

# HCP Talking Points

Mission: To ensure that children and youth with special health care needs have the opportunity to grow, learn and develop to their highest individual potential.

## OVERVIEW

### 1. What is HCP?

- a. HCP is a program for children and youth ages 0 to 21 with special health care needs.
- b. HCP helps Colorado families and health care providers connect kids with the care they need.
- c. HCP promotes communication between families, providers and community resources by connecting children and youth to the care they need.
- d. HCP reduces barriers for families such as cost and lost work or lost school time.
- e. HCP works with families to address the needs of a child to optimize health and wellness outcomes.
- f. HCP helps address a child's behavioral, developmental, educational, financial, medical and/or social needs.
- g. HCP helps improve the health development and well being of Colorado's children with special health care needs and their families.

### 2. What does "HCP" stand for?

- a. HCP is a program for children and youth with special health care needs. Before, the program was called the Handicapped Childrens Program (HCP) and then the Health Care Program (HCP) for Children with Special Needs. Now, we are simply known as HCP.

## SERVICES

### 3. What services does HCP provide?

- a. Information and resources
- b. Care coordination
- c. Specialty clinics

### 4. What information and resources does HCP provide?

- a. Every county in Colorado must provide information and resources to families with children and youth with special health care needs. In addition, the majority of counties also provide care coordination.
- b. HCP provides information, resources and referral support to any family, whether or not they decide to use HCP care coordination services.

### 5. How will HCP help my family (value of HCP)?

- a. HCP will:
  - i. **Listen** to you.
  - ii. **Evaluate** your family's needs.
  - iii. **Talk** to you about medical care services, insurance and more.

- iv. **Connect** you with what you need.
- v. **Introduce** you to other parents and professionals that provide **support**.
- vi. **Partner** with you so your child can reach their highest potential.
- b. Families will gain a greater understanding of their child’s medical condition and coordinating their child’s health care.
- c. Can lead to a more successful and fulfilling experience at home, at school, and in the community.
- d. Nurse led teams have special knowledge of the complexities that families with children and youth with special health care needs experience.

## POPULATION

### 6. Who does HCP serve?

- a. HCP assists Colorado children and youth ages 0 to 21 with special health care needs.
- b. Children and youth with a condition that requires health and related services beyond that required by children generally (See MCH Bureau definition below).
  - i. 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).

### 7. How do I know if my child has a special health care need?

- a. There are over 225,000 children in Colorado with special health care needs.
- b. Your child may have a special health care need if they require health and related services more than that of other children generally.
- c. Special health care needs can be:
  - i. Physical, emotional or behavioral.
  - ii. Diagnosed or undiagnosed.
  - iii. Conditions that last a lifetime or end with treatment.
  - iv. Easy to see in a child (visible health care needs) or not seen at all (invisible health care needs).

### 8. Does my child have to have a diagnosis?

- a. There are no diagnosis restrictions to receive HCP services.

## COST

### 9. Who pays for HCP?

- a. HCP is primarily funded through a maternal and child health (MCH) grant from the Health Resources and Services Administration (HRSA) of the U.S. Department of Health and Human Services (HHS). Additional funding for HCP comes from the state of Colorado.
- b. HCP does not pay for any services or equipment, including but not limited to: physician services, therapies, hospital care or tests, nursing services, dental or

- orthodontic care, braces, prosthetics, health insurance, hearing tests or aids, or durable medical equipment.
- c. HCP funding supports care coordination and specialty clinic services across the state.
  - d. See CARE COORDINATION and SPECIALTY CLINICS (below) for specific cost information.

## CARE COORDINATION

### 10. What is care coordination?

- a. Care coordination is a person-and-family-centered, **team approach** designed to meet the needs and preferences of individuals.
- b. Care coordination enhances the care giving capabilities of families and service providers.
- c. HCP helps address a child's behavioral, developmental, educational, financial, medical and/or social needs.
- d. HCP helps families find:
  - i. Screenings and clinics including specialty care
  - ii. Medical care, health and community services
  - iii. Financial resources, including help with insurance
  - iv. Family support groups
  - v. Transition services
  - vi. Answers to questions
- e. HCP care coordinators work with families as a team to:
  - i. Advocate for the child
  - ii. Identify and prioritize needs
  - iii. Develop a plan to achieve goals
- f. Each HCP care coordinator provides in-depth, one-on-one care coordination.

### 11. What is the fee for care coordination services?

- a. There are no income or diagnosis restrictions to receive HCP services.
- b. HCP care coordination services are free.

## SPECIALTY CLINICS

### 12. What are HCP specialty care clinics?

- a. HCP hosts clinics to expand access to specialty care in rural and frontier communities of Colorado.
- b. Areas of specialty care include: neurology, orthopaedics, and rehabilitation.
- c. Any child or youth can receive care from any specialty clinic location.
- d. Pediatric specialty care providers collaborate with local primary care providers and model and medical home team approach for families who receive HCP specialty care.
- e. Pediatric specialists work with your family doctor or other health care provider to coordinate your child's care.

### 13. What does it cost to attend specialty clinics?

- a. Children are not required to have insurance to attend a specialty clinic, but families may be responsible for out-of-pocket costs.
- b. Most services are free and no family is ever turned away because they are unable to pay.
- c. In some cases, families may be asked to pay a clinic support fee for an HCP specialty clinic visit. The fees provide financial support to contracted local public health agency host sites to help offset expenses related to coordinating clinics.
- d. Families will be charged according to a sliding fee scale. Sliding scale fees are based on Federal Poverty Level (FPL). Fees are assessed based on a self-report of household income.
  - i. If a family refuses to self-report income, a \$100 maximum fee for each clinic will be charged.
- e. Fees are in addition to any co-pays or deductibles that may be collected by University Physicians Inc.
- f. Fees aren't charged to families whose child is enrolled in Medicaid.
- g. A family who has more than one child seen in clinic will be charged a clinic support fee for each child seen that day.

#### **14. How do I find a specialty clinic?**

- a. To attend an HCP specialty clinic near you, ask your doctor for a referral. For a clinic location, contact information and dates, visit: [www.hcpcolorado.org](http://www.hcpcolorado.org)

### **PARTNERS**

#### **15. Who does HCP partner with?**

- a. HCP works with families and caregivers to help families achieve their health care goals.
- b. HCP consults with providers and local organizations that have questions about children and youth with special health care needs.
- c. HCP also works with regional care collaborative organizations (RCCOs) to coordinate care.
- d. HCP works with providers to help families achieve their health care goals.
- e. HCP works with providers and partners to coordinate specialty care clinics throughout the state.

### **LOCATION**

#### **16. Where does HCP provide services?**

- a. HCP programs are located within local public health agencies throughout Colorado.
- b. To receive HCP services, contact the HCP program in the county health or human services office where the child lives. Find your local public health department: [www.colorado.gov/cdphe/find-your-local-public-health-agency](http://www.colorado.gov/cdphe/find-your-local-public-health-agency)
- c. For HCP specialty clinic location, contact information and dates, visit: [www.hcpcolorado.org](http://www.hcpcolorado.org)

d. For a map of HCP services, visit:

[www.colorado.gov/cdphe/hcp-partner-and-provider-resources](http://www.colorado.gov/cdphe/hcp-partner-and-provider-resources)

i. Under Provider tools: Map - HCP Care Coordination and Specialty Clinics.