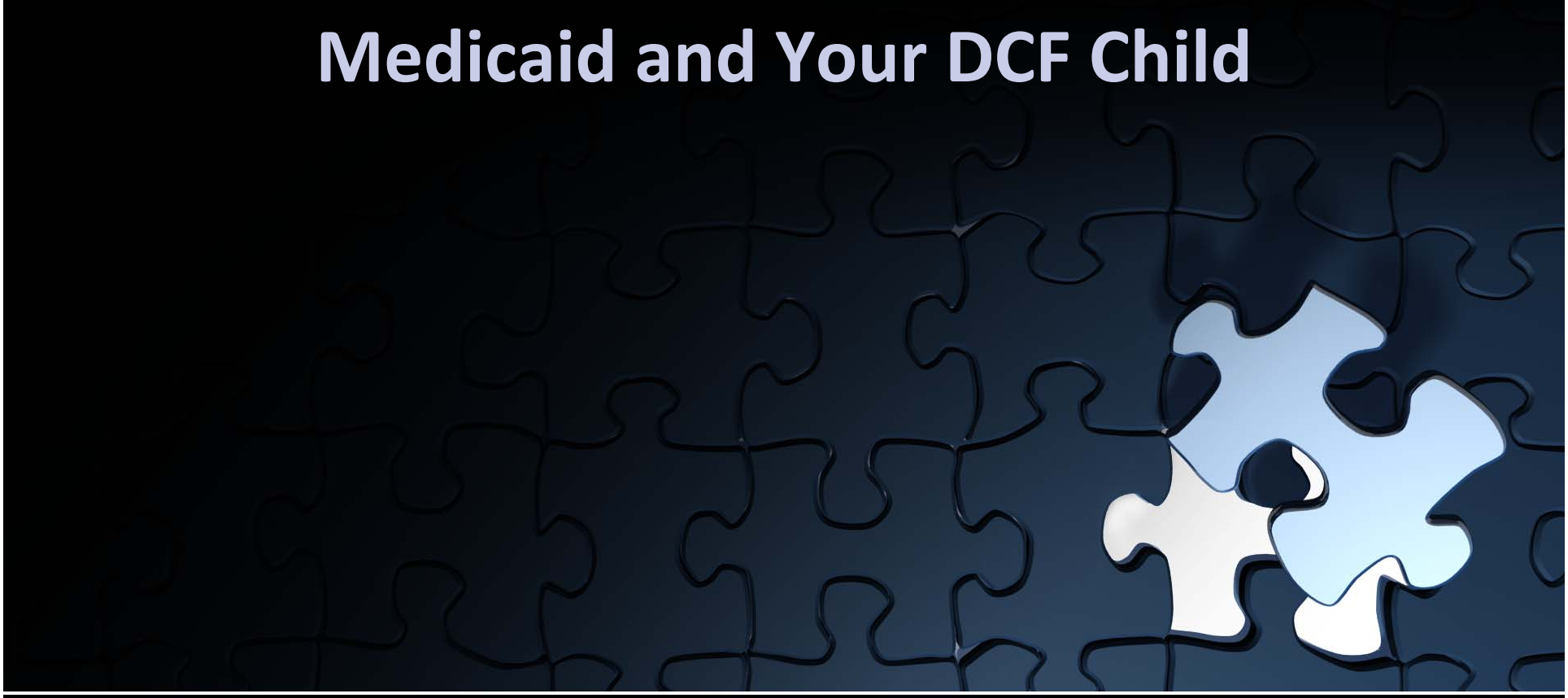
Intensive Care Management

The HUSKY Health program offers Intensive Care Management (ICM) services to members who need help managing complex medical and other health problems.

There are ICM programs for:

- Women with high-risk pregnancies
- Members with complex medical needs
- Members with diabetes, asthma or other chronic diseases.

Medicaid and Your DCF Child



Medicaid and Your DCF Child:

Access to Care

Overview

- Access to quality health care services is important for increasing healthy lives for children in DCF care.
- Access to health services means the timely use of health services to achieve the best health outcomes

Medicaid and Your DCF Child:

Access to Care

Issues effecting Access

- Lack of availability of Medicaid providers
- Lack of insurance coverage
- Lack of insurance card
- Lack of prior authorization for treatment and/or pharmacy
- Lack of transportation to medical appointments

Medicaid and Your DCF Child:

Access to Care

Health Advocates can assist with access to care in all of the before mentioned cases as well as with the below:

- Accessing Medicaid eligibility
- Accessing a health care location where needed services are provided.
- Finding a health care provider with whom the patient can communicate and trust
- Ordering Medicaid cards

Practical Tips

Medicaid Benefits

Vision Services

Helpful Hints:

- Children are allowed one complete pair of glasses and one eye exam per year.
- Replacement glasses are allowable from original provider
- Contacts are not covered except for medically necessary conditions.

Medicaid

Pharmacy

Helpful Hints:

- Never allow the child to leave for vacations without first checking their supply of medications.
- If your medication emergency occurs over a weekend, or if you cannot contact a Health Advocate simply pay for a few pills to get you through and the issue will be settled the next business day.
- If you call while still at the pharmacy you have a better chance of leaving with your medications.

If medication is denied call your Health Advocate as soon as possible.

Medicaid Services

Dental

Helpful Hints:

- Oral surgery for tooth extraction requires prior authorization and in some cases requires referral to an oral surgeon.

- Braces are a covered benefit but only if needed to treat a medical condition. Medicaid will not pay for braces for cosmetic purposes.

Connecticut Dental Health Partnership

866-420-2924
www.ctbhp.com

Medicaid Services

Transportation

Helpful Hints:

- Call within 48 hours of the appointment.
- Give the organization the name of the child, where they are to be picked up, where they are going, what time to be picked up, what time to be dropped off,etc.
- Children under 12 cannot travel alone. Ages 12-15, a note is needed; Ages 16 or older can travel alone.

Transportation Provider:

Logisticare

888-248-9895

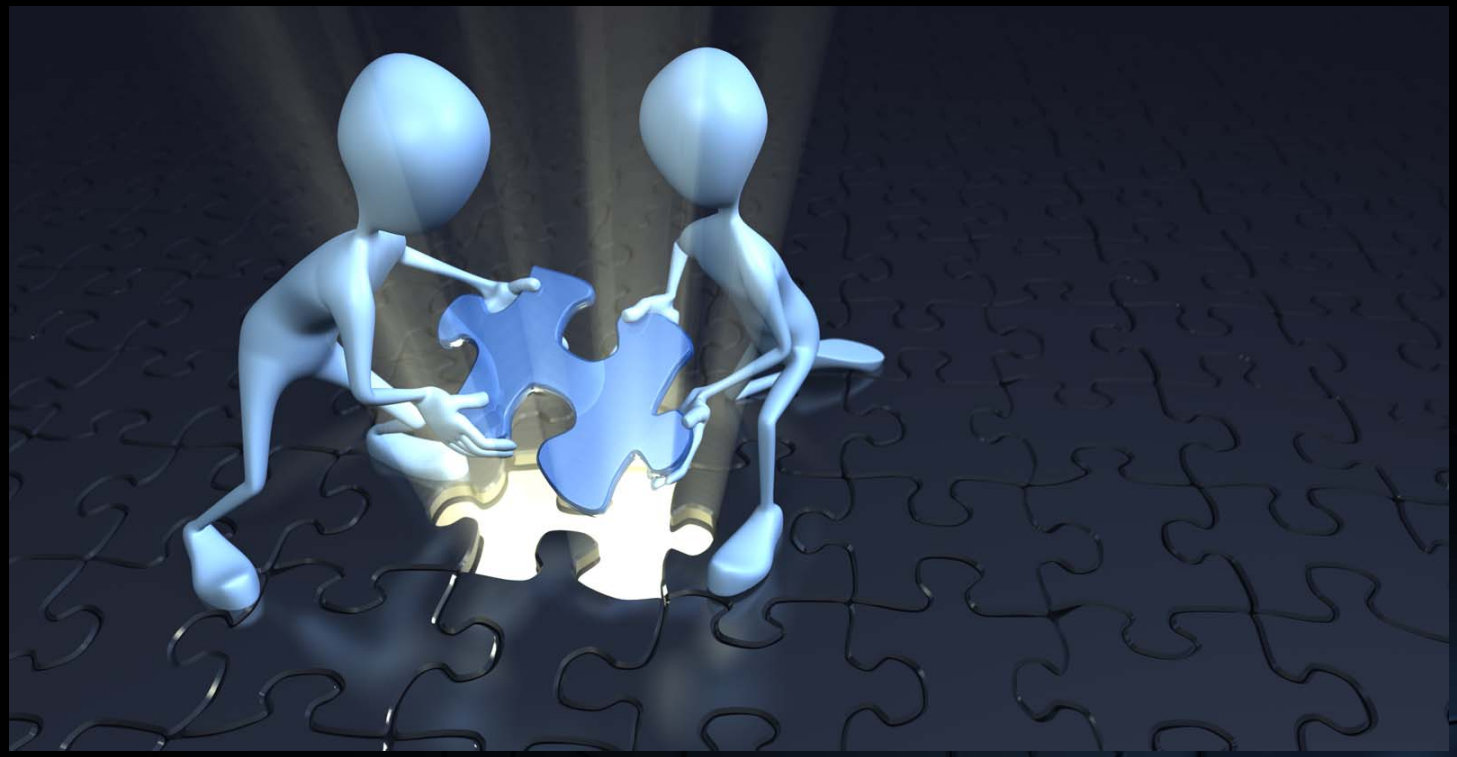
Medicaid Services

Behavioral Health

Behavioral Health Services:

- Inpatient mental health and substance abuse
- Partial hospital
- Extended day
- Intensive out patient programs
- Psychiatric aides
- Psychological evaluations
- IICAPS, MST, MDFT, FFT
- Outpatient Therapy
- Family Support Teams
- Crisis Stabilization Beds
- Care Coordination
- Group Home and Residential Placement

Value Options
877-522-8247
www.ctbhp.com



Together we can put the pieces back together