

# Support Designed to Meet Member Needs



“ I just want to tell you how much I appreciate you and how much you care for the kids and caregivers, it is so clear. ”  
 –Children’s Administration leadership

“ It’s incredible that you can help me, even with finding employment and housing! ”  
 – Alumni

## Adolescent to Adult (a2A)

Connecting members to resources, health education and care as they transition to adulthood.

### 2017-18 Developments

With phone calls, outreach presentations, brochures and events, we began to engage young adult alumni and partner organizations that serve them. We want these members to know they are covered and how to get the most out of Apple Health.

## Zero Suicide

A commitment to patient safety, plus training and tools for staff to prevent suicide deaths for those receiving services within the healthcare system.

### 2017-18 Developments

- The Columbia Suicide Risk Assessment and Brown-Stanley Safety Plan were built into our clinical system processes.
- We identified 644 members for suicide prevention protocol.
- Staff completed 327 Columbia Suicide Risk Assessments.

## Adoption Success

Supporting members and families with evidence-based services in the pre, during and post adoption periods.

### 2017-18 Developments

Staff completed a 16 week national adoption competency training course with the University of Maryland School of Social Work.

The course focused on understanding and addressing the complex needs of children being adopted, preparing kids for permanency and how best to help adoptive and guardianship parents provide therapeutic parenting.

## Sexual Orientation, Gender Identity and Gender Expression (SOGIE)

Developed training and materials to serve members with gender-affirming and safe care.

### 2017-18 Developments

- We invited input and feedback from community leaders and subject matter experts to develop a welcoming and informative SOGIE brochure.
- We piloted a series of trainings on the principles and vocabulary of safe and inclusive care, including presentations by Dr. Linda Gromko, which are now in use across Coordinated Care.



## Physical and Behavioral Health Serving Our Members with Integrated Care

The Washington State Health Care Authority (HCA) is transforming the way Apple Health managed care is delivered. The State Legislature mandated a shift to whole-person care, to treat physical and behavioral health together.

Although benefits available to members have not changed, the way services are provided is streamlined, resulting in better health outcomes for our communities. All AHCC members will have integrated care in 2019.

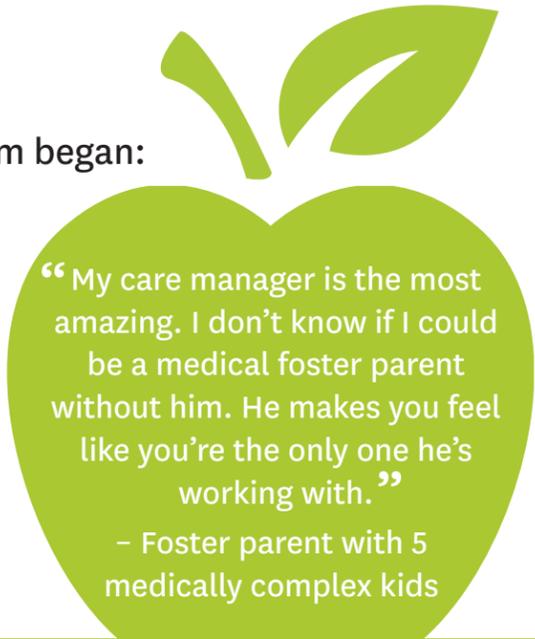
## Our 2018 Two-Year Check Up

Since April 1, 2016, the Apple Health Core Connections (AHCC) team at Coordinated Care has been supporting the healthcare needs of Washington’s children and youth in foster care, adoption support and young adult alumni. We treat members holistically, knowing their experiences affect their physical and behavioral health. Our staff is here to make healthcare accessible, with a trauma-informed care approach to coordinating services, appointments and support.

# Monitoring Our Vital Signs

Since our Apple Health Core Connections (AHCC) program began:

- Coordinated Care has processed over **460,000 claims**, totaling more than **\$77M invested** in our members' health.
- Our member services team has answered **25,887 calls** in an average of 14 seconds.
- **600+** new provider contracts added, including thousands more in-network providers.
- **2018 membership: 23,927** with **48%** foster care, **45%** adoption support and **7%** alumni.



In 2017 alone, we identified and reached out to **12,400 members** for Care Coordination services, resulting in:

-  **8,841** members receiving care coordination
-  **3,581** members receiving Care Management/Complex Care Management

We increased our HEDIS\* measures —national standardized quality measures—for:

-  getting members to see a PCP year over year from
  - 89.16% to 97.37% for 7-11 years-old
  - 87.5% to 92.8% for 12-19 years-old
-  a series of immunizations for children under the age of two (with a population increase from 12 in 2016 to 798 in 2017) from
  - 8.33% to 47.49% for Combo 10
  - 58.33% to 80.08% for Combo 2

\*Healthcare Effectiveness Data and Information Set



Gov. Jay Inslee, Coordinated Care staff and partners at the bill signing.

## A Bill of Good Health

Coordinated Care worked with State Representatives Tana Senn and Ruth Kagi to pass House Bill 2530, extending Apple Health Foster Care benefits to children for up to one year after reunification, effective July 1, 2018. The bill gained almost unanimous bipartisan support and brought together many community partners.

“It enables biological parents to receive the same access to services and assistance as foster parents,” said Alise Hegle, with the Children’s Home Society of Washington and Parent Ally. “I am thrilled that parents and children will have this additional support to ensure a smooth transition.”

# Award-Winning Service: Innovation at Our Core

Coordinated Care was honored with a 2018 Practice Transformation Award from the State of Washington Department of Social and Health Services (DSHS). The award recognizes our impactful contribution to provide access to quality medical care in strong partnership with DSHS and the community.

DSHS Secretary Cheryl Strange recognized our work, saying, “All this is done through a lens of trauma-informed care, which is crucial to the needs of our children and youth as well as the families, caregivers and staff who serve them... Congratulations, your work is nothing short of remarkable.”



## Building Knowledge: Education, Partnership & Communication

Our Community Educators and Liaisons are committed to empowering, educating and informing those who work to improve the lives of children and families impacted by trauma, abuse and neglect.

“ I love your training online! ”  
– Foster parent at the 2018 Refresh Conference

“ The Community Educator was the best speaker we have ever had! She was very informative. ”  
– Feedback on training form

Our AHCC Liaisons travel the state to maintain and grow relationships with Children’s Administration (CA) staff, answer questions about the health plan, give presentations, or dive into member-specific concerns. These regionally based staff are vital, and their local CA and community partners depend on their responsiveness, system navigation, and problem-solving abilities.

In our first two years, our team has **trained over 12,000** people in more than **900** clinical and program specific **trainings**. These trainings are in demand at foster parent conferences and support groups across the state.

In 2017 the Community Educators and Liaisons participated in over **630 community events, trainings, forums and CA office visits**.

### Topics include:

- ACEs (Adverse Childhood Experiences)
- Apple Health Core Connections overview
- Coping with Holiday Stress
- Resiliency
- Sexual Health in Foster Care
- Suicide Prevention
- Things I Wish My Therapist Knew (about the foster care system)
- Trauma-Informed Care
- Whole-Brained Parenting

“ You are amazing, helpful and so quick to respond. You hold up to your promise. ”  
– Children’s Administration caseworker to Liaison