

## G.4. Kentucky SKY Contractor Educational and Training Requirements

- a. Describe the Contractor’s proposed approach for collaborating with experts including the Department, DCBS, and DJJ to identify Provider training needs. Please include examples from other Contractor programs exhibiting collaboration with state agencies to identify training needs.
- b. How will the Contractor ensure that the Contractor’s staff and Network Providers (including but not limited to hospitals, pharmacies, and specialty Providers) receive in-depth training on the Kentucky SKY program, including what is and is not allowable exchange of information in a HIPAA-compliant organization, to preserve and support continuity of care. Describe how the Contractor will ensure Network Providers are aware of the requirements of the Kentucky SKY program, and how the needs of this population may differ from those of the Medicaid managed care population?
- c. Describe how the Contractor will educate Law Enforcement Officials, the courts, judges, attorneys, and judges about the Kentucky SKY program.

### Introduction

Passport is committed to improving services to foster youth, former foster youth, adoption assistance members and dually committed youth through a targeted program of initial and ongoing training for our staff and our large and diverse network of providers. We ensure that all Passport staff and our network providers understand the unique needs of the Kentucky SKY population and the importance of incorporating trauma-informed care (TIC) into every interaction with members, their families and caregivers. This section describes our plan to accomplish these goals, which includes strategies and partnerships to assess, monitor and address the training needs of Passport’s provider network and staff serving Kentucky SKY members.

- G.4.a. Describe the Contractor’s proposed approach for collaborating with experts including the Department, DCBS, and DJJ) to identify Provider training needs. Please include examples from other Contractor programs exhibiting collaboration with state agencies to identify training needs.

### Passport’s Collaborative Approach with Experts for Provider Training Needs

Throughout its history, Passport has worked closely with state agencies and community experts to improve services for its members, including in the development of training resources. Our current foster care team works closely with the Department for Medicaid Services (DMS) and the Department for Community Based Services (DCBS) to ensure the needs of our foster care members are met. For example, through these relationships we identified a gap in knowledge about managed care processes for many therapeutic foster care and residential agencies in the commonwealth. In response, our foster care team proactively reached out to agencies, establishing relationships and training staff on how they could work with Passport for the

benefit of members placed in their care. Many of these agencies now regularly contact our foster care team for information and assistance.

Passport has a seasoned Health Integration team that has an extensive history of formal and informal training provisions. Four (4) of the members of the Health Integration team and the chief medical officer have all had faculty appointments with universities to provide formal training. The fifth member of the team was responsible for the training of the behavioral health (BH) team and non-BH staff in BH issues affecting offenders at Kentucky's Department of Corrections before joining the Passport team. As a provider-driven organization, Passport holds many relationships with providers in the community who have expertise and experience in providing training about their areas of practice.

In compliance with the draft Kentucky SKY contract, Passport's education and training plan will be submitted within one hundred twenty (120) days of contract execution, as referenced in our Implementation Plan. We will ensure that DMS has a minimum of ten (10) calendar days to review Passport's education and training materials and that the final materials are submitted to DMS within five (5) days of DMS review. The materials will be evaluated for needed revisions on an annual basis, or as required due to law or policy changes.

### Gaining Wide-Ranging Insights for Effective Provider Training

The Passport team will collaborate with Kentucky experts, including those in DMS, DCBS, and the Department of Juvenile Justice (DJJ) to identify provider training needs. Based on this collaboration, we will develop and promote a provider education program that leverages the strengths, insights and abilities of all participants to successfully deliver on the goals of the Kentucky SKY program. Passport has identified topics to include in our comprehensive Kentucky SKY education curriculum, including the topics listed below in the "Passport Ensures Provider and Passport Staff are Educated about Kentucky SKY" section of this response. Passport will further develop curriculum content to address knowledge gaps based on input from representation of county, regional and Kentucky experts. The experts that Passport will consult with include:

- DCBS social service workers and Central Office team members
- DJJ workers
- DCBS Recruitment and Certification workers
- Therapeutic foster care agency staff
- Residential treatment facility staff
- Providers
- Court designated workers
- Adoptive parents
- Foster parents
- Fictive kin
- Former foster youth

We have learned during our long tenure of training providers that partnering with outside experts can lend added importance and credibility for the training curriculum, thereby maximizing provider attendance and participation. For example, Passport has partnered with the University of Kentucky College of Social Work's Training Resource Center (TRC) to administer TIC trainings with law enforcement, providers and other stakeholders around the commonwealth. The mission of the TRC is to provide training, technical assistance, service and evaluation to professionals and caregivers working to improve the well-being of families, children and communities. The TRC has been designing and implementing child welfare training, evaluation and service programs across the commonwealth for nearly three (3) decades.

A variety of provider types will be queried for knowledge gaps and barriers to delivering services to Kentucky SKY members. Insights and feedback from providers will help direct the mode of delivery of the training. Provider representation includes primary care providers, BH providers, other specialists and dental providers, as examples. The expertise of foster parents, adoptive parents, fictive kin and former foster youth are also essential to understanding how providers can be more effective in the delivery and coordination of care for Kentucky SKY members. We have learned that it is critical to get individuals with lived experience in the system (both youth and parents) to ensure the voice of these experts are brought forward as part of the foundation of what is developed and updated over time. Their input will be key in determining where gaps exist.

To minimize disruption to stakeholders' day-to-day responsibilities, Passport will use regularly scheduled meetings or events whenever possible to obtain training input and feedback.

### **Passport's Collaborative Experience with State Agencies to Identify Provider Training Needs**

Passport looks forward to working collaboratively with DMS, DCBS and DJJ to identify training needs for those providing services to the Kentucky SKY population, and to address these needs with targeted educational programs. The discussions may occur during regularly scheduled meetings with state agency staff or as a result of a specific issue that arises, such as the need for increased TIC, as exemplified in Kentucky SKY Use Case 1. As part of this collaboration, Passport will share provider monitoring data with state agencies to provide insights that might not otherwise be available to them and work jointly with the state agencies to address any issues that are identified through new or modified training. We are confident that Passport's partnership with DMS, DCBS and DJJ will result in a training curriculum that improves the quality of services throughout the Commonwealth. Furthermore, as described below, we have engaged known and reputable content experts to help plan, create and deliver the comprehensive training that providers need to better serve the Kentucky SKY population. These experts are critical components of our plan to serve the Kentucky SKY population.

As part of our collaboration activities, Dr. David Hanna, Ph.D., a licensed clinical psychologist and BH manager with Passport, worked with the Social-Emotional Health Subcommittee of the State Interagency

Council (SIAC) in 2019 to plan and deliver training on TIC at the annual System of Care conference. He also participated as a panel member for a discussion of the film *Paper Tigers*.

In 2017, Dr. Liz McKune, Passport’s vice president of Health Integration, partnered with Dr. Melissa Currie, professor at the University of Louisville School of Medicine Department of Pediatrics and director of Forensic Medicine of the University of Louisville, to conduct a presentation for clinicians and law enforcement officers at the Focusing on Treatment and Care Conference titled, “Child Forensics: A Collaborative Effort.” Dr. McKune was previously the director of Mental Health for the Kentucky Department of Corrections and was responsible for implementing a TIC initiative for the Department of Corrections, including the implementation of trauma-informed treatment options for offenders across Kentucky. She previously received a GAINS Center grant from the Substance Abuse and Mental Health Services Administration (SAMHSA), multiple grants from the Greater Cincinnati Health Foundation, and a Bureau of Justice Administration grant to help bring case management and TIC to offenders as part of reentry to the community for Kentucky. Dr. Currie and Dr. McKune combined forces at the Adanta Community Mental Health Center Conference to provide training for clinicians and first responder law enforcement providers across Eastern Kentucky.

This workshop, a Passport-sponsored program from 2010-2019 for physicians, other providers, emergency departments and emergency responders, focused on educating first responders about how to identify signs of trauma and child abuse in infants and children. Dr. Currie’s experience educating on this topic includes hundreds of workshops and trainings across Kentucky regarding signs of abuse through her role as director of Forensic Medicine.

The DJJ and the Administrative Office of the Courts (AOC) recently adopted a risk assessment tool for youth in DJJ to identify criminogenic factors and needs of DJJ youth. While at Kentucky’s Department of Corrections, Dr. McKune was the lead trainer for the implementation of the risk assessment tool for all offenders, which identifies the criminogenic factors and needs of offenders to prevent recidivism of offenders returning to jail or prison after leaving, and can leverage this involvement in the adoption of the risk assessment tool for youth. Dr. McKune’s experience also includes being a presenter at national conferences for the GAINS Center, the American Correctional Association and the National Commission on Correctional Health Care about Kentucky’s experience in this area with adult offenders. Through her faculty role with Spalding University’s School of Professional Psychology, she assisted doctoral candidates in conducting dissertations on the effectiveness of these programs in Kentucky. In addition, Dr. Cheryl Hall served as a program administrator with the Department of Corrections and has been active in Passport’s work with the transition of adult offenders from facilities into care in the community. Both Dr. McKune and Dr. Hall will provide trainings for internal and external teams about criminogenic factors that lead to recidivism and how they closely align to Social Determinants of Health (SDoH) to support effective treatment plans that include addressing the factors identified through the DJJ/AOC risk assessment tool to reduce recidivism.

Passport has continued to partner with others in an effort to identify and provide training for providers. Using his experience as a provider of publicly funded services and working for a managed care organization

(MCO), Dr. Hanna presented at the Cabinet for Health and Family Services (CHFS) 6th Annual Systems of Care Academy in June 2019. He presented on working with MCOs from a provider perspective.

Passport has participated in conferences and conducted training for providers, including the following:

- Integrated Care Models for the Kentucky Primary Care Association
- Navigating Value-Based Agreements for the Kentucky Psychological Association
- Screening, Brief Intervention, and Referral to Treatment (SBIRT) training provided one-on-one with providers
- Training about Project ECHO with Kentucky Primary Care Association in an effort to create a Project ECHO in Kentucky to target improving the quality of medication-assisted treatment (MAT) services
- Creating Integrated Care Models for the Kentucky Psychological Association
- Innovations in Medicaid Behavioral Health for the 10th Annual Innovations in Medicaid Conference
- Addressing SDoH for the 10th Annual Innovations in Medicaid Conference
- Elevating the Health and Safety of the Community for the 45th Annual Dr. Joseph H. McMillan National Black Family Conference
- Impact of Medicaid on Service Access for the Judicial Symposium on Addiction and Child Welfare
- Improved Health Outcomes: Youth Suicide for the SIAC
- Improving Health Outcomes by Addressing SDoH and Partnering in Community for the Louisville Veteran Affairs Staff
- Changing Landscape of Health for the University of Louisville Psychology Department Training Symposium

In addition to regular interactions with DCBS staff about the needs of foster care members, Passport regularly attends and participates in quarterly meetings with DCBS regarding a variety of topics that affect providers and our members in foster care and collaborates with providers to resolve issues affecting access to care. These interactions also serve as an opportunity to recognize potential education and outreach needs or possible training gaps and the opportunity to work jointly with the appropriate state agencies to address them.

### **Passport's Governance Model Ensures Provider Trainings for our Kentucky SKY Population**

Further expert insight on training needs will be obtained through the proposed Kentucky SKY Advisory Committee, which will operate as a subcommittee of the Quality Medical Management Committee (QMMC), Passport's Quality Improvement Committee. This committee will include providers, foster parents, state agency staff, Kentucky SKY members and advocates. The committee will review training curriculum and provide feedback on needed training topics and how to best reach the target audiences.

G.4.b. How will the Contractor ensure that the Contractor’s staff and Network Providers (including but not limited to hospitals, pharmacies, and specialty Providers) receive in-depth training on the Kentucky SKY program, including what is and is not allowable exchange of information in a HIPAA compliant organization, to preserve and support continuity of care. Describe how the Contractor will ensure Network Providers are aware of the requirements of the Kentucky SKY program, and how the needs of this population may differ from those of the Medicaid managed care population?

## Passport Ensures Providers and Passport Staff Are Educated About Kentucky SKY

Training and education are a cornerstone of Passport and vital in ensuring that its members have access to the care and services they need and deserve. This becomes even more important for the often medically and behaviorally complex members of Kentucky SKY. Caring for this very vulnerable population requires an in-depth knowledge of the Kentucky SKY requirements and a full appreciation for their unique needs and circumstances. Our structured training and education program ensures that Passport staff and the Passport providers that serve its Kentucky SKY members participate in initial and ongoing training that addresses the unique needs of Kentucky SKY members, the role of the caregiver, and the requirements of the Kentucky SKY program.

### In-Depth Training on the Kentucky SKY Program for Passport Staff

All Passport providers are assigned a Provider Relations Representatives, whose job is to communicate Passport expectations in the delivery of care and to help resolve any difficulties that occur. With consultation from the Kentucky SKY Provider Relations liaison, all Provider Relations Representatives will receive training in expectations for Kentucky SKY providers. This training will include information about the unique needs of Kentucky SKY members, TIC and evidence-based practices appropriate for this population. Provider Relations Representatives are also trained to support providers in areas essential for successful practice within a managed care environment, including:

- Claims processing and provider data
- Kentucky Health Information Exchange
- Passport Provider Portal
- Passport website
- DMS/fee schedules
- Health Insurance Portability and Accountability Act (HIPAA)-compliant information exchange
- How to preserve and support continuity of care
- Provider contracting
- Passport Provider Manual
- Kentucky HealthNet
- Passport’s policies and procedures
- Provider site visits
- What is and is not allowable exchange of information

Passport’s employees serving Kentucky SKY members and provider support team staff will receive ongoing quarterly in-service training and education on new or relevant topics. **Additionally, we require our Passport Kentucky SKY employees and provider support team to complete the same training our providers serving our Kentucky SKY members receive, as described below.**

## Initial Kentucky SKY Training for Providers

Passport will provide a foundational Kentucky SKY education curriculum to our providers serving our Kentucky SKY members. This program will be designed to ensure that all providers receive the training, tools and supports needed to deliver the highest quality of care to our members while remaining compliant with our contract with DMS and applicable Commonwealth and federal requirements. It will also address the unique needs of this very vulnerable population, the role of the caregiver, and the requirements of the Kentucky SKY program.

This Kentucky SKY-specific training module will be included in the orientation training for existing providers (including hospitals, pharmacies and specialty providers), providers new to the Passport network, providers who are new to serving our Kentucky SKY membership, and as part of Passport’s new hire training requirements. This instructor-led training will be offered in person and via webinar and accompanied by written materials that reinforce the most important content.

The training will cover a range of topics, including the following:

- Overview of the foster care system
- Overview of the juvenile justice system
- TIC
- Adoption subsidy and how foster care members may qualify upon adoption finalization
- Challenges faced by former foster care members and dually committed youth
- Common circumstances Kentucky SKY members experience, such as:
  - Multiple and frequent changes in placement
  - Changes in caregivers
  - Traumas experienced in their short lifetime and post-traumatic stress
  - Behavioral health and complex medical issues
  - Substance abuse issues—either personally or experienced in their home
  - Disruptions in education
  - Challenges when aging out of foster care and the risk of homelessness
  - Caregiver’s challenges and supports within the foster care system
- The Kentucky SKY covered services and requirements and how they differ from other Medicaid populations, such as the providers’ responsibilities for:

- Providing or coordinating health care services and BH services, including medical consent, timelines, assessments, appropriate utilization of psychotropic medications and more, as required by DMS
- Business processes and workflows
- Coordinating with foster parents, caregivers and fictive kinship, social service workers, and adoptive parents
- Coordinating with state DCBS and DJJ professional personnel, court-appointed special advocates (CASAs), judges, law enforcement officials, schools, private child-caring and child-placing agency staff, other Cabinet sister agencies, and other stakeholders
- The role and responsibilities of DMS, DCBS and the DJJ and the collaboration process with Passport
- Understanding the roles of DCBS and DJJ for daily committed use, including
- The role of each department in terms of custody and guardianship, and how DCBS's legal custody supersedes DJJ's in terms of legal and health decisions
- How discharge planning is determined for dually committed youth from each department
- The appropriate contacts within each agency and how those contacts work with each other
- The role of the court vis a vis the requirement of both agencies
- The limits of SKY oversight for DCBS committed youth placed in a DJJ lock down facility
- Passport's staffing and infrastructure to support the Kentucky SKY program
- The role and availability of Passport's Kentucky SKY Care Management team and how to access the Care Coordinator
- The aging out process and Passport's support in transitioning our members
- The Building Bridges Initiative

### Tracking Passport's Initial Kentucky SKY Training for Providers

Passport's Kentucky SKY providers will be separately identified within our provider database to allow for monitoring of completion of all training requirements. Providers with existing contracts with Passport will complete contract addendums spelling out the required elements of providing services to Kentucky SKY members. New providers will have these elements incorporated into their contracts. Provider Relations Specialists will provide Kentucky SKY Initial Training to new providers within 30 days of being active in the Passport provider network. Through regular outreach via email, phone and in-person visits, Provider Relations Specialists will track and monitor to ensure trainings are completed. When web-based trainings are completed as part of Passport's Kentucky SKY Initial Training program, a record of completion of each training will be created and stored in a database.



## Ongoing Kentucky SKY Training for Providers

Passport will also provide ongoing training to primary and specialty medical providers, BH providers and dental providers who serve our Kentucky SKY members with a focus on compliant and collaborative care. Passport’s trainings are often conducted in collaboration with community partners who are considered experts in the curriculum being delivered. Examples of community partners Passport would seek to collaborate with to provide trainings are:

- Kaplan Barron Pediatrics and Physicians to Children—“Experience providing a medical home for foster care and adoption subsidy members”
- Dr. Hanna with TIC—“Common diagnoses and misdiagnoses in the Kentucky SKY population”
- Pastor Edward Palmer, V. Faye Jones, MD, and other experts for trainings on racial disparity in health equity and child-serving systems
- Dr. McKune and Dr. Hall with DJJ and AOC staff on integration of criminogenic risk factors that impact and enhance SKY care plans
- Kent School of Social Work, Spalding School of Social Work, Western Kentucky University (WKU) School of Social Work and University of Kentucky School of Social Work—“Trauma-informed care”
- Former foster youth, adoptive parents, foster parents and fictive kin for foster life experiences and perspectives

Training topics for ongoing education sessions build on the foundations received during Kentucky SKY Initial Training. Ongoing training modules include the following:

- Passport’s High Fidelity Wraparound Approach
- The Impact of Adverse Childhood Experiences (ACEs)
- Child and Adolescent Needs and Strengths (CANS)
- Screening for and identification of BH needs
- Crisis intervention services
- Passport’s care coordination and how to access the care coordinator
- Covered services
- Neonatal abstinence syndrome
- Substance exposed infants
- Screening for and identification of BH disorders
- Performance measures and health outcomes
- Criminogenic Factors and Reduction of recidivism

### Tracking Passport’s Kentucky SKY Ongoing Training for Providers

We track attendance of our ongoing training sessions in several ways. When a Provider Relations Representative delivers a training session in person in a provider office, the Provider Relations

Representatives records the date the training session was completed for each provider. When webinar or web-based trainings are completed, an attendance log is created and stored in an internal database that Passport’s Provider Relations team can refer to as needed. We will also offer interactive online trainings to providers. These web-based trainings have knowledge checks throughout, ensuring that providers are engaged with the material being presented to them. At the end of both online and in-person education sessions, providers must sign an attestation stating that they completed the training. This attestation shows the name of the course, the name of the provider and the date completed. Passport stores copies of these attestations in an internal database.

### Passport’s Workshops and Webinars for Additional Training

In addition, providers are invited to in-person workshops or educational webinars hosted by Passport throughout the year. Passport engages departments throughout the health plan to contribute to and help facilitate our webinars. For example, Passport has hosted the webinars, such as “Opioid Use Disorders TeleECHO Clinic,” “Targeted Case Management” and “Passport Behavioral Health: Autism Services and Behavioral Analysts Webinar,” as illustrated in **Exhibit G.4-1**, that were conducted in collaboration with subject matter experts from cross-functional teams within Passport.

**Exhibit G.4-1: Passport Behavioral Health: Autism Services and Behavioral Analysts Webinar**



### Ensuring the Effectiveness of our Trainings

At the end of each provider training session or workshop, Provider Relations Representatives ask participants to complete a survey to assess provider satisfaction with the presenters, training materials, content of the training and its effectiveness. The Provider Network team uses this feedback to constantly improve Passport’s provider training program. Provider Network team leadership also conduct random audits of provider training visits to determine whether on-site trainings meet Passport’s objectives. We administer surveys online after trainings have been completed. Survey results, along with a roster of training attendees, are stored in a Passport database.

### Training Follow-Up to Ensure Attendance and Adherence

As a follow-up to training sessions and workshops, Passport Provider Relations Representatives review attendance against reservation rosters to identify any provider not in attendance. After identifying providers who reserved but did not attend a training session, a Provider Relations Representative contacts each provider to reschedule training, offering the option of a one-on-one training session. Provider Network Representatives work with each provider’s preferences, and one-on-one training can be completed in person or via webinar or conference call.

Additionally, we regularly monitor adherence to the Passport training. For example, Passport is committed to all Kentucky SKY providers taking a trauma-informed approach in care, using evidence-based practices and adopting clinical practice guidelines. Our dedicated Kentucky SKY provider liaison reviews our provider file to make sure that all providers have completed the required trauma-informed training. To help us more closely monitor the provision of TIC by our providers, Passport implements member, legal guardian and foster parent/caregiver surveys specific to provider experiences. These surveys are specific to each provider, allowing for targeted support when needed. These member/family surveys supplement our ongoing monitoring of TIC, including pop quizzes and provider audits.

G.4.c. Describe how the Contractor will educate Law Enforcement Officials, the courts, judges, attorneys, and judges about the Kentucky SKY program.

## **Educating the Kentucky Judicial System About the Kentucky SKY Program**

Passport’s cross-functional team of associates has deep and diverse experience in Kentucky Medicaid managed care as well as with the foster care and judicial systems (professionally and as foster parents and adoptive parents). Collectively, our employees bring to Passport first-hand knowledge and proficiencies working with:

- New Vista of the Bluegrass
- Community Mental Health Centers
- The family court system
- DJJ law enforcement
- Therapeutic foster care agencies
- Residential treatment facilities
- Children’s Review Program
- AOC, Kentucky Court of Justice
- Kentucky Department of Corrections

Through this shared knowledge and experience, the Passport team appreciates the benefits that a thorough understanding of the Kentucky SKY population and systems can bring to affected Commonwealth employees in the judicial system and their civilian counterparts. A focused, yet comprehensive education about the Kentucky SKY program can assist Commonwealth employees in facilitating care and services for Kentucky SKY members more efficiently, helping ensure members have more timely access to the appropriate resources they need and deserve.

## Passport’s Approach for Justice System Outreach and Education

Passport will develop educational materials intended for all branches of the justice system that are involved in the well-being of Kentucky SKY members, including:

- Law enforcement officials
- Judges
- Court designated workers
- District and county attorneys
- The Kentucky AOC
- The Kentucky County Attorneys Association
- The Kentucky Department of Public Advocacy
- The Kentucky Justice and Public Safety Cabinet
- Others as applicable to the content of the training session

Our approach will be to use applicable content from the provider training referenced in this response, but through the perspective of the judicial system and what would be beneficial for them to know. For example, topics will include an overview of Kentucky SKY and the needs of this vulnerable population, Passport’s role as a MCO for Kentucky SKY benefits, the High Fidelity Wraparound concept of care, TIC, impact of ACEs, the process for when a member ages out of foster care, and resources available to Kentucky SKY members. In addition, we will have co-located staff statewide to work in collaboration with the DJJ and the court system and ensure that they have the needed timely support and guidance to navigate the managed care process efficiently and effectively.

In addition, our education and training curriculum for this population is detailed in **Exhibit. G.04-2 Curriculum for Justice System Education.**

### Exhibit. G.04-2 Curriculum for Justice System Education

Training Topic	Curriculum
Kentucky SKY Program Overview	Purpose, roles and responsibilities of DMS, DCBS, DJJ and the Department for Behavioral Health, Developmental and Intellectual Disabilities (DBHDID), and how these agencies coordinate and collaborate with Passport’s Kentucky SKY team
Passport’s Kentucky SKY Team	Passport’s roles and responsibilities within the Kentucky SKY program, how to contact a Care Coordinator, and how to participate in a care team meeting
Kentucky SKY Population	Unique attributes, resiliencies and needs of the population

Our quarterly education program for the Kentucky Judicial System will include a set curriculum as well as trainings created to address specific needs. We will respond to feedback from education sessions and information provided by Passport’s field-based associates or through data that informs us that additional education is needed to support a seamless process or more timely access to care.

### Passport-Led Kentucky SKY Education Session

Passport welcomes the opportunity to conduct Passport-led Kentucky SKY education sessions in person or via webinar at the availability and convenience of the participants. By using already scheduled opportunities to address groups of individuals, such as regular professional meetings, new hire orientation, staff meetings or resource fairs, we can minimize personnel downtime. Passport’s Community Engagement team, as appropriate, will contribute to the outreach effort for providers, including presenting the course content and answering questions. In-person sessions offer the opportunity to ask and answer questions and gain feedback that can inform needed changes to materials or processes.

### Passport and Kentucky SKY Education Materials

In addition to in-person education sessions and webinars, Passport will develop resource materials that can be accessed and referred to as needed. These reference documents will be available online at [passporthealthplan.com](http://passporthealthplan.com) in the form of printable brochures, fact sheets and resource guides. All educational materials will be developed in a manner that is:

- Direct
- Easy to read
- Complementary information presented at in-person workshops or meetings

### Passport’s Education Program Will Extend to Community Supports and Safety-Net Providers

In addition to the education programs outlined in this response, Passport’s education outreach program on the Kentucky SKY program will be made available to resources in the community, such as in the areas of housing, employment, schools and parenting with community organizations. Groups and associations may include Youth Aging Out, Family Scholar House, the Office of Resilience and Community Services and Louisville Youth Group to list just a few. We will also more deeply engage with the safety-net providers in our network, including Federally Qualified Health Centers (FQHCs), Rural Health Clinics (RHCs), Behavioral Health Service Organizations (BHSOs), public health departments, and community mental health centers (CMHCs) to ensure they have the specialized education and support needed in the care of our Kentucky SKY members. The community and our safety-net providers are integral in making sure that Kentucky SKY members have access to the benefits and services they need and deserve.

#### Safety-Net Provider Education

Working with foster care helps ensure member’s continuity of care, such as educating schools on transition of care planning for the summer months.

## Proposal to Further Expand Kentucky SKY Training

Passport believes the more that individuals are informed about the Kentucky SKY program, the stronger the program will be. We propose making education about managed care and how it serves the SKY population available on a regular basis to DCBS and DJJ workers in a manner that is convenient and easily accessible.

The training would include an overview of the Kentucky SKY program:

- The Kentucky SKY covered services and requirements
- The role and responsibilities of the DMS and how DCBS and the DJJ staff can collaborate with Passport to obtain the best services for their clients
- Passport’s staffing and infrastructure to support the Kentucky SKY program
- The role and availability of Passport’s Kentucky SKY Care Management team and how to access the Care Coordinator
- Passport’s support in transitioning aging SKY members

Passport will also be available for ongoing trainings, scheduled at times and locations designated by DMS. Ongoing training topics will include information shared in the new hire education as well as additional topics determined to be needed or relevant based on Passport’s Kentucky SKY team’s collaboration with DMS, DCBS, the DJJ, DBHDID and Cabinet sister agency personnel. Trainings will be customized, as needed, and can be conducted in person or via WebEx based on the preference of DMS and other agencies. To accommodate new hires, changes in staff or changes in the roles of agency personnel, material will be developed in a manner that can be used repeatedly through various channels and is not dependent on face-to-face training.

## Conclusion

For twenty-two (22) years, we have ensured that our members in foster care have access to the supports and resources they need, and this continues to be a priority for Passport. We have the expertise and structure in place to collaborate with experts from the DMS, DCBS, DJJ and others to further develop a comprehensive and compliant training, outreach and education program for providers, facilities and others that could have positive judicial system upstream and downstream impacts for the unique needs of our Kentucky SKY members, including criminogenic factors.

***Passport has been honored to serve the Kentucky Medicaid and foster care populations for 22 years and will continue to comply with all provisions of the Medicaid Managed Care Contract and Appendices (including Kentucky SKY) as we continue to serve them in the future.***