

### G.13 Technical Approach USE CASE 3: SHAKIRA

Our High Fidelity Wraparound care planning approach to Shakira's Case emphasizes provision of integrated services, covering her pregnancy and depression diagnosis; linkage with community resources to help Shakira prepare for caring for an infant and eventually transition to independence; and helping rejuvenate Shakira's interest in her schoolwork and career path via behavioral health (BH) treatment and referrals to educational supports and socialization opportunities. From the support provided by Shakira's Humana Care Coordinator (CC) to the application of evidence-based practices by Shakira's providers, we recognize the importance that trauma-informed care (TIC) will play in mitigating the recent upheaval in Shakira's life.

#### a. Care management

When Shakira comes into the State's custody, she is enrolled in the Kentucky SKY program. After initial enrollment activities and assessments, we assign her to Jo, a Humana Care Coordinator. Jo is a registered nurse with experience serving pregnant adolescents. As an added support, Jo request a MomsFirst Care Manager to assist in co-managing Shakira's needs. Jo takes the following steps to support Shakira:

1. Coordinate with the Department of Community Based Services (DCBS): Jo coordinates with Shakira's DCBS Social Service Worker (SSW) throughout her enrollment in Kentucky SKY to ensure we serve Shakira's best interests. To the extent possible, Jo engages Shakira and her foster family in decision-making bringing the Enrollee's voice and choice into the care planning process.
2. Acquire Information about Shakira's Health History: Jo **contacts her DCBS SSW** to obtain information about her history and further understand her needs, including Form DPP-106B; **reviews historical claims** information provided by the Department for Medicaid Services (DMS), if available; and **directly contacts** Shakira's **providers** to understand Shakira's current services and medications. Jo confirms Shakira is actively engaged in prenatal care and treatment for depression and determines the date of her next appointment.
3. Assessment: Jo works with Shakira's assigned DCBS SSW to **schedule a face-to-face assessment and care planning session** at a time that is convenient for Shakira and her foster family. Following the tenets of our High Fidelity Wraparound approach to care planning, Jo and Shakira discuss her goals, strengths, and needs. Shakira expresses her desire for a healthy pregnancy but does not mention school or becoming a veterinarian. In her file, Jo notes her foster parents' comments about her previous desire to become a veterinarian and history of excellent school performance, which has waned since her grandmother's death.
4. Care Coordination Level: Based on Shakira's assessment, Medicaid Severity Score, DCBS information, and Jo's clinical judgment, and Shakira's high-risk pregnancy as an adolescent, Jo assigns Shakira to the **Complex Care Coordination risk level**.
5. Care Coordination Team (CCT): Jo **collaborates with** Shakira's **DCBS SSW to determine the makeup of** Shakira's **initial CCT**. Shakira's CCT includes Shakira, Jo, her DCBS SSW, her OB/GYN, her foster parents, Shakira's BH provider (once engaged in her care), her school counselor, and any other key individuals Shakira identifies and her DCBS SSW approves. As her needs evolve, we may add or remove people. Jo also aims to include any individuals Shakira may wish to invite to the CCT. Once we have identified CCT members, Jo seeks guidance from her DCBS SSW to clarify role-based access for Humana's Voice & Choice Information Exchange care portal so the team can collaborate to share information regarding Shakira's care plan. Jo schedules a CCT meeting to review Shakira's assessment, determine appropriate services, and review Shakira's care plan. Jo aims to coordinate any meetings for Shakira's care with her DCBS SSW to align with DCBS required meetings where possible, including family team meetings, court dates, and independent living planning meetings.
6. Care Planning: Jo works with Shakira and her CCT to discuss those services and supports that can help her achieve her goals, deliver a healthy baby, and improve her BH status. These include:
  - **GOAL: Shakira will participate in appropriate Prenatal and Postpartum Care**. Jo invites Shakira's current OB/GYN to her CCT to discuss her ongoing care, including any specific considerations

regarding prenatal care (e.g., risk of preterm birth that may warrant use of 17P injections). Jo includes strategies on Shakira's plan to ensure she attends **prenatal and postpartum care and finds appointment times that fit with** Shakira's **school schedule**. Jo also provides education on family planning and **encourages** Shakira to discuss her **family planning services with her OB/GYN**. If Jo has questions regarding Shakira's specific prenatal and postpartum needs, she consults with the Humana MomsFirst Care Manager assisting on this case.

- **GOAL: Shakira will seek BH treatment to resolve issues of grief and loss and assess other needs.** Jo ensures Shakira has received a **full BH assessment**, including an evaluation of any suicidal ideation and post-traumatic stress disorder (PTSD) she may be experiencing as a result of discovering her grandmother when she died. In addition, the CCT discusses those services that can support Shakira, including ongoing access to individual therapy, medication (if clinically appropriate), and grief counseling. As needed, Jo consults with a peer CC who has specialized expertise in BH needs to discuss Shakira's specific needs and how Jo may best support them.
- **GOAL: Shakira and her CCT will develop a Crisis plan.** Part of the care planning process for our Kentucky SKY Enrollees with BH needs includes the creation of a crisis plan. Shakira's crisis plan will include actions she can take if she starts to feel uncontrollably sad or has suicidal intentions, including telling her foster parents, her DCBS SSW, or another trusted adult; contacting her BH provider; calling our BH crisis hotline; and strategies her foster family can use if they feel Shakira is in crisis.
- **GOAL: Shakira will become knowledgeable about resources to promote healthy childbirth and parenting.** Shakira's care plan also includes actions to take to prepare for labor and delivery and caring for the baby, including Lamaze courses (as indicated by her provider and required by DCBS Standards of Practice Manual (SOP)), infant care and parenting classes (including Kentucky Health Access Nurturing Development Services (HANDS), as required by DCBS SOP), engaging a doula, breastfeeding classes and lactation consultation, and finding a pediatrician.
- **GOAL: Shakira will develop independent living skills.** As described later in this response, Jo works with Shakira, her DCBS SSW, and a Humana Family and Youth Peer Support Specialist to identify the supports and education that can help Shakira prepare for life after foster care. Jo educates Shakira on **myStrength**, a digital platform offered to Humana Enrollees that can help her manage her depression or cope with the future stresses of parenthood and her current situation. Through myStrength, Shakira can access online learning and resources specific to her conditions as well as text-based, one-on-one coaching.
- **GOAL: Shakira and her team will strengthen her resiliency skills through community involvement.** Jo and Shakira's foster family identify opportunities and interventions that build upon her strengths and interests, enabling Shakira to reengage in activities she enjoyed prior to her grandmother's death. For example, Jo suggests that Shakira join her local 4-H club to explore her interests regarding veterinary skills.

b.

Access to and coordination between physical health providers (e.g., OB/GYN, pediatrician) and behavioral health providers

### Access to Providers

**OB/GYN:** Shakira is already engaged with an OB/GYN in Bowling Green. Whether or not this OB/GYN is in Humana's network, Shakira can continue this relationship for the duration of her pregnancy.

**Primary Care Provider (PCP):** In addition to her relationship with her OB/GYN, Jo also ensures that Shakira has an assigned PCP who can provide Early and Periodic Screening, Diagnosis, and Treatment (EPSDT) services and continue to care for Shakira after the postpartum period. Jo confirms that Shakira has scheduled an appointment with her PCP, if necessary, for any

Through our value-added services, Shakira can access a doula for labor and delivery support in addition to support during the prenatal and postpartum periods.

gaps in care that cannot be addressed by her OB/GYN. Jo will also assist Shakira in selecting a pediatrician for her child.

**BH Provider:** If Shakira is not yet engaged with a BH provider in Bowling Green, Jo coordinates with DCBS to help find a provider who specializes in serving adolescents. In this case, Shakira sees a provider at Alliance Counseling Associates who provides individual therapy to address her depression and the many changes in her life, including the loss of her grandmother.

**Dentist:** Jo confirms that Shakira has an assigned dentist and that she has scheduled an initial appointment. Jo educates Shakira and her foster parents on the importance of dental hygiene in prenatal care.

#### **Coordination between Physical Health Providers and BH Providers**

Humana's commitment to integrated care extends to provider relationships. As Shakira is engaged with various providers and has co-occurring physical health and BH needs, it is crucial that her providers communicate to prevent duplication and provide consistent care messaging to Shakira. Through the CCT, her providers collaborate on Shakira's overall care plan including her depression treatment plan, her obstetrical care, and EPSDT services. The CCT also provides a forum to ensure all providers are aware of developments in Shakira's life to address in her care (e.g., emotional trauma). Jo ensures that her providers know how to access Shakira's health history, medications, care plan, assessments, gaps in care, and lab results through our provider portal, **Availity**. We also **require Shakira's BH provider to provide her PCP with a quarterly summary of services rendered to ensure consistent communication**. Any CCT members approved by DCBS SSW can also contribute to the care plan by logging into Humana's Voice & Choice Information Exchange care portal.

#### **c.** Access to network providers;

In Warren County, Humana's contracted Kentucky Medicaid network **includes 30 OB/GYNs, 22 pediatricians, and 424 BH therapists**. Jo offers support with scheduling visits, arranging transportation, and following up to ensure Shakira has accessed care. If needed or requested, Jo attends appointments with Shakira and her foster parents to help them navigate the complexities of the healthcare system. Jo meets with the foster parents and with Shakira face-to-face at least once a week to identify any access to care issues and develop a plan to address them.

#### **d.** Discharge planning for all levels of care;

When Shakira is admitted for labor and delivery (or for any residential/inpatient admission), Jo collaborates with our Hospital-Based Care Managers and/or Utilization Management associates if Shakira requires more than the standard two days for vaginal birth or four days for Cesarean birth length of stay.

When Shakira is discharged from the facility to home following the delivery of her child, her discharge plan focuses on scheduling her **postpartum visit** with her OB/GYN, scheduling her **baby's first well-child visit** with the baby's pediatrician, arranging **postpartum follow up** with her doula, **ensuring** she has all **supports** she needs **at home for the baby**, and helping her **access community resources** as needed.

#### **e.** Coordination of school based services and an Individualized Education Plan

Jo uses the Enrollee Needs Assessment, to determine whether Shakira has an Individualized Education Plan (IEP). If Shakira has an IEP, Jo will work with her DCBS SSW and the school to obtain a record of the services covered and record those services on Shakira's care plan to ensure coverage of IEP services during school breaks. While there is no indication from Shakira's history that an IEP is needed, as she was previously an excellent student and has no stated disabilities, Jo would coordinate an IEP evaluation if necessary. Jo also helps Shakira arrange any needed modifications to help her keep up with school as she progresses in her pregnancy and after she has her child, such as continuing her schooling at home or ensuring dedicated space or time for pumping or breastfeeding. This also includes obtaining any supportive physician notes.

Jo also records any non-IEP school-based services Shakira accesses, or may benefit from accessing, on her care plan, including those available from the Youth Services Center (YSC) at her high school. To help Shakira get her education path and dream of becoming a veterinarian back on track, Jo suggests that Shakira use the career exploration and development services offered by the YSC. Any information around school services or supports can be included in Humana's Voice & Choice Information Exchange care portal.

**f.** Community services for parenting skills

Together with Shakira, her foster parents, her DCBS SSW, and her family team, Jo discusses available community services for parenting skills that can benefit Shakira as a first-time mother, including:

- Parenting courses: Jo, Shakira, and her foster family find parenting courses that fit Shakira's schedule offered by the Family Enrichment Center or the Medical Center at Bowling Green.
- Kentucky's HANDS: If not already initiated by Shakira's DCBS SSW, Jo helps Shakira and her foster family contact her local health department to participate in Kentucky's HANDS program. The direct one-to-one assistance facilitated by the HANDS program can help Shakira feel more confident in caring for her child.
- Humana Baby Showers: Jo provides Shakira and her foster family with the date and time of the upcoming Humana baby shower. Through this event, Shakira can learn more about how to care for her infant; the importance of health services; and about available resources, such as Women, Infants, and Children benefits. **Between April 2018 and March 2019, Humana participated in 20 Baby Showers across the Commonwealth to support our pregnant Enrollees.**
- Lamaze: If recommended by her OB/GYN, Jo works with Shakira's DCBS SSW to find local Lamaze and other birthing classes. These courses may be offered by Shakira's doula or the Medical Center at Bowling Green.
- Support groups for pregnant and parenting adolescents: Jo helps Shakira find a group for pregnant and parenting adolescents to help her build connections with Bowling Green teenagers in a similar situation.
- KidsHealth: Jo teaches Shakira how to use **KidsHealth**, our library of video and written content on pediatric care, for information about her own health and caring for her new infant. KidsHealth offers dedicated libraries for parents, adolescents, and children, with materials tailored to their age group. Shakira can access content on topics such as "Sleeping During Pregnancy," "Feeding Your Newborn," and "Depression."

In addition to community services, Jo provides individualized education to Shakira using the resources of **Humana's maternity care management program, MomsFirst**. This program covers topics including labor and delivery, breastfeeding, infant care, family planning, the importance of postpartum care, and preventive services, including the EPSDT periodicity schedule.

**g.** Applicable evidence based practices

Evidence-based practices applicable to Shakira's case include (but are not limited to) those published by the American Academy of Child and Adolescent Psychiatry (AACAP), American Academy of Pediatrics (AAP), and the American College of Obstetricians and Gynecologists (ACOG):

- Trauma-focused cognitive behavioral therapy (TF-CBT): TF-CBT incorporates trauma-sensitive interventions recognized by the AACAP with cognitive behavioral, family, and humanistic principles and techniques. Applying TF-CBT in Shakira's care can help her learn how to regulate her behavior, thoughts, and relationships; process experienced trauma; and enhance her ability to develop safe, trusting relationships with her foster family. TF-CBT also includes interventions for Shakira's foster parents (depending on need).
- Dialectical behavioral therapy (DBT): Accepted by the AACAP, application of DBT by Shakira's provider can help her learn the linkage between positive thoughts and feelings and examine how she deals with conflict and intense negative emotions, with an emphasis on using mindfulness in times of conflict.
- Guidelines for Adolescent Depression in Primary Care (GLAD-PC) Toolkit: We share this AAP-endorsed toolkit with Shakira's PCP to help manage her depression, with tools such as psychosocial screenings, Whole Child Assessment, Strengths and Difficulties Questionnaire, adolescent reports (e.g., PHQ-9 Modified

for Teens (multiple languages)), treatment choices (e.g., problem-focused therapy, evidence-based psychotherapy), treatment referrals and follow-up (if appropriate), and guidance on communicating with Shakira and her foster parents (i.e. National Alliance on Mental Illness' (NAMI) A Family Guide).

- **Family Planning and Pregnancy Spacing:** Jo uses ACOG-backed guidelines on family planning interventions and contraception counseling to educate Shakira now on the full range of contraceptive methods available postpartum. This includes information on **long-acting reversible contraception (LARC)**, guidance on the best timing for initiating a contraceptive method to prevent an unplanned pregnancy, and optimal intervals between pregnancies to improve her health outcomes and reduce future complications.

Jo uses resources available to her including clinical consultation, Humana's **Healthwise library** of condition-specific resources to inform management of Shakira's case. Our Quality Improvement Advisors (QIA) provide **face-to-face education to her providers** on these practices through quarterly visits to our PCPs and high-volume specialists.

#### **h.** Coordination of transportation, if needed

During the assessment process, Jo assesses Shakira's transportation needs. Shakira's foster parents are responsible for transporting her to and from any health-related activities. Given Shakira's age, Jo provides guidance on using public transportation to prepare for independent living. Jo also teaches Shakira's foster parents how to receive **reimbursement for transporting** Shakira to and from medical appointments per DCBS processes.

#### **i.** Options for aging out of foster care and risk management;

Jo works with Shakira, her DCBS SSW, a Humana Family and Youth Peer Support Specialist, and foster care provider to review options for aging out of foster care. Within the next two years Shakira will have the option to voluntarily recommit to State's custody or choose to age out. Shakira will weigh many factors when deciding if extended commitment is the best option for her and her child. As their work evolves, Jo and the CCT will establish appropriate goals and action steps regarding Shakira's exit from foster care, whether that occurs in two years or five years.

As part of preparations for Shakira's transition to independence, Jo assesses possible risks that Shakira may face. This may include ongoing support in caring for her child, as the baby's father does not wish to be involved and she does not seem to be in contact with any members of her family of origin. Jo works with the CCT to identify those services that can both help Shakira prepare for independent living with her child and provide additional support once she transitions out of foster care. These include:

- **Independent living planning and training, including soft and hard skills training:** Jo uses Shakira's results of the Ansell-Casey Life Skills Assessment and the Casey Inventory for Pregnant Teens to identify appropriate life skills education and services.
- **Driving:** if Shakira is interested and DCBS determines she is ready to earn her driver's permit, Jo helps her find a driver's education course and educates her foster family on the process for receiving reimbursement for costs associated with driver's education or insurance.
- **Vocational plan:** Jo identifies services that can help Shakira rekindle her desire to become a veterinarian, including possible internships. She refers Shakira to the South Central local workforce development area to access services available under the Workforce Innovation and Opportunity Act youth program.
- **Graduation plan:** As described below, Jo helps Shakira access tutoring and other supports to help her catch up in school and prepare for college.
- **Mentoring:** Jo suggests Shakira join the mentorship program offered by the DCBS regional office in Two Rivers, in conjunction with Murray State University. Shakira's mentor can help her build daily living skills, including home management and problem-solving, and arrange career exploration opportunities.



#### j. Social determinants of health

Jo collects information on Shakira's social determinants of health (SDOH) needs through the Enrollee Needs Assessment and ongoing interactions with Shakira, her foster parents, and the CCT. She captures these needs on the care plan, and Jo works with Shakira and her foster parents to **identify community resources**, as follows:

- **Socialization**: Shakira has recently been uprooted from her high school, friends, and boyfriend. Linking her with socialization opportunities can help her feel more connected to her new community in Bowling Green and build a social support network among her peers. Jo and Shakira discuss how she can engage in activities at her school, including joining the school band and participating in the swim team once she is able. Jo also helps Shakira find a local group for pregnant and parenting adolescents and encourages her to join meetings of the Kentucky Organization for Foster Youth. These meetings can help Shakira develop relationships with adolescents in similar situations while building her confidence.
- **Education**: While Shakira has a history of academic success, her school performance has declined since her grandmother's death. In addition to regular engagement with a BH provider to treat her depression, Jo and Shakira discuss how she can catch up in her classes, including tutoring support. Given her past interest in attending the University of Kentucky, Jo also encourages her to sign up for the college transition program at Bowling Green High School, which will allow Shakira to receive college credit through courses taken at the high school, as well as counseling, college visits, job shadowing, internships, ACT prep, and help with college writing. Jo also ensures Shakira is aware of the **educational assistance offered to foster care youth for post-secondary education**, letting her know that her dream to attend college is not out of reach.
- **Child care**: Jo works with Shakira's DCBS SSW to help her find child care options that will allow her to continue attending classes, including any services offered by her school district and/or YSC for pregnant and parenting adolescents. Jo also discusses **continued options for child care** following Shakira's transition to independence, including support available through the Child Care Assistance Program.
- **Child support**: After the baby's birth, Jo works with Shakira and her DCBS SSW to ensure the process for confirming paternity and pursuing child support from Mike has been initiated.

#### k. Provider education and support

Humana recognizes our Enrollees' providers are essential for a successful care coordination program. We facilitate education and support for Shakira's providers through both the CCT and our Provider Services team. Our approach to educating and supporting Shakira's providers emphasizes:

- **Trauma-informed care (TIC)**: Recognizing Shakira's recent emotional trauma with the death of her grandmother and move from her hometown, Jo educates Shakira's providers on the TIC education offered to Humana network providers, including courses available through Relias and our available TIC recognition program. We will indicate in our Provider Directory which of our providers have been recognized for TIC, making it easy to recognize and refer providers who have taken these extra steps.
- **Integration**: In addition to the reporting and data-sharing mechanisms described above, we are committed to offering Shakira's providers the tools and education they need to provide integrated care. Our **340 course Relias library** includes modules dedicated to integration and education for PCPs on BH screening and treatment. In addition, Shakira's providers can receive support from a **Humana Practice Innovation Advisor (PIA)** to support the development of communication tools between her physical health and BH providers, including data-sharing or care team arrangements.

#### l. Access to and sharing of medical records

Humana is committed to furthering the interoperability of data systems within the healthcare industry. We educate data systems subcontractors regarding payer needs and provide funding to build solutions for both

inbound and outbound data feeds. Using this robust data infrastructure, we will offer Shakira's providers and her SSW access to information needed to address her clinical and non-clinical needs, including:

- Access to her care plan, including her crisis plan, and assessment through Availity
- Clinical inferences and care gap information delivered via bi-directional data feed connections with **all top 8 electronic health records (EHR)** vendors in the country
- Proposed delivery of Shakira's care plan and assessment via a bi-directional feed with The Worker Information SysTem (TWIST), with agency agreement

Humana is committed to fully implementing a High Fidelity Wraparound model of care planning for Kentucky SKY Enrollees. We see a great need to provide an easy to use portal to ensure collaboration and communication with all members of the Kentucky SKY Enrollees care team, Voice & Choice Information Exchange care portal. Based on the Enrollee's needs and the required consents to participate in care planning, members of the care team could include:

- Family members
- Kinship caregivers
- Educational supports
- DCBS workers
- DJJ workers
- CASA workers
- Court designated worker (CDW)
- PCP/Pediatrician
- Behavioral Health specialist
- Natural supports as designated

Each member of the care team's inputs are valuable and key to directional care planning, Voice & Choice Information Exchange care portal can be used for housing of health information, communication between parties on the care team, scheduling meetings, sharing and updating the care plan, reminders for scheduled appointments, notification of care gaps, etc. The portal would house information such as assessments, former and active care plans, crisis plan, current medication list, contact information and approved access levels for various team members and have the ability to send messaging between care team members.

#### m. Maintenance of the Care Plan.

As Shakira is enrolled in Complex Care Coordination, Jo **updates her care plan at least monthly**. In addition, she conducts a reassessment and updates the care plan as needed following a change in condition (e.g., after Shakira gives birth) or upon her DCBS SSW's request. Jo shared these care plan edits with Shakira's CCT for their input and guidance and to ensure the team obtains all necessary orders and prescriptions. The most up-to-date care plan is available on Availity for immediate access by Shakira's providers and DCBS, and on the Enrollee portal for use by Shakira and her foster family (with DCBS permission). Jo also provides a printed copy of the care plan upon request and ensures Shakira's Medical Passport is kept up to date with any services received. Humana's Voice & Choice Information Exchange care portal will store all updates for involved parties to stay up to date on Shakira's care.

Jo maintains Shakira's Medical Passport, ensuring that all appointments for medical, BH, vision, and dental care are included along with records of immunization and other relevant clinical history. Jo also ensures Shakira's DCBS SSW has access to the scanned electronic version of the Medical Passport. This extra step ensures that if a hard copy of medical records is ever misplaced, there is an electronic version to which to refer.