

State of Florida Department of Children and Families Rick Scott Governor

Mike Carroll Secretary

DATE:	June 30, 2017
то:	Regional Managing Directors Sheriff's Offices Conducting Child Protective Investigations Community-based Care (CBC) Lead Agency CEOs
THROUGH:	David L. Fairbanks, Deputy Secretary
FROM:	JoShonda Guerrier, Assistant Secretary for Child Welfare Vicki Abrams, Assistant Secretary for Operations
SUBJECT:	'Go' Live for FSFN Enhancements to Medicaid Applications

PURPOSE: This memorandum is to advise all stakeholders that the Medicaid eligibility application enhancements to the Florida Safe Families Network (FSFN) will be implemented on June 30, 2017. These changes will enhance current functionality and improve the Medicaid connection FSFN has with the FLORIDA system.

BACKGROUND: Currently, Medicaid applications for children in care must be submitted manually when the submission to FLORIDA from the FSFN interface is unsuccessful. The changes to be implemented June 30 will reduce the manual labor involved in the application process. The target user group for these changes is CBC Revenue Maximization staff.

As stated in the June 21, 2017, "Get Set for FSFN Enhancements to Medicaid Applications" memo, the functionality enhancements included in this release will:

- Allow a new initial Medicaid application when the previous application was denied;
- Populate the date into Removal Begin Date for Independent Living (IL), Interstate Compact for the Placement of Children (ICPC) and Post-Adoption Conversion cases;
- Populate placement and notification address changes for IL, ICPC and Post-Adoption Conversion cases; and
- > Transmit the CBC Lead Agency name instead of a specific worker name.

1317 Winewood Boulevard, Tallahassee, Florida 32399-0700

FSFN Enhancements to Medicaid Applications June 30, 2017 Page 2

TRAINING: Training is required for all CBC Revenue Maximization staff who are responsible for the completion of Medicaid applications for children in care. Initial training was offered during sessions offered in Fort Lauderdale, Orlando and Tallahassee. Participants in these initial sessions are responsible for training remaining Revenue Maximization staff within their individual CBCs and supporting all affected staff upon implementation of the enhancements.

The recorded training for this new FSFN functionality will be posted on the Center for Child Welfare site (centerforchildwelfare.org) by July 31, 2017.

ACTION REQUIRED: Please review and disseminate this memorandum and the attached informational flyer and training presentation to all CBC Revenue Maximization staff responsible for the completion of Medicaid applications for children in care. The training presentation includes information for case managers regarding case closure.

- The manual process of Medicaid applications will end June 30, 2017.
- If there are system defects after June 30, 2017, the Office of Child Welfare will give guidance to eligibility staff and CIC workers on how to proceed with paper applications.
- The Economic Self-Sufficiency Office (ESS) will no longer accept paper applications, except for ICAMA applications, after <u>July 10, 2017</u>. All Medicaid applications other than ICAMA applications should be completed through the FSFN/FLORIDA No-Touch Process.

CONTACT INFORMATION: If you have questions or need further information, please contact Jessica Johnson, at <u>Jessica.Johnson@myflfamilies.com</u> or (850) 717-4491.

For questions related to the local implementation of these enhancements, please contact your Regional Champions:

Northwest Region – <u>Kelly.Faircloth@myflfamilies.com</u> Northeast Region – <u>Daniel.Sprague@myflfamilies.com</u> Central Region – <u>Alger.Studstill@myflfamilies.com</u> SunCoast Region – <u>Kyle.Teague@myflfamilies.com</u> Southeast Region – <u>Tausha.Schreiber@myflfamilies.com</u> Southern Region – <u>Thomas.Davis@myflfamilies.com</u>

ATTACHMENTS:

Informational Flyer – *FSFN Medicaid Application Enhancement* FSFN Medicaid Enhancements – Training PowerPoint

cc: Jeri Culley, Assistant Secretary for Economic Self-Sufficiency Regional Family and Community Services Directors Regional Economic Self-Sufficiency Directors Office of Child Welfare Directors Kiran Garimella, OITS Director of Application and Support Services FSFN Consultant Network and FSFN User Group Florida's Center for Child Welfare



FSFN/FLORIDA

Medicaid Enhancement

Medicaid Enhancement

- Eliminate redundant process and re-work
- Provide ability to submit new Initial Medicaid Application when the previous is denied
- Populate the Removal date when missing
- Correct the Notification Address information
- Correct TANF Income Calculation
- Correct Title IV-E Adoption Eligibility

Best Practice Before Starting Medicaid Process/Application

- Update child's demographics
- Ensure address information is updated for child and parent
- Complete merge, if necessary
- Ensure child is in a Licensed, Relative, Non-Relative Placement or Living Arrangement
- Enter/Update Assets & Employment Module
- Verify if the child is receiving SSI
- Complete Eligibility

FSFN Hierarchal Structure For Medicaid Removal Date

• Child in an Open Removal Episode, **Populate** with Removal Begin Date

• Child in a Living Arrangement, **Populate** with Living Arrangement Begin Date

- Child Flagged as Post Adoptive, **Populate** with the Oldest Date where Service Category = Adoption and Provider on the Service is NOT an Organizational Provider.
 - If no Service Provider, **Populate** with Effective Date/Date of Adoption Subsidy Agreement (Oldest Effective Date)

FSFN Hierarchal Structure For Medicaid Removal Date (Cont'd.)

 Child NOT Flagged as Post Adoptive <u>BUT</u> has at least one Service with Service Category = Adoption, **Populate** with the Adoption Subsidy Service Begin Date (NOT Organizational Providers)

• Lastly, Check for the Most Recent Removal Episode that has been discharged, **Populate** with the Last Removal Begin Date Episode.

FSFN Hierarchal Structure for Worker Last and Worker First Name (Agency Name)

- Child in a Removal Episode, **Populate** with the Agency Name.
 - Agency Name is 1- 30 Characters, **Populate** Last Name with the first 15 Characters and First Name with remaining Characters.
 - If Agency Name is less than 16 Characters, **Populate** Last Name with the 15 Characters and add a Lower Case x for First Name.
- Child in a Living Arrangement and Child is over 18, Populate Child's Last Name and First Name

• Child in a Living Arrangement and Child is Less Than 18, **Populate** with Primary Caregiver Name

FSFN Hierarchal Structure for Worker Last and Worker First Name (Agency Name) (Cont'd.)

• Child Flagged as Post Adoptive, **Populate** with the Provider's Name where Service Category = Adoption and the Provider is NOT an Organizational Provider

 Child Not Flagged as Post Adoptive BUT has at least Service Category = Adoption, Populate with the Newest Adoption Subsidy Provider Name and the Provider is Not an Organizational Provider

• Lastly, Check for the Most Recent Removal Episode that has been discharged, **Populate** with the Worker's Agency Name

FSFN Hierarchal Structure for Notification Address

• Child in a Removal Episode, **Populate** with Worker's Unit's Physical Address

• Child is in a Living Arrangement and Child is over 18, **Populate** with the Child's Current (Not End Dated) Primary Residence Address

• Child is in a Living Arrangement and Child is Less than 18, **Populate** with the Primary Caregiver Primary Residence Address

FSFN Hierarchal Structure for Notification Address (Cont'd.)

 Child Flagged as Post Adoptive, Populate with the Provider's Address (Documented on the Service) where Service Category = Adoption and the Provider is NOT an Organizational Provider

 Child is not Flagged as Post Adoptive BUT at least one open Service Category = Adoption , Populate with the Provider's Address (Documented on the Service) where Service Category = Adoption and the Provider is NOT an Organizational Provider

• Lastly Check for the Most Recent Removal Episode that has been discharged, **Populate** with the Current Worker's Unit's Physical Address

FSFN Hierarchal Structure for Placement Address

- Child in an Open Removal, **Populate** with Current OOH Placement Provider Address.
 - **Unless** Service Category = Missing Child. Then **Populate** with the Most Recent Removal Placement Provider Address (Not Made in Error)

• Child in a Living Arrangement, **Populate** with the Child's Primary Residence Address

 Child Flagged as Post Adoptive, Populate with the Provider's Address (Documented on the Service) where Service Category = Adoption and the Provider is NOT an Organizational Provider

FSFN Hierarchal Structure for Placement Address (Cont'd.)

 Child is not Flagged as Post Adoptive BUT at least one open Service Category = Adoption, Populate with the Provider's Address (Documented on the Service) where Service Category = Adoption and the Provider is NOT an Organizational Provider

 Lastly, Check for the Most Recent Removal Episode or Prior Discharged Removal, Populate with the Current Worker's Unit's Physical Address

FSFN/FLORIDA File Transfer Structure



Living Arrangement Codes for Medicaid

• If Living Arrangement Code is:

• **27** = Medicaid Only

• $\mathbf{28} = \text{Foster Care}$

• **29**= Adoption

Validation Messages

• The most recent record on the Summary tab must be an Initial Action with the Status of Approved OR a Change Action with any Status. Please make the necessary updates to create a new Change Action.

No Initial Record, So User Cannot Insert a Change Record

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Validation Messages

 Please complete an Initial transaction and submit to the FLORIDA system. A FLORIDA case number must be returned from the FLORIDA system prior to selecting Close.

No Initial Record, So User Cannot Insert a Close Record

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FSFN Medicaid Enhancements/Update

Medicaid Summary Tab

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Enabling of the Insert Button

- The insert button is conditionally enabled <u>ONLY IF</u> one of the following criteria is met:
 - 1. No rows exist on the Medicaid Eligibility record Summary tab; OR
 - 2. If the Initial has a Status = Approved BUT at least one Change row has a Status = Rejected; OR
 - 3. If the Initial has a Status = Approved and all Change rows have a Status = Approved
 - 4. The last row on the Medicaid Eligibility Summary tab has an Action = Initial AND a Status = Denied; OR
 - 5. The last row on the Medicaid Eligibility Summary tab has an Action = Close AND a Status = Approved or Denied.

If one of the five criteria is not met, the Insert button will not be enabled.

Initiate Action Pop-Up Screen

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Medicaid Effective Date Sent to FLORIDA is Captured on the Initiate Pop-Up Page

Last Record is a Change Record, Initial Radio Button is Disabled and Greyed Out

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Pre-existing Medicaid Where Last Record is Redetermination (Insert Greyed Out)

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Create "New" Medicaid Page

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Case Closure Requires Closure Row (Before)

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Case Closure Requires Closure Row (After)

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Case Closure Notification

- Medicaid must be closed prior to case closure.
- Case Management will notify local Rev Max team to complete Medicaid closure.

Notification to ESS of Manual Process and Paper Applications

• The manual process of Medicaid applications will end tentatively **June 30, 2017**.

• If after June 30, 2017, there are system defects, the Office of Child Welfare will give guidance to eligibility staff and CIC workers on how to proceed with paper applications.

• The Department of Children and Families, Office of Child Welfare, has given the Economic Self- Sufficiency Office (ESS) a date of <u>July 10, 2017</u> to no longer accept paper applications, except for ICAMA applications. All other Medicaid applications should be completed through the FSFN/FLORIDA No-Touch Process.

Medicaid for Adopted Children Ages 16 and 17

- Children who are adopted at ages 16 and 17 who begin receiving IL services: The adopted child should not be receiving IL Medicaid and should continue to receive Adoption Medicaid.
- An adoptive child who begins IL services should not be receiving Medicaid through FSFN. This would be done external to FSFN. The Child in Care staff will complete the Medicaid process to extend coverage to age 21, per the information received from the CBC.
- The user should close the Medicaid record in FSFN once the child begins receiving IL services, do a split for IL to create a new split case and should not create a Medicaid record in the IL case.

Split Case

vs. Create Case After Finalization

• When a Child or Young Adult's Case is Split, Medicaid Page Follows the Child/Young Adult (IL)

• Create Case After Finalization, A New Medicaid Page MUST be Created for the Newly Adopted Child

• You MUST Close the Child's Medicaid in the Pre-Adoptive Case

Discussion One-Time (Recurring) Batch For Historical Medicaid Issues



MYFLFAMILLES.COM	SFN Medicaid Application Enhancements						
What is changing?	 Allow new initial Medicaid application when the previous application was denied. Populate date into Removal Begin Date for IL, ICPC and Post-Adoption Conversion Cases. Populate placement and notification address changes for IL, ICPC and Post-Adoption Conversion Cases. Transmit CBC Lead Agency name instead of a specific worker name. 						
Who will experience the changes?	Revenue Maximization SpecialistsChild in Care Specialists						
When will the changes occur?	June 30, 2017						
What is the training approach?	 Classroom training sessions will be held in the following locations: June 19 – Ft. Lauderdale June 20 – Orlando June 22 – Tallahassee 						
Who do I contact with questions?	Contact your Regional Champion for questions and details about readiness activities.						
Who is my Regional Champion?	 Kelly Faircloth, Northwest Region Daniel Sprague, Northeast Region Alger Studstill, Central Region Kyle Teague, Suncoast Region Tausha Schreiber, Southeast Region Thomas Davis, Southern Region 						