

HCP

A Program for Children and Youth with Special Health Care Needs



Policy & Guidelines

Revised 10/01/2015

All Colorado children and youth with special health care needs will be valued, integrated and thriving.



COLORADO
Department of Public
Health & Environment



HCP, a program for children and youth with special health care needs

HCP POLICY & GUIDELINES

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HCP PROGRAM OVERVIEW

HCP Vision

All Colorado children and youth with special health care needs will be valued, integrated and thriving.

HCP Mission

The mission of HCP, a program for children and youth with special health care needs at the Colorado Department of Public Health and Environment (CDPHE), is to ensure that children and youth with special health care needs have the opportunity to grow, learn and develop to their highest individual potential. HCP serves Colorado children and youth with special health care needs, age birth to 21, and is a resource for families, health care providers, and communities. HCP works closely with state agency partners and local public health agencies to implement three core program components:

1. [HCP Care Coordination](#)
2. [HCP Specialty Clinics](#)
3. [Medical Home Systems Development](#)

The Maternal and Child Health Bureau has identified core optimal outcomes for children and youth with special health care needs and their families. These six national outcome measures guide program efforts:

1. Families will be partners in decision-making at all levels and be satisfied with the services they receive.
2. Children and youth with special health care needs will receive coordinated, ongoing, comprehensive care within a medical home.
3. Children and youth with special health care needs will have adequate private and/or public insurance to pay for the services they need.
4. Children will be screened early and continuously for special health needs and receive timely follow up to definitive diagnosis and clinical management.
5. Community-based services for children and youth with special health care needs will be organized so families can use them easily.
6. Youth with special health care needs will have the services necessary to transition to all aspects of adult life including adult health care, work, and independence.

Definition of Children and Youth with Special Health Care Needs

The Maternal and Child Health Bureau defines the population of children and youth with special health care needs as “those who have, or are at increased risk for having, a chronic physical, developmental, behavioral or emotional condition and who also require health and related services of a type or amount beyond that required by children [and youth] generally” (Maternal and Child Health Bureau, McPherson, et al., 1998).

Supporting a Medical Home Approach

The American Academy of Pediatrics, the American Academy of Family Physicians and the National Maternal & Child Health Bureau are promoting medical home partnerships between providers,

families, and community organizations, such as local public health agencies, to support the family and providers. Using a medical home approach, families and physicians work together to identify and access all the medical and non-medical services needed to help children and their families reach their maximum potential. Essential components of a medical home approach include care that is accessible, patient/family-centered, continuous, comprehensive, coordinated, compassionate and culturally responsive.

Visit www.hcpcolorado.org or the [Colorado Medical Home Initiative](#) for more information on Medical Home.

HCP PROGRAM POLICIES & GUIDELINES

The HCP Policy & Guidelines are focused on two of the HCP components: HCP Care Coordination and HCP Specialty Clinics. The HCP Policy & Guidelines, as well as information about the third component of HCP: Medical Home Systems Development, are posted online at www.hcpcolorado.org. The hyperlinks throughout the HCP Policy & Guidelines link to companion documents such as Forms, Instructions, Roles & Responsibilities, Training Materials, and FAQ Sheets posted on the HCP Website. The intent of the companion documents is to ensure fidelity to program components and to provide consistent guidance for local public health agencies (LPHAs) and other partners contracted to provide HCP services. *LPHAs and other partners are responsible for adhering to the HCP Policy & Guidelines, companion documents, HCP Training Modules, and other requirements as outlined in their individual contracts.*

Orientation & Training

LPHAs and other program partners are expected to complete HCP Orientation and program Training Modules as they become available, and as appropriate, for all HCP Components. Select online training is available on our [website](#) under partner and provider resources.

1. LPHAs should notify their state HCP Consultant of any changes in local HCP staffing, including vacancies and new hires within 15 business days of change date.
2. HCP Consultants will contact new LPHA HCP staff to schedule HCP Orientation and Training within 15 business days of notification.
3. New LPHA HCP staff will complete HCP Orientation and Training Modules within 45 days of start.
4. New LPHA HCP Managers will contact their state HCP Consultant for an HCP overview within 45 days of start.

CYSHCN Data System (CDS)

The CYSHCN Data System (CDS) is the data system for the care coordination and specialty clinic components of HCP. LPHAs who are contractually required to provide, or who have elected to provide, care coordination or specialty clinic services are required to enter data into CDS. HCP has [statutory authority](#) to operate and maintain a program for children with disabilities (*CRS Title 25; Article 1.h, Letter (r)*). CDPHE collects the minimum data necessary to operate and maintain this program (HCP) through the CYSHCN Data System (CDS). HCP state and local offices use the data for assessment, planning, evaluation, reporting, and, in some cases, contract monitoring.

1. [Access](#) to CDS will be granted to local HCP staff, including care coordinators, support staff and managers.
2. HCP staff shall enter data into CDS within 30 days of a client contact, including, but not limited to, care coordination and/or specialty clinic documentation.

HCP Consent and Release

LPHAs are required to obtain a signed [Consent and Release Form](#) from families who are receiving HCP Care Coordination and/or being seen at HCP Specialty Clinics. The form must be updated at least annually, or as required by LPHA policies. Agencies may use their own form, provided that it is approved by their local HIPAA compliance officer.

Transportation

HCP Specialty Clinic Coordinators and/or HCP Care Coordinators are not responsible for the direct transport of pediatric specialists or clients to or from clinics and are encouraged to consult their LPHA policies and guidelines concerning transportation and liability. However, helping families learn how to access and arrange transportation is an appropriate care coordination activity. (See *HCP Care Coordination Section for documentation requirements.*)

Monitoring

Monitoring is a contractual obligation and should be done in partnership with state HCP Consultants. The overall purpose of monitoring is to enhance communication, program planning and evaluation efforts, and to determine the need for resources and technical assistance. This will be accomplished through a variety of mechanisms, including but not limited to:

1. LPHAs are expected to monitor their care coordination case load volume, including individual progression through the HCP Care Coordination model using reports available within CDS. State HCP Consultants recommend running reports at least quarterly; however, monthly may be more helpful depending on case load.
2. LPHAs are expected to connect with their HCP Consultant at least once per year, unless additional TA is needed or as contractually required.
3. LPHAs can expect that:
 - State HCP Consultants will provide a brief written summary, with highlights following a site visit.
 - State [HCP Consultants are available between visits, as needed, for troubleshooting, training, etc. via telephone or email.](#)

Community Outreach & Marketing of HCP

LPHAs are expected to conduct outreach to community organizations to establish connections and strengthen referral systems for children and youth with special health care needs and with HCP.

To ensure that HCP communications are coordinated, consistent and meaningful, in the spring of 2015 HCP Consultants with the help of a communications workgroup developed a [communications policy & guidelines tool](#) for LPHAs to follow. This tool serves to help HCP clinic and care coordinators as they conduct local outreach to families and partners within their communities. In addition, the document provides guidance on using HCP communications materials, as well as lists out programmatic requirements..

LPHAs are expected to work with their HCP Consultant to determine the amount of time dedicated to community outreach and shall report their efforts in the Annual Report which is due no later than October 31.

Continuous Quality Improvement

State HCP staff, in collaboration with LPHAs and other partners, will work to collect aggregate HCP Care Coordination / HCP Specialty Clinic data to help inform state and local decision-making processes and to ensure that HCP is meeting its vision and mission. This includes but is not limited to completion of planning forms and annual reports, family surveys, key informant interviews, follow-up and exit surveys, and focus groups.

Translation & Interpretation

LPHAs receiving federal funding must ensure that they will comply with applicable provisions of federal civil rights laws and policies prohibiting discrimination, including but not limited to Title VI of the Civil Rights Act of 1964, which prohibits recipients from discriminating on the basis of race, color, or national origin, which includes limited English proficiency (LEP). Translation and interpretation is a requirement for all programs receiving Federal MCH Block Grant Funding.

Effective communication with LEP individuals requires LPHAs to have language assistance services in place. There are two primary types of language assistance services: oral and written.

- LPHAs may need to identify and translate vital documents to ensure LEP individuals have meaningful access to important written information.
- LPHAs are required to provide interpretation in the family's native language for any family who does not understand the English spoken language.

More information and guidance can be found in the ['Language Access Assessment and Planning Tool for Federally Conducted and Federally Assisted Programs'](#).

HIPAA

LPHAs should adhere to their agency's policies and procedures regarding protected health information (PHI), confidentiality, consent and release of information, and records retention/storage.

HCP CARE COORDINATION

Care coordination addresses the interrelated behavioral, developmental, educational, financial, medical, and social needs of an individual in order to optimize health and wellness outcomes. Care coordination is a person-and-family-centered, assessment-driven, team activity designed to meet the needs and preferences of individuals while enhancing the care giving capabilities of families and service providers (Colorado Care Coordination Resource Guide, June 2013).

HCP provides care coordination services that aim to improve the quality of life for children and youth with special health care needs and their families by improving their abilities to appropriately and effectively utilize the health care system in collaboration with the child/youth's primary care provider.

The primary goal of HCP is to equip families with the skills, resources and knowledge needed to be confident in coordinating and advocating for their child's health care needs.

HCP Care Coordinators shall work with families to:

- promote participation in decision making
- promote independence
- identify community and state services and resources
- help with referrals to community and state services and resources
- provide education and guidance in coordinating health care
- promote communication between providers and community resources
- coordinate access to pediatric specialty care
- navigate options to help pay for health care
- coordinate transition to adult health care
- assist with identifying respite care resources
- collaborate with a child's health care providers
- support a medical home approach using evidence based activities

Policy & Guidelines

Staffing

1. HCP Care Coordinators and program staff are to provide HCP Care Coordination services according to the [HCP Care Coordination model](#).
2. The HCP Care Coordination model supports a multi-disciplinary team approach, when appropriate and feasible. This team must include a registered nurse

LPHA Capacity

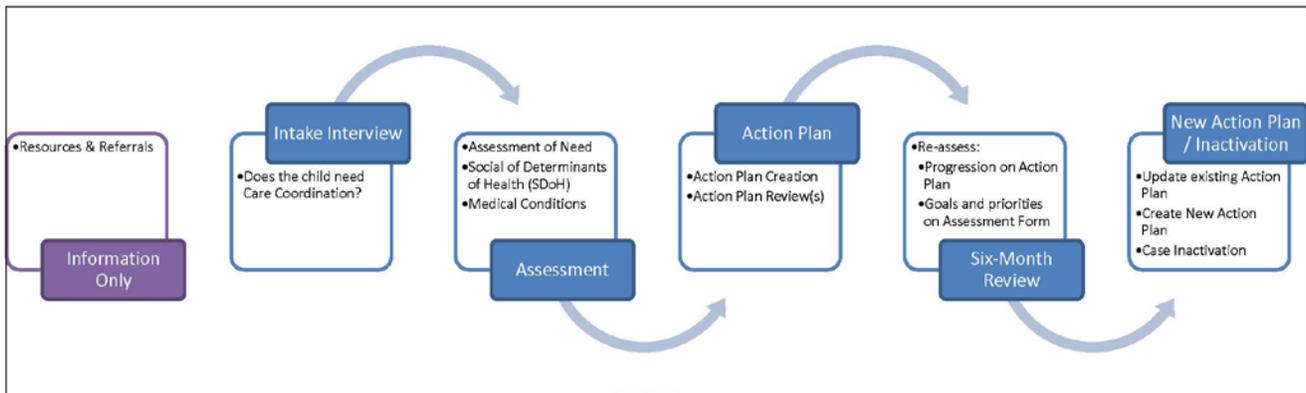
1. HCP Care Coordination services are based on client need and LPHA capacity. Regardless of whether an LPHA is providing the full model of HCP Care Coordination, LPHAs must provide information to families and community members seeking resources, as a core public health service.
2. LPHAs are responsible for providing care coordination and/or linking children living within their jurisdiction to care coordination services, unless arrangements have been made with a neighboring LPHA to assume this role.
 - a. For children living in counties that have opted out of HCP Care Coordination, local HCP staff are encouraged to refer the child/youth and their family to their primary care

- provider, [Regional Collaborative Care Organization \(RCCO\)](#), and/or other community-based organizations for assistance coordinating their care, as appropriate.
- b. For children living in counties that have opted in to HCP Care Coordination, local HCP staff are encouraged to collaborate with primary care providers, the RCCO and/or other community-based organizations to coordinate triage and referral for care coordination services, in order to maximize resources and avoid duplication of services.
 - c. LPHAs, in collaboration with their RCCO, are encouraged to work towards developing a formal agreement to establish roles and responsibilities for care coordination in the region.

HCP Care Coordination Model

LPHA's are expected to comply with the HCP Policy and Guidelines and the HCP Care Coordination Model. The HCP Care Coordination model consists of the following elements and process:

Model of HCP Care Coordination



Information Only

In the HCP model of care coordination, providing resources for children and youth with special needs is referred to as 'Information Only.' It encompasses all information, resources, and/or referrals given to families, providers, and other community agencies, when the family does not want or need the full model of HCP Care Coordination.

1. All LPHAs are to provide, at a minimum, information, resources, and [referrals](#) to families, providers, and other community agencies.
2. LPHAs are not required to enter 'Information Only' data in CDS; however, it is highly encouraged. Per the MCH/HCP, OPP/HCP, or HCP contracts, an LPHA may be required to provide these numbers as a part of the MCH/HCP, OPP/HCP, or HCP annual report.

Intake Interview

The 'Intake Interview' is the first core component of the HCP Care Coordination model. The HCP Care Coordinator uses the Intake Interview to determine whether or not the family needs and wants care coordination. The tool is used to identify and support the family's strengths, concerns, culture,

and values. It also is used to collect baseline data about HCP clients before care coordination activities begin.

1. The HCP Care Coordinator must conduct an Intake Interview with each child/youth and their family who may want or benefit from care coordination. The Intake Interview must be documented in CDS.
2. If a client has been inactivated in CDS and needs to resume care coordination at a later date, a new Intake Interview must be conducted and documented in CDS before continuing to a new Assessment. This is also true for clients transferring between counties.

These are the only two conditions under which a new Intake Interview is to be completed and entered into CDS.

Assessment of Need

The 'Assessment' is the second core component of the HCP Care Coordination model. The Assessment provides an opportunity to explore, build, and strengthen the relationship with the family, as well as learn about and consider the child/youth's special health care needs and the family's concerns, strengths and goals.

1. Every child/youth who is receiving HCP Care Coordination must have an Assessment on file which has been documented in CDS.
2. The HCP Care Coordinator must review and update the Assessment every six months, or more frequently as needed, and such reviews must be documented in CDS.
3. The HCP Care Coordinator must use the information from the Assessment to create and update the Action Plan.
4. The HCP Care Coordinator must complete an Assessment with each child/youth and their family prior to moving on to the Action Plan.

Social Determinants of Health

The Social Determinants of Health (SDoH) questions are used to determine Federal Poverty Levels (FPL) and should be collected during the assessment process. SDoH fields are required to be documented in CDS and should be used by the HCP Care Coordinator to help identify appropriate community and state services and resources for the child/youth and family. The Social Determinants of Health information must always be kept up to date in CDS with the most recent and accurate information. It is recommended that HCP Care Coordinators review this information with the family each time they complete a 6 month review.

Medical Conditions

The Medical Conditions form is a place to document the child/youth's medical condition(s). It is required that medical conditions are documented in CDS for each client. This information helps guide HCP Care Coordination activities and identification of potential community and state services and resources and/or referrals. The medical condition(s) must always be kept up to date in CDS with the most recent and accurate information. It is recommended that HCP Care Coordinators review this information with the family each time they complete a 6 month review.

Action Plan

A written 'Action Plan' is the third core component of the HCP Care Coordination model. The Action Plan is intended to be a family-friendly, take-away document and is developed through a partnership between the child/youth, their family, the HCP Care Coordinator, and any other primary care provider and/or ancillary service providers when appropriate.

The Action Plan is used to create goals and next steps for the child/youth and their family related to current care coordination needs.

1. The HCP Care Coordinator must create an Action Plan for each child/youth and their family who is receiving care coordination. Action Plans must be documented in CDS. This includes identifying which pre-populated goal statements have been included on the Action Plan, as well as documenting other goals within the current action plan.
2. The HCP Care Coordinator must develop and prioritize Action Plan goals in partnership with the child/youth and their family.
3. The HCP Care Coordinator must provide the family with a print copy of the Action Plan.
4. The HCP Care Coordinator must review and update the Action Plan as frequently as needed in order to help the child/youth and their family achieve and/or make progress on established goals. Action Plan Reviews must be documented in CDS. This includes identifying which goal statements have been completed on the Action Plan.

Six-Month Review

The six-month review is the fourth component of the HCP Care Coordination model. HCP Care Coordinators must complete a six-month review of a child/youth's progression through the HCP Care Coordination model. This reassessment is a comprehensive review of the activities that have commenced during this period.

1. A review of strengths and concerns should be completed by reviewing the child/youth's most recent Assessment Form and Action Plan and should occur after any of the following events:
 - a. Child/youth and their family's situation or conditions change
 - b. Child/youth and family have achieved the established goals, as identified on the written Action Plan
 - c. Six months has elapsed since the last Assessment
2. The six-month review should result in one of the following activities or outcomes:
 - a. Identify barriers to achieving established goals and updated the Action Plan for continued progress
 - b. Identify new priorities and goals resulting in the creation of a new Action Plan
 - c. Case Inactivation
3. The HCP Care Coordinator must document both the Assessment and Action Plan reviews in CDS, including documenting family responses to Follow-up and Exit Surveys.

Case Inactivation

The fifth core component of HCP Care Coordination is 'Inactivation'. After the six-month review, or earlier as described under Six-Month Review (above), if it is determined that all priorities and goals have been achieved by the family and no further priorities or goals are identified, the HCP Care Coordinator and family should consider Inactivation. It is important that all parties understand that the family can return to HCP Care Coordination at any time, should the need arise.

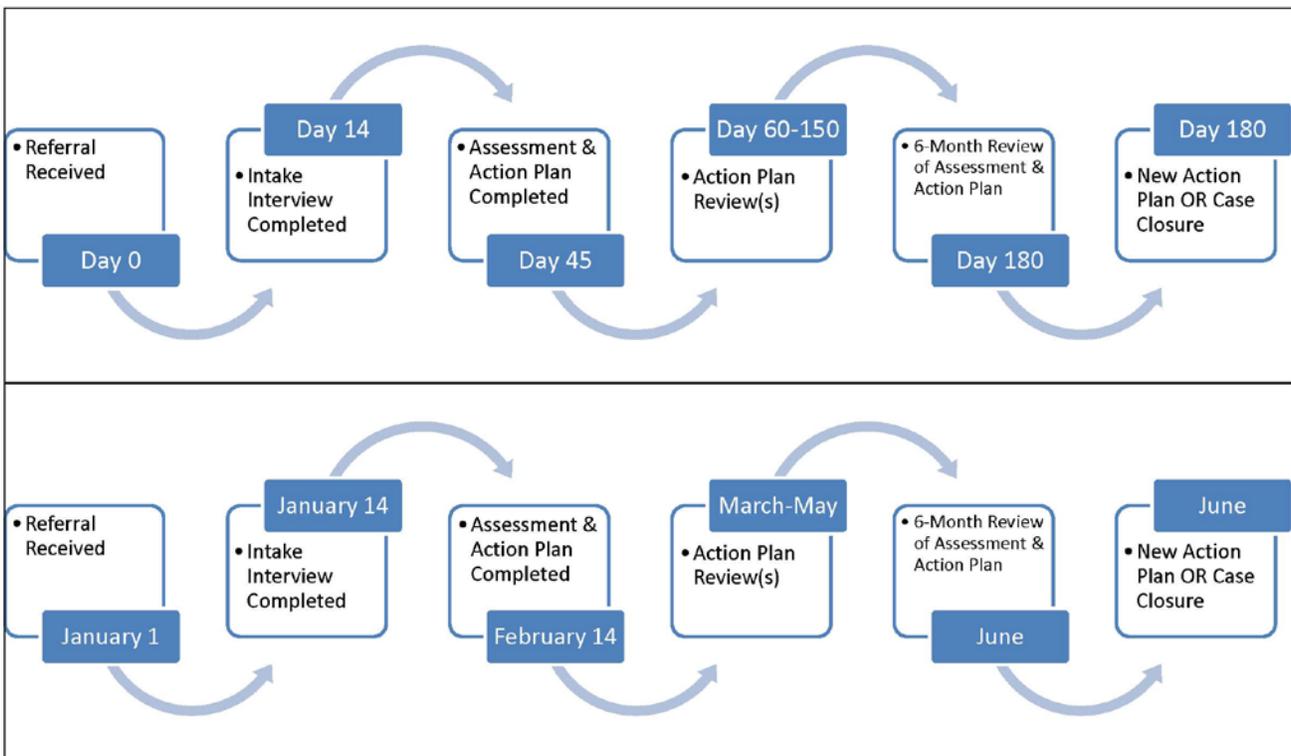
Questions to ask when considering Inactivation:

- Does child/youth need the intensity of services HCP Care Coordination provides?
- Can care coordination activities be transitioned to the child/youth's primary care provider or another community-based agency?

Clients not receiving active care coordination must be inactivated in CDS. Active care coordination is defined as a child/youth moving through the HCP Care Coordination model and having a current Action Plan.

Delivery of Service

HCP staff are encouraged to adhere to a focused timeline for delivery of HCP Care Coordination services, as illustrated in the example below.



Timeline for Delivery of HCP Care Coordination Services

The intent of this focused approach is to address the family's needs while empowering them to navigate day to day issues that affect their family. A family receiving care coordination services should ideally progress through the HCP Care Coordination model in approximately six months. Within those six months, families should demonstrate measurable progress toward meeting their care coordination goals.

HCP SPECIALTY CLINICS

Purpose of the HCP Specialty Clinics

CDPHE contracts with University Physicians, Inc. (UPI) and [LPHA specialty clinic host sites](#) to:

- Provide access that would otherwise not be available to specialty care in rural and frontier communities of Colorado, in the areas of neurology, orthopaedics, and rehabilitation.
- Coordinate pediatric specialty care in collaboration with local primary care providers and model a medical home team approach for the children and youth with special health care needs and their families who receive care through HCP Specialty Clinics.

In the fall of 2011, HCP engaged in a reassessment of HCP Specialty Clinics. The purpose was to identify opportunities to improve the overall efficiency and consistency of the HCP Specialty Clinics, while ensuring that the families in rural areas of Colorado continue to have access to high quality, specialized services. As part of the reassessment and in collaboration with UPI and our contracted LPHA host sites, the following guiding principles were established:

1. Any child/youth can be referred and receive care in any HCP Specialty Clinic location throughout the state, regardless of their county of residence.
2. Clinic locations shall be determined based on need and geographical considerations that affect access.
3. HCP shall work to:
 - a. ensure continued access to high quality, specialized services for children and youth with special health care needs.
 - b. improve the overall efficiency of HCP Specialty Clinics to maximize the number of children and youth with special health care needs who are able to access care.
 - c. prioritize resources to increase access to care in rural areas of Colorado.
 - d. establish standard processes across clinic locations to ensure that children and youth with special health care needs and their families experience a consistently high quality of care.
4. HCP Specialty Clinics and pediatric specialists shall support a medical home approach through communication with and referral back to the child/youth's primary care provider to promote coordinated care.

Policy and Guidelines

Through HCP Specialty Clinics, HCP aims to reduce barriers to families such as cost, lost work or school time and travel, and minimize the number of trips to Metropolitan areas for specialty care that a family might otherwise have to make.

The purpose of the HCP Specialty Clinics Policy and Guidelines is to provide consistent guidance for UPI, the University of Colorado School of Medicine departments and LPHAs contracted to host and/or staff HCP Specialty Clinics.

Staffing

1. UPI shall provide pediatric specialists in neurology, orthopaedics, and rehabilitation medicine.
2. LPHA host sites must ensure that HCP Specialty Clinic teams meet HCP Specialty Clinic Standards:
 - a. Teams are led and/or supervised by a registered nurse (RN).
 - b. Each clinic day will have at least 2 staff persons present at each clinic, one of which must be a nurse.
 - c. The HCP nurse must participate in triage activities.
 - d. A translator must be onsite during clinics, when needed.
3. HCP Clinic Coordinators and LPHA host site support staff are to coordinate Specialty Clinics (including all pre-, day of-, and post-clinic activities) according to the HCP Specialty Clinic Policy and Guidelines and its companion documents.

Referring a Child to HCP Specialty Clinic

1. Referrals for HCP Specialty Clinics must come from a referring physician; however, LPHAs (and/or the HCP Care Coordinator) from the child/youth's county of residence are encouraged to help facilitate completion of the [Referral Form](#) as needed.
2. HCP Care Coordinators and HCP Specialty Clinic Coordinators are responsible for understanding their individual [roles and responsibilities](#).
3. The HCP Specialty Clinic Coordinator will use the referral form to [refer](#) the family to their local public health agency for any community-based information and resources and/or care coordination, as needed/available.

Record Release from HCP Specialty Clinics

1. Requests for HCP Specialty Clinic records can only include HCP Specialty Clinic Visit forms, including the HCP Specialty Clinic Referral Form, HCP Specialty Clinic Medical History, and the HCP Specialty Clinic Visit Record.
2. Copies of any records obtained by the HCP Specialty Clinic Coordinator cannot be sent to another agency or party. Record requests must be submitted directly to the agency where the original record resides.
3. See HCP Consent and Release and HIPAA policies for more information.

Documentation

1. For patients who are also receiving HCP Care Coordination, the clinic host site must maintain a chart for patients specifically related to clinic visits that are separate from care coordination records.
2. HCP Specialty Clinic Coordinators are responsible for obtaining and/or completing the following documents and documenting, as appropriate, in CDS:
 - a. New Referral / Intake
 - i. [HCP Referral Form](#)
 - ii. [HCP Specialty Clinic Consent and Release of Information Form](#)
 - iii. [HCP Specialty Clinic Family Information Questionnaire](#)
 - iv. [HCP Specialty Clinic Medical History](#)

Supporting a Medical Home Approach

Outreach to primary care providers and community partners, including HCP Care Coordinators in surrounding counties, regarding referral processes and the date, time and location of specialty clinics is the responsibility of HCP Clinic Coordinators.

Scheduling Clinics

1. In collaboration with LPHA host sites and pediatric specialists, the University of Colorado School of Medicine departments shall determine HCP Specialty Clinic dates at least 6-12 months in advance.
2. To be considered a full one-day clinic, a minimum number of patients must be scheduled. This minimum number shall be determined annually by the University of Colorado School of Medicine departments for each specialty.
 - a. For FY15, the University of Colorado School of Medicine departments have set the following guidelines for scheduling:
 - i. Neurology - at least 8 children/youth scheduled
 - ii. Orthopaedic - at least 20 children/youth scheduled
 - iii. Rehabilitation - at least 15, and no more than 25, children/youth scheduled
 - b. Should a HCP Specialty Clinic Coordinator not be able to reach the minimum guidelines for scheduling three to four weeks prior to a scheduled clinic, he/she must contact his/her state HCP Consultant prior to cancelling clinic to discuss next steps.
3. On occasion, Fellows may attend Specialty Clinics with UPI pediatric specialists. No changes to the minimum/maximum number of scheduled patients is allowed.
4. UPI and/or University of Colorado School of Medicine department schedulers are to notify the appropriate [HCP Specialty Clinic Coordinator](#) if they wish to schedule additional appointments to the master schedule for any day of clinic.
5. Clinic dates, locations, and specialties - including changes - must be provided to the HCP Consultant and will be posted on the HCP Calendar at www.hpcolorado.org as they become available.

Cancelling Clinics

1. If the HCP Specialty Clinic Coordinator is unable to schedule the minimum number of appointments, and it is determined that clinic should be cancelled, the cancellation must be done at least three weeks prior to scheduled clinic.
 - a. Clinics cancelled due to low utilization will only be rescheduled when both pediatric specialists and HCP staff have availability.
2. The University of Colorado School of Medicine departments shall notify the HCP Specialty Clinic Coordinator at least three weeks prior to a scheduled clinic if there is a scheduling conflict that would cause a clinic to be cancelled or rescheduled.
 - a. Every effort must be made to reschedule clinics cancelled due to scheduling conflicts.
3. For the safety of families, HCP Program Staff, and Pediatric Specialists, clinics may occasionally need to be cancelled or rescheduled due to inclement weather or unsafe travel conditions.

- a. Pediatric specialists and HCP Specialty Clinic Coordinators must be sure to notify each other as soon as possible in case of flight delays, road closures, or any other problems due to weather.
 - b. Clinics cancelled due to inclement weather will only be rescheduled when both pediatric specialists and HCP staff have availability.
4. All cancellations and rescheduled clinics must be reported to the state HCP Consultant at the time the decision is made.

Triage Appointments

1. HCP Specialty Clinic Coordinators, in collaboration with the pediatric specialists, shall triage new and follow-up appointments based on the severity of symptoms and not based on the county in which the child resides.
2. HCP Specialty Clinic Coordinators shall connect the referring primary care provider to the pediatric specialist when needed for consultation about the urgency of clinic visit and any tests needed prior to clinic.
3. If clinic is not full and time allows, HCP Specialty Clinic Coordinators and pediatric specialists are encouraged to use up to 1 hour per 8 hour clinic day to consult with and/ or train local providers, or triage patients.

HCP Clinic Support Fees

The HCP Specialty Clinic support fees provide financial support to contracted LPHA host site in order to help off-set expenses related to coordinating the clinics. The HCP Specialty Clinic Coordinator is responsible for charging families according to a sliding scale fee. Families and HCP Specialty Clinic Coordinators should be aware of the following guidelines:

1. Fees are in addition to any co-pays or deductibles that may be collected by UPI.
2. Fees are not charged to families whose child/youth is enrolled in Medicaid.
3. Fees are assessed based on a self report of household income.
4. If a family refuses to self report income, a \$100.00 maximum fee for each clinic will be charged.
5. A family who has more than one child seen in clinic will be charged a clinic support fee for each child seen that day.
6. Families shall not be denied services for inability to pay any of the sliding fee charges.
7. Sliding scale fees are based on [Federal Poverty Level](#) (FPL), and are calculated in CDS once SDoH data has been collected and entered.

HCP SPECIALTY CLINIC SLIDING SCALE FOR CLINIC FEES							
% Poverty Level (FPL)	At or below 100%	101 - 133%	134 - 185%	186 - 211%	212 - 399%	400 - 450%	Greater than 450%
\$ Clinic Fee (Per Child/per Visit)	No Charge	\$5	\$10	\$30	\$50	\$75	\$100

Clinic Billing

Families should be aware prior to their appointment that there may be a cost to attend HCP Specialty Clinics. Billing families for HCP Specialty Clinic is only permissible under the following guidelines:

1. UPI may bill Medicaid, CHP+, and private insurance companies:
 - a. UPI must accept Medicaid/CHP+ payment as full reimbursement.
 - b. UPI may bill a family with private insurance for any co-pay due or when an insurance payment is denied because the deductible has not been met. Families may be responsible for their co-pay and/or deductible and should make payment directly to UPI.
2. Patients unable or unwilling to obtain their own insurance (identified as “self pay”) will not be billed unless the family and the pediatric specialist agree before services are rendered on payment plans based on the family’s ability to pay. This should be documented at the time of visit.
3. UPI may choose not to bill families and, if so will receive no further compensation.

Increasing, Reducing, or Closing Specialty Clinics

The HCP Consultant reviews potential changes for regional clinics as part of the state contracting process. Annually, the state HCP staff determines, in collaboration with UPI, the LPHA host sites, and the University of Colorado School of Medicine departments, any changes to the [HCP Specialty Clinic Benchmarks](#) based on the following:

- pediatric specialists’ availability and capacity
- need and geographical considerations that affect access
- current wait lists and clinic utilization

Revisions during the fiscal year must be mutually agreed upon by state HCP, Contracted LPHA Host Sites, HCP Specialty Clinic Coordinators, UPI, and the University of Colorado School of Medicine department heads for neurology, orthopaedic and rehabilitation.

Tele-Medicine & Electronic Medical Records

1. HCP, in collaboration with UPI, University of Colorado School of Medicine, and the LPHA Host Sites, shall work to maximize HCP Specialty Clinics through telemedicine.
2. HCP Specialty Clinic Coordinators are required to have access to EPIC, an electronic health record used by pediatric specialists.

Workgroup Participation

Representatives from UPI and HCP Specialty Clinic Coordinators are required to participate in HCP Specialty Clinic Workgroup meetings. During these meetings, participants work to develop standardized processes and protocols to support quality improvement and efficiency across all HCP Specialty Clinics in the state.

CDPHE CYSHCN SECTION CONTACT INFORMATION

Angie Goodger, MPH, MHA
HCP Consultant
www.hpcolorado.org
(303) 692-6316 direct
angela.goodger@state.co.us



Provides technical assistance and support for LPHAs with MCH/HCP contracts receiving \$50,000 or more, as well as LPHAs who have HCP Specialty Clinics located in their county.

Support areas include:

- HCP Care Coordination
- General CDS questions
- HCP Specialty Clinics

Kelsey Minor, MPH
HCP Consultant
www.hpcolorado.org
(303) 692-6315 direct
kelsey.minor@state.co.us



Provides technical assistance and support for LPHAs with OPP/HCP contracts receiving less than \$50,000.

Support areas include:

- HCP Care Coordination
- CDS Oversight & Functionality
- General CDS questions

Jennie Munthali, MPH
CYSHCN Section Manager
(303) 692-2435 direct
jennie.munthali@state.co.us



Responsible for overall management and strategic direction of the HCP unit including program and budget development and evaluation. In addition, Jennie is responsible for representing the program on governor appointed committees and coordinating the HCP Statewide meetings.

Children and Youth with Special Health Care Needs (CYSHCN) Section
Children, Youth and Families Branch
Prevention Services Division
Colorado Department of Public Health and Environment
4300 Cherry Creek Dr. S., Bldg. A-4
Denver, CO 80246

APPENDICES

Glossary of Terms

Inactivation	Inactivation is the process of closing a care coordination case.
CRCSN	Colorado Responds to Children with Special Needs
CYSHCN	The acronym for Children and Youth with Special Health Care Needs (pronounced 'shin')
CDS	CYSHCN Data System
EMR/EHR	Electronic Medical Record / Electronic Health Record
FY	Fiscal Year; Federal fiscal year that runs from October 1 thru September 30
HCP	Program for Children with Special Health Care Needs
HCP Care Coordination Model	The five-component model of care coordination used by HCP to serve families of children and youth with special health care needs.
HCP Care Coordinator	LPHA employee who is responsible for implementing the HCP Care Coordination model.
FPL	Federal Poverty Level
RCCO	Regional Care Collaborative Organization
PCP	Primary Care Provider
HCP Specialty Clinic Coordinator	LPHA employee responsible for the oversight and coordination of HCP Regional Rural Specialty Clinics.
State HCP Consultant	CDPHE employee who provides assistance to LPHAs on HCP Care Coordination and/or HCP Specialty Clinics
HCP Program Components	Refers to the three elements of the Program for Children with Special Health Care Needs: <ol style="list-style-type: none"> 1. HCP Care Coordination 2. HCP Specialty Clinics 3. Medical Home Systems Development
LPHA	Local Public Health Agency
Third Part Extract	The process in which an LPHA who has an EMR/EHR provides HCP Care Coordination data to CDPHE.
UPI	University Physicians, Inc.
LEP	Limited English Proficiency individuals

HCP Specialty Clinic Locations & Contacts

October 1, 2015 - September 30, 2016

Clinic Locations	Regional Site	Type of Clinics	Contact Information
Grand Junction St. Mary's Pediatric Specialty Clinic 2643 Patterson Road, Suite 603, Grand Junction, CO 81506	Western Colorado	Neurology and Rehabilitation	Kara Hotard Mesa County Health Department 970-248-6948 kara.hotard@mesacounty.us
Montrose 1845 So. Townsend Avenue, Montrose CO 81401	Montrose	Neurology	Ruth Ann Bohler Montrose County Department of Health and Human Services (970) 252-5014 rbohler@montrosecounty.net
Montrose 1845 So. Townsend Avenue, Montrose CO 81401	Montrose	Orthopaedic	Terry Balet (Orthopaedics) Montrose County Department of Health and Human Services 970-252-5015 tbalet@montrosecounty.net
Sterling and Fort Morgan 700 Columbine St., Sterling, Colorado 80751	Northeast Colorado	Neurology, Orthopaedic and Rehabilitation	Sherri Yahn Northeast Colorado Health Department 970-522-3741 x1242 sherriy@nchd.org
Durango 281 Sawyer Dr, Durango, CO 81502	Southwest Colorado	Neurology and Rehabilitation	Marybeth Paletta San Juan Basin Health Department 970 335-2088 mpaletta@sjbhd.org
Alamosa 8900 Independence Way, Suite A, Alamosa, CO 81101	Southern Colorado	Neurology and Rehabilitation	Kelli Robinson Alamosa County Public Health Department 719-587-5184 krobinson@alamosacounty.org
Pueblo 101 W. 9th Street Pueblo, CO 81003	Southeast Colorado	Neurology, Orthopaedic and Rehabilitation	Jenna Ward Pueblo City - County Health Department 719-583-4431 ward@co.pueblo.co.us

HCP FY15 HCP Specialty Clinics Benchmark

October 1, 2015 - September 30, 2016

Regional Site	Total clinics for Region	Neurology	Orthopaedic	Rehabilitation	City Location
Western Colorado	35	31.5		3.5	Grand Junction
Montrose	7.5	6	1.5		Montrose
Northeast Colorado	16	6	4	2	Sterling
		2	1	1	Ft. Morgan
Southwest Colorado	14.5	12.5		2	Durango
Southern Colorado	14	9		5	Alamosa
Southeast Colorado	18	10	2	5	Pueblo
Total 6 regional sites	Total *105 clinics	Total 77 neurology clinics	Total 8.5 orthopaedic clinics	Total 19.5 rehabilitation clinics	Total 7 clinic locations

*Number of clinics is based on full 8 hour - day clinics. The number of days on location may increase with ½ day clinics.

Roles & Responsibilities

CDPHE - HCP Consultant

CORE RESPONSIBILITIES

- Maintains current HCP Policy and Guidelines and provides technical assistance and orientation and training to support implementation of the policy and guidelines
- Monitors local public health agency HCP contract requirements
- Facilitates and coordinates HCP Specialty Clinic and/or Care Coordination Workgroup meetings
- Maintains standardized HCP forms

CONTINUOUS QUALITY IMPROVEMENT / DATA

- Coordinates collection of data for HCP Care Coordination and Specialty Clinics
- Ensures CDS functionality and provides technical assistance
- Collects and analyzes HCP data

SPECIALTY CLINIC

- Oversees and manages the HCP Specialty Clinic contract with University Physicians, Inc. (UPI)
- Identifies LEAN clinic procedures in collaboration with the HCP Specialty Clinic Work Group, HCP Specialty Clinic Host Sites, and University of Colorado School of Medicine departments of neurology, orthopaedic and rehabilitation and contracted services

LPHA - HCP Care Coordinator and HCP Specialty Clinic Coordinator

- Ensures fidelity to the HCP Policy and Guidelines
- HIPAA/ Confidentiality
 - Maintain confidentiality of HCP care coordination information using local public health agency confidentiality and HIPAA policies
 - Provides training to local public health agency staff on agency HIPAA policies and personal health information confidentiality
- Participates in HCP Workgroup meetings, as requested
- Notifies the state HCP Consultant with changes in name and/or contact information of designated staff
- Designates a consistent HCP Care Coordinator and/or HCP Specialty Clinic Coordinator
- Assists with collection of data, when requested
- Documentation
 - Maintains separate charts for HCP Care Coordination and HCP Specialty Clinics
- Community Outreach
 - Contacts primary care providers and community partners with referral procedures, future specialty clinic dates, types of clinics and provider names
- Referrals
 - Refers families for HCP Care Coordination in the child's county of residence for community-based information and resources, when needed
 - Refers family to a HCP Specialty Clinic, when needed

- All LPHA HCP staff and their supervisors at agencies that have “opted in” to providing HCP care coordination must complete HCP training available online at www.hcpcolorado.org

Referral to HCP Specialty Clinic

When assisting with a referral to HCP Specialty Clinic, the HCP Care Coordinator from the child/youth’s county of residence shall:

1. Help the primary care provider complete the HCP Specialty Clinic Referral Form and send completed HCP Referral Form to HCP Specialty Clinic Coordinator
2. Assess if family needs community-based resources and refer, as appropriate/available
3. Share urgency of clinic visit, if known, and whether family will need an interpreter during clinic
4. Provide any additional health history to assist with clinic visit
5. Follow up with the family after HCP Specialty Clinic visit to ensure understanding of pediatric specialist’s recommendations and next steps
6. Clarify questions or concerns with the HCP Specialty Clinic Coordinator, as needed
7. Assist family with identifying transportation resources as needed
8. Contact the child/youth’s primary care provider with questions or concerns or with clinic follow-up, as needed
9. Update the child/youth’s care coordination action plan with clinic follow-up information to include the family’s role, Care Coordinator’s role and PCP’s role, and provide a printed copy for the family
10. File the action plan and clinic documentation in child’s care coordination chart
11. Update CDS, as appropriate.

Referral from Specialty Clinic to HCP Care Coordination and/or PCP

In order to facilitate communication between the HCP Care Coordinator and the HCP Specialty Clinic

1. For children/youth receiving active HCP Care Coordination, the HCP Specialty Clinic Coordinators must:
 - a. notify the HCP Care Coordinator in the child/youth’s county of residence of receipt of new referral to HCP Specialty Clinics
 - b. send the appointment date and time to the HCP Care Coordinator
 - c. Refer child/youth to HCP Care Coordination in the county of the child’s residence if there is reason to believe that the child/youth and their family might benefit from HCP Care Coordination services
 - d. Update CDS, as appropriate.
2. For child/youth NOT receiving active HCP care coordination, including those who reside in a county without HCP Care Coordination:
 - a. The Clinic Coordinator will refer the family to the HCP Care Coordinator in the county in which the child resides for any community-based information and resources and/or care coordination, as needed/available
 - b. The LPHA in which the child resides will not receive a copy of the HCP Specialty Clinic Visit Record or the Pediatric Specialist’s dictation.

Communication Policy & Guidelines for Local HCP Implementation

Purpose: As part of our efforts to ensure that HCP communications are coordinated, consistent and meaningful, we have developed this communications guidelines tool. This tool serves to help HCP care and clinic coordinators as they conduct local outreach to families and partners within their communities. In addition, the document provides guidance on using HCP communications materials.

The document is divided into six sections:

1. Outreach to community
 2. LPHA websites
 3. LPHA supplemental materials
 4. LPHA Facebook pages
 5. Photo and story release
 6. Logo usage document
-

1. Outreach to community

Care coordinators are expected to reach out to community partners and families to increase awareness, educate and generate referrals, improve referral process, and improve feedback loop.

WHAT is community outreach:

- Calling current and potential partners and introducing them to HCP.
- Face-to-face meetings with partners, equipped with resources.
- Following calls or meetings with an email, including an electronic copy all of materials mentioned during prior contact.

WHO to outreach to:

1. Internal referral sources (potential and current)
 - a. Examples:
 - i. WIC
 - ii. Home Visitation Programs
 - iii. Healthy Communities
 - iv. Immunization Nurse
 2. External referral sources (potential and current)
 - a. Examples (for more examples, see Intake Interview)
 - i. School Nurses / Special Education Teachers
 - ii. Home Visitation Programs
 - iii. Child Care Centers
 - iv. Appropriate Hospital Liaisons
 1. social workers
 2. discharge planners
 3. NICU
 - b. Regional Care Collaborative Organization (RCCO)
 - c. Early Intervention
 - d. Pediatric/ Family clinics
 - e. DHS / CPS
 - f. Mental Health providers / Behavioral Health Organizations (BHO)

- g. Community Centered Boards (CCB)
- h. Community organizations who serve CYSHCN

WHEN to outreach:

- 1. To introduce new local HCP team members to communities.
- 2. To increase referrals to HCP.
- 3. To correct misinformation about HCP in the community (i.e., direct services provided/not provided by HCP).
- 4. To educate new community organizations.
- 5. To educate new staff in community organizations.
- 6. At regularly attended community meetings (i.e. Early Intervention meetings)

TOOLS to identify current referral sources and gaps in community referrals:

- 1. CDS Report 014 - Information Only
- 2. CDS Report 025 - Intake Interview

RESOURCES to use when communicating with the community:

- 1. HCP (state) Brochure*
 - a. Include local public health agency logo and contact information
 - b. Available in English and Spanish
- 2. Referral Form
 - a. We recommend use of the state HCP referral form.
 - b. If you use your own referral form, be sure that you collect the necessary information.
 - c. Encourage community partners to use the referral form to collect appropriate information.
- 3. Consent and Release Form*
 - a. Recommendation: Use the form that has been approved by your internal HIPPA compliance officer or the form available at www.hcpcolorado.org.
 - b. Consider whether Consent and Release Form needs to accompany the Referral Form.
 - c. For questions, refer to your agency's HIPPA compliance officer.
PowerPoint Overview of HCP*
- 4. HCP map* - This map includes specialty clinic and care coordination locations.
- 5. HCP Blast - Refer to monthly *HCP Blast* for new tools and resources.
- 6. HCP Data Snapshot - Use the HCP Snapshot to communicate statewide data to partners. The snapshot includes CDS data on:
 - Care coordination, HCP specialty clinics and Information-only.
 - Pull CDS reports to compare local data to statewide data (CDS 021 and 025).
- 7. Your business card

*All state resources can be found at: www.hcpcolorado.org

REQUIREMENTS: Refer to *Policy and Guidelines*

2. Local public health agency website - HCP page

RECOMMENDATIONS:

1. Link to state HCP resource page at www.colorado.gov/cdphe/hcp-families
 - a. CDPHE will update these resources.

REQUIREMENTS:

1. Use current HCP logo
 - a. Request the logo from your HCP consultant.
2. Use current, formal HCP name: HCP, a program for children and youth with special health care needs
3. Include current HCP brochure
 - a. Outdated HCP (state) brochures must be removed from websites.
4. Include Referral Form
 - a. May use state or local version of form.
5. Include local HCP contact information, including how to submit a referral form.
6. Include HRSA funding statement:
 - a. This project was supported by the Health Resources and Services Administration (HRSA) of the U.S. Department of Health and Human Services (HHS) under grant number B04MC28087, Maternal and Child Health Services. This information or content and conclusions are those of the author and should not be construed as the official position or policy of, nor should any endorsements be inferred by HRSA, HHS or the U.S. Government.
7. Include definition of CYSHCN and population served:
 - a. The Maternal and Child Health Bureau defines the population of children and youth with special health care needs as “those who have, or are at increased risk for having, a chronic physical, developmental, behavioral or emotional condition and who also require health and related services of a type or amount beyond that required by children [and youth] generally” (Maternal and Child Health Bureau, McPherson, et al., 1998).
8. Review and update web content as needed, at least annually.
9. Ensure that contact information is accurate and up-to-date.

3. Supplemental materials used by local public health agencies

This refers to materials that local public health agencies use to market HCP and/or educate partners and families on the local HCP services available (e.g., brochures, flyers).

RECOMMENDATIONS:

1. Choose HCP (state) materials first.
 - a. CDPHE will update these resources.

REQUIREMENTS:

1. Use any locally-developed materials in conjunction with the HCP (state) brochure.
2. Use current HCP logo
 - a. Request the logo from your HCP consultant.
3. Use current, formal HCP name: HCP, a program for children and youth with special health care needs

4. Include definition of CYSHCN and population served:
 - a. The Maternal and Child Health Bureau defines the population of children and youth with special health care needs as “those who have, or are at increased risk for having, a chronic physical, developmental, behavioral or emotional condition and who also require health and related services of a type or amount beyond that required by children [and youth] generally” (Maternal and Child Health Bureau, McPherson, et al., 1998).
5. Include local HCP contact information, including how to submit a referral form.
6. Include HRSA funding statement:
 - a. This project was supported by the Health Resources and Services Administration (HRSA) of the U.S. Department of Health and Human Services (HHS) under grant number B04MC28087, Maternal and Child Health Services. This information or content and conclusions are those of the author and should not be construed as the official position or policy of, nor should any endorsements be inferred by HRSA, HHS or the U.S. Government.

4. LPHA Facebook pages

RECOMMENDATIONS for establishing a local HCP Facebook page

1. Include HCP logo, name, etc. (see above)
2. Tips
 - a. Share resources with families (from HCP resources page).
 - b. Follow recommended Facebook pages for parents and providers (see list below)
 - c. Share posts from recommended Facebook pages
 - d. Follow local partner Facebook pages
 - e. Tag partners in posts, when appropriate
 - f. Share photos of partner events, as long as clients are not involved

RECOMMENDATIONS for using local public health agency Facebook page to promote HCP

1. Use current, formal HCP name: HCP, a program for children and youth with special health care needs
2. Link to local HCP website to provide public with more information
3. Tips
 - a. Share resources with families (from HCP resources page)
 - b. Follow recommended Facebook pages for parents and providers (see list below)
 - c. Share posts from recommended Facebook pages

FACEBOOK PAGES to FOLLOW (examples for parents and providers)*:

1. Family Voices Colorado: www.facebook.com/FamilyVoicesColorado
2. Parent to Parent of Colorado: www.facebook.com/pages/Parent-to-Parent-of-Colorado/324801439086
3. CDPHE: <https://www.facebook.com/CDPHE>

For the full list of Facebook pages, <https://www.colorado.gov/cdphe/hcp-families> (click on Facebook pages for families and providers link).

* CDPHE is not responsible for nor do we endorse the content on these pages.

5. Photo and story release

The release is to be used to gather photos, stories and/or quotes from family members and partners. These materials can be used by you and CDPHE to promote the value of HCP care coordination and help describe HCP. A copy of the release form is included in the appendix.

RECOMMENDATIONS

1. Print and have copies of the releases on hand for any interactions with families and partners.
 - a. Complete/sign one release for each individual over 18 years of age
 - b. For families with multiple children/youth, list each individual on the same release and obtain proper signatures
2. Take photos of, or have someone else take photos of, yourself interacting with families and partners.
3. Save emails and/or write down quotes of instances where families speak to the value of HCP and how care coordination has improved the health and well-being of their family.
4. Email these photos, quotes and stories to your HCP Consultant with the signed release form.

REQUIREMENTS*

1. Any time photos, quotes or stories are obtained from a family or partner, this release must be signed by the parent or guardian of the child and accompany the media.
2. Check the box for "Other media described here" and write in or "story" or "quote", as appropriate.

*In addition to the CDPHE release form, be sure to also follow and local requirements set forth by your public health agency.



Media Notice and Release

Office of Communications

This release concerns (check all that apply):

- Photographs
- Videotape
- Film
- Sound recording
- Other media described here _____,

I, the undersigned, hereby give the Colorado Department of Public Health and Environment (CDPHE) permission to publish, copyright, distribute and/or display media images of me taken on the below listed date.

I understand that CDPHE may use, re-use, publish and re-publish the media images in whole or in part, individually or in conjunction with other photographs or images, in any medium.

I understand that my participation in this media project is strictly voluntary.

As such, I relieve and hereby agree to hold CDPHE free and harmless from any and all liability arising out of the release of photograph, videotape, film or sound recording and subsequent publication or broadcast. I understand that the photo session(s) or interview(s) are being carried out upon my consent and authorization and so assume full responsibility.

By signing this limited consent and release form I, the undersigned, represent that I am over 18 years of age. (If under 18, a parent's signature is required.)

SUBJECT'S NAME (PRINTED) _____

SUBJECT'S SIGNATURE _____

PARENT'S OR GUARDIAN'S SIGNATURE (if subject is under 18)

DATE _____