

## G.7. Provider Services

Provide the Contractor's proposed approach to Provider outreach and education. Include a description of how initial training will differ from ongoing training. Describe proposed training materials including but not limited to:

- a. Coordinating services;
- b. Care Coordination Teams;
- c. Training in Trauma-informed Care (include sample materials);
- d. Crisis services;
- e. Child and Adolescent Needs and Strengths (CANS);
- f. High Fidelity Wraparound approach;
- g. Impact of ACEs;
- h. Neonatal Abstinence Syndrome (NAS);
- i. Six Seconds Emotional Intelligence (SEI); and
- j. Screening for and identification of Behavioral Health needs.

## Introduction

Passport has unique close ties with our providers who collectively serve our more than 5,000 members, comprised of adoption, foster care, former foster care, Juvenile Justice and disability related youth. Our initial and ongoing support for providers and our outreach and education structure is cross-functional so that our network providers have the resources, assistance, training and education needed to provide the level of care and coordination of services our members in foster care need and deserve.

**The providers who serve our Kentucky SKY members and Passport's extended provider support team will participate in initial and ongoing training that incorporates the five (5) guiding principles of trauma-informed care: safety, choice, collaboration, trustworthiness and empowerment, as well as how these principles can be implemented in a care management setting.**

The training is designed to inform training attendees about the unique needs of this very vulnerable population, the role of the caregiver and the requirements of the Kentucky SKY program that include the following:

- Early screening and assessment
- Consumer-driven care and services
- Nurturing a trauma-informed and responsive workforce
- Evidence-based and emerging best practices

- Creating safe environments
- Community outreach and partnership building
- Ongoing performance improvement and evaluation

## Provider Training, Outreach and Education to Implement Wraparound Care and Services for Members in Foster Care

Passport places an emphasis on making sure our providers are best positioned to arrange and deliver complex care to our Kentucky SKY members. We have an established onboarding, training, education and support program for our providers that is managed by our local, Kentucky-based Provider Relations Specialists. The person selected to be Passport's Kentucky SKY Provider Relations Liaison will be responsible for oversight of the development and implementation of Passport's Kentucky SKY provider curriculum. This person will be presented by Passport's cross-functional departments who work together to deliver the best and most responsive, relevant services to our providers. From our Provider Relations Specialists to Medical Directors and Care Advisors, our teams are well-positioned to help ensure our Kentucky SKY members receive the right care, timely and are connected to appropriate social supports.

Our structured approach to training and education is twofold. It is designed to educate and inform new and existing providers on topics relative to providing the most appropriate and effective integrated care and services for our Kentucky SKY members while also being compliant with Passport's contract with the Department for Medicaid Services (DMS) and applicable Commonwealth and federal requirements. Our program also contemplates the social needs of foster parents and caregivers, as well as how the provider can recognize these needs and provide guidance for the services and support available.

### Initial Training for Kentucky SKY Providers

The care and safety of our members in foster care is at the core of the Kentucky SKY program. Passport works closely with providers to ensure that they have the training to best serve the unique needs of this population. Passport recognizes that engaging and communicating with network providers within the first thirty (30) calendar days of active status with our plan is not only required by the DMS but also invaluable in the onboarding process. Doing so immediately helps eliminate the administrative burden providers may face and quickly gets Kentucky SKY members engaged in Passport's care management programs. Passport's provider orientation plan, including methods, topics and dates for completion of activities, will be submitted to the DMS in compliance with the Medicaid managed care contract.

Our orientation activities begin with an introductory phone call from the Provider Relations team, which coordinates the on-site orientation training. Our Kentucky SKY-specific training module will be included in our orientation training for providers new to the Passport network, to providers who are new to serving our Kentucky SKY membership, and as part of Passport's new hire training requirements. This training is structured to be delivered in an instructor-led setting and to also be available as a webinar for easy access at

any time. Whenever possible, professional education training units will be pursued as additional benefit for participation.

The training covers a range of topics that includes the following:

- An overview of the foster care system
- Trauma-informed care
- Challenges faced by former foster care members
- An appreciation of the circumstances Kentucky SKY members may have experienced, such as the following:
  - Multiple and frequent changes in placement
  - Changes in caregivers
  - Traumas experienced in their short lifetime and post-traumatic stress
  - Behavioral health (BH) and complex medical issues
  - Substance abuse issues—either personal or experienced in their home
  - Disruptions in education
  - Challenges when aging out of foster care and the risk of homelessness
- An understanding of the caregiver’s challenges and supports within the foster care system
- An understanding of adoption subsidy and which foster care members may qualify for a subsidy upon adoption finalization
- Available crisis services and the importance of supporting children and youth in community settings
- The Kentucky SKY covered services and requirements of each program and how they differ from other Medicaid populations, such as the provider’s responsibilities for the following:
  - Providing and/or coordinating health care services and BH services, including medical consent, timelines and assessments, appropriate utilization of psychotropic medications and more as required by the DMS
  - Compliant HIPAA information exchange
  - Business processes and workflows
  - Coordinating with foster parents, guardians and fictive kinship, social service workers and adoptive parents
  - Coordinating with state Department of Community-Based Services (DCBS) and the Department of Juvenile Justice (DJJ) professional personnel, court-appointed special advocates (CASAs), judges, law enforcement officials, private child-caring and child-placing agency staff and other cabinet sister agencies
  - The use of trauma-informed care and evidence-based practices
- The role and responsibilities of the DMS, the DCBS and the DJJ and the collaboration process with Passport

### **Substance Abuse and Children in Foster Care**

More than 70% of Kentucky children in foster care have characteristics of substance abuse or misuse.

- 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
- Criminogenic factors and needs of individuals involved with DJJ and the Administrative Office of the Courts (AOC) and how to support the care plan to reduce recidivism

At the foundation of our initial touch point, the Passport Provider Relations specialist confirms that the provider has been able to successfully access Passport’s provider website, provider portal and Kentucky HealthNet, all of which are critical in the provider’s relationship with Passport and the DMS, including connection information with the Kentucky Health Information Exchange.

Assistance is offered to the provider if there have been any barriers to accessing any of these websites. The provider is also made aware of the tools available to them on the provider website, such as the Provider Orientation Kit, which includes information on Passport’s special programs and how to access them (demonstrated in **Exhibit G.7-1**) as well as Passport’s Provider Manual.

The Provider Manual includes helpful information that details all of Passport’s plan benefits, policies and administrative procedures, as well as a dedicated section on requirements for Kentucky SKY providers. Information specific to the care of our Kentucky SKY members includes the following: eligibility primary care provider (PCP) exceptions, focus of Passport’s Special Populations team and the agencies that Passport collaborates with for the care of our members, such as the DCBS. Our Provider Manual also describes the nuances of the guidance and requirements for our members in foster care; for example, children may receive services from a specialist without a referral and require prior authorization for the following services only: inpatient hospital admissions, private duty nursing, home health services and any noncovered services, including early and periodic screening, diagnosis and treatment (EPSDT) expanded services.

Training rosters are maintained that verify the attendance of each provider and his/her staff in the orientation training, as well as all ongoing trainings. The rosters are made available to the DMS upon request. Our Provider Relations team follows up with the provider following the orientation session to answer any questions that the provider and his/her staff may have.

**Exhibit G.7-1: Provider Orientation Kit**

**This Provider Kit Includes ...**

WELCOME LETTER .....	2
<b>ALL ABOUT BENEFITS</b> .....	3
• Summary of Benefits for Passport Health Plan Members .....	3
• Cost Sharing .....	4
• Utilization Management .....	4
• Prescription Medications and Prior Authorization .....	5
• Lock-In Program .....	8
• Urgent Care Services .....	9
<b>RIGHTS &amp; RESPONSIBILITIES</b> .....	10
• Member Rights & Responsibilities .....	10
• Provider Responsibilities .....	11
<b>PROVIDER RESOURCES</b> .....	15
• Electronic Services .....	15
• Online Resources for Providers .....	15
• Cultural and Linguistic Services Program .....	17
<b>BILLING AND REIMBURSEMENT</b> .....	20
• Paper and Electronic Claim Submission .....	20
• Electronic Funds Transfer (EFT) .....	21
• Family Planning Claims .....	22
• Billing for EPSDT Services .....	23
• Submission of NDC Information for Drug Codes .....	24
• Corrected Claim Submission Procedures .....	25
• Encounter Submission .....	26
• Third Party Liability .....	26
<b>SPECIAL PROGRAMS</b> .....	28
• Care Management Programs .....	28
• Catastrophic Care Management .....	28
• Complex Care Management .....	29
• Condition Care Management .....	29
• Transition Care Management .....	32
• Care for You 24/7 Nurse Advice Line .....	32
• Remote Care Monitoring Program .....	32
• Maternity Care Management .....	33
• Specialty Populations Team .....	33
• Population Health Management .....	33
<b>BEHAVIORAL HEALTH</b> .....	34
<b>PROVIDER REFERENCE GUIDE</b> .....	37

Please note this information is important and to be used to help you become more familiar with Passport Health Plan. However, this doesn't replace the Provider Manual. The Provider Manual is available on our website and is an extension of your contract with Passport Health Plan.

PROVID0338 / UPDATED MARCH 2019

## Ongoing Kentucky SKY Training for Providers

As part of Passport’s ongoing provider training, education and outreach, we will provide the following training, exemplified in **Exhibit G.7-2**, to the primary and specialty medical providers, BH providers and dental and vision 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 are as follows:

- Kaplan Barron Pediatrics and Physicians to Children for their experience with medical homes for foster care members
- Passport’s Dr. David Hanna and Dr. Jessica Beal for expertise in trauma-informed care
- Dr. Allyson Bradow, PSY.D, a psychologist in Louisville, Kentucky, with expertise in dialectical behavioral therapy and mindfulness
- Pastor Edward Palmer for training on racial disparity
- Kent School of Social Work, Spalding School of Social Work, WKU School of Social Work and University of Kentucky School of Social Work for creating trauma-informed education
- Adoptive parents and foster care parents for their experiences and perspectives, including peer training in conjunction with the Kentucky Partnership for Families and Children
- Passport’s Dr. Liz McKune and Dr. Cheryl Hall for expertise in criminogenic factors on recidivism and the alignment with social determinants of health (SDoH)
- The University of Kentucky College of Social Work’s Training Resource Center (TRC) to administer trauma-informed care trainings with law enforcement, providers and other stakeholders around the state

### Exhibit G.7-2: Passport Kentucky SKY Training

Training Topic	Curriculum
G.7. a. Coordinating Services, and b. Care Coordination Teams	Understanding how Kentucky SKY Care Coordination Teams are formed, potential participants (i.e. , the member (when appropriate), the foster family, the biological family (when appropriate), providers involved in the member’s care including the PCP, dental provider, BH provider and any specialists, as well as other individuals pertinent to the member’s care, such as coaches, mentors or religious leaders) and how to engage and coordinate care and wraparound services
G.7.c. Training in Trauma-informed Care (include sample materials)	Understanding the signs of trauma in Kentucky SKY members as well as their caregivers, potential contributing factors and available tools and resources  Two samples of Trauma Informed Care training are included as <b>Attachment G.7-1_Addressing Vicarious Trauma in Foster Parent Training and Retention</b> and <b>Attachment G.7-2_Trauma Informed Care Training Sample Material</b>

Training Topic	Curriculum
G.7.d. Crisis Services	Identifying when crisis intervention is needed and the services available for the Kentucky SKY member
G.7.e. Child and Adolescent Needs and Strengths (CANS)	Promoting the CANS tool designed to support level of care and service planning decision making, to facilitate quality improvement initiatives, and to allow for the monitoring of outcomes of services.
G.7.f. High Fidelity Wraparound Approach	The tenets of wraparound and what it means to provide the right support and services for the whole family, not just the Kentucky SKY member
G.7.g. Impact of Adverse Childhood Experiences (ACEs)	Informing about the lasting impacts of abuse, neglect and other traumas on children and how to minimize the risks long-term negative impacts.
G.7.h. Neonatal Abstinence Syndrome (NAS)	Recognizing the signs of NAS withdrawal symptoms caused by in utero exposure to drugs of dependence.
G.7.i. Six Seconds Emotional Intelligence (SEI)	Learning effective measures that help people develop and apply emotional intelligence.
G.7.j. Screening for and identification of Behavioral Health needs	Screening for and identification of Behavioral Health needs using evidence based and/or best practices especially focused on concerns related to the foster care populations (e.g., trauma, substance use, depression).
<b>Additional Training</b>	
Family First Prevention Services Act and any other federally mandated services or programs impacting Kentucky SKY members	Understanding the requirements of providers as defined within federally-mandated programs, how to carry out the intent of the legislation and methods to incorporate and/or augment current practices.
Suicide Prevention	Enabling the early identification and assessment of young patients at high risk for suicide for suicide prevention [ <a href="http://www.nimh.nih.gov">www.nimh.nih.gov</a> ].
Polypharmacy Risks	Understanding and mitigating the risks of polypharmacy .
Racial Disparities	Understanding of the racial disparities that exist in foster care and DJJ systems.
Criminogenic Factors	Understanding the risk factors for recidivism in DJJ and how they align with the social determinants of health for use in care plans that meet the whole member’s needs.

### Passport Continually Educates and Updates Providers

Passport eNews is a key communication method that the Provider Relations team uses to share timely information with participating providers in our network. Timely operational updates, announcements and information are shared with providers in real time via email. The distribution can be tailored to specific provider types, including Kentucky SKY providers for targeted messaging, or sent to all providers with communications that have a broader impact. Passport eNews communications are sent out weekly, on average. In 2018, approximately eighty (80) Passport eNews emails were sent to our provider community with information relevant to their practices. Passport also offers annual provider workshops at accessible

locations across Kentucky so that providers from all regions have the ability to attend. Topics presented at previous workshops have included fraud, waste and abuse detection, Social Security Act Title XI, the role providers have in quality and Healthcare Effectiveness Data and Information Set (HEDIS) measures, third-party administrator transition training, DMS initiative training (i.e., Kentucky HEALTH) and billing and reimbursement practices. To ensure all providers have access to the training information at any time, Passport facilitates and then posts a webinar version of the workshop available on the provider portal.

Passport's Provider Relations specialists and subject matter experts also attend the webinars. This provides an opportunity for open dialogue to share ideas and suggestions and for further collaboration between the network providers and Passport. Attendees are asked to complete a workshop evaluation so that we may gauge the success of the workshops and the relevance of the content discussed, as well as provide a forum for providers to offer feedback and suggestions for future use.

Providers are invited to in-person workshops and/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 webinars, such as *Opioid Use Disorders TeleECHO Clinic*, *Targeted Case Management* and *Passport Behavioral Health: Autism Services and Behavioral Analysts* as illustrated in **Exhibit G.7.3**, that were conducted in collaboration with subject matter experts from cross-functional teams within Passport.

**Exhibit G.7-3: Passport Training**



## Conclusion

Provider engagement is at the very core of Passport and starts at the highest levels of leadership. We recognize that an informed provider experience focused on solid communication, education and provider satisfaction directly affects the experience of our Kentucky SKY members. We are committed to ensuring that Passport providers are aware, understand and comply with the Kentucky SKY program and its requirements through our structured and comprehensive initial and on-going trainings, as well as monitoring provider adherence to the training curriculum via our many regular interactions with providers.

***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.***