Georgia Families 360° SM

Connecting Transition Age Foster Youth to Health Services

College Connections for Student Success Conference:
A Focus on Foster Care, Homeless Youth and Other Disconnected Youth
Who is Amerigroup Georgia?

• Incorporated as Amerigroup Georgia Managed Care Company, Inc.

• Amerigroup is a part of the Georgia Families Medicaid program administered by the Georgia Department of Community Health (DCH). DCH is Georgia’s Medicaid authority.

• Amerigroup was chosen to be the single statewide care management organization (CMO) for the youth in the Georgia Families 360° program.
  – Georgia Families 360° is staffed separately from general Amerigroup CMO employees.
Purpose of the Transition

- The **Department of Community Health (DCH)** analyzed redesign options for managing the care of youth in **Medicaid**.

- **DCH** identified a need for enhanced care coordination and service integration for children in foster care and receiving adoption assistance, and youth in **DJJ** custody who reside in community residential facilities.

- **Georgia Families 360° SM** was created to address this need and a single CMO, **Amerigroup**, was chosen to take on this task.
Main Goals

• Focused integration of care on the physical, behavioral health, and dental needs of Georgia’s children in foster care, receiving adoption assistance and in juvenile justice community residential programs
• Improve health and well-being outcomes
What’s Different?

• Electronic Medical Records
• Care Coordination Team
• 24/7 Intake Line for members only
• Psychotropic Medication Oversight
• Standardized reporting and monitoring of health outcomes and key performance indicators
• Ombudsman for member advocacy
A System of Supports

Member and Legal Caretaker

Intake Line: 24/7 Information Hub

Psychotropic Medication Oversight

Care Coordination: Identifying gaps in care and locating resources

Ombudsman: Member advocacy and issue resolution
Georgia Families 360° SM Intake Line

- A centralized information hub that can be reached for a variety of member needs, including notification of new members (after business hours only)
- Available 24/7 (including holidays)
- For Georgia Families 360° SM members only – staffed here in Georgia by nonclinical case specialists
- Language line is available for non-English speakers
- Not a crisis line
Psychotropic Medication Management Program

- Every youth with one or more psychotropic medication(s) will have their meds reviewed by Georgia Families 360° Medical Director or pharmacy review team.

- Goal is to ensure evidence based medication guidelines are followed for youth and that the medication is appropriate for the identified diagnosis.
Ombudsman Role

- The Amerigroup Ombudsman Office provides confidential, impartial assistance to members, their representatives and caregivers of Georgia Families 360° SM who are experiencing health care-related issues.

- We also work with advocacy groups and state agencies to discuss trends and issues within the community.
Care Coordination Teams
What is a Care Coordinator?

• Every youth in the Georgia Families 360° SM program will be assigned to a Regional Care Coordination Team with a specified Care Coordinator.

• Regional teams are assigned based on county of custody/residence for youth.

• Care Coordinators partner with families to identify gaps in health care-related needs for the child and help find services to address those gaps.
What does an Amerigroup Care Coordinator do?

• **Care Coordinators** address gaps in the care of youth for both physical and behavioral health.

• All youth will have an individualized care plan that will address their identified physical and behavioral health needs.

• **Care Coordinators** educate families and team members about the service needs of youth.
Care Coordination Case Study

• 16 years old
  – Entered **Georgia Families 360° SM** March 2014
  – End-stage renal failure
    • Diagnosed July 2014
  – Major Depressive Disorder with psychosis
    • Diagnosed March 2014
  – Suicidal Ideation
  – Self-harm
Care Coordination Case Study (cont’d)

• Care Coordination Activities
  – Coordinated/facilitated numerous FTM to discuss with various providers, DFCS CMs/Supervisors/Directors, CPA staff, MH providers, medical facilities
  – Outreach to various psychiatric treatment facilities (PRTF)
  – Coordinated with dialysis provider
  – Ensured necessary medical equipment was delivered to PRTF to address her medical issues
Care Coordination Case Study (cont’d)

• Care Coordination Activities
  – Coordination facilitated placement in a treatment center where member’s psychiatric and medical needs are addressed, treated and managed
  – Member is doing very well
    ▪ Participating in therapy and activities
    ▪ Making progress toward her mental health well-being
    ▪ Receiving weekly dialysis treatments
Care Coordination for Transitioning Youth
Youth Transitioning Out of Foster Care

Transitioning Youth
• Ages 18-25
• Chafee Foster Care Medicaid
• Former Foster Care Medicaid

The numbers in Georgia
• 2013
  ▪ 25,000 to 30,000 transitioning youth in the U.S.
  ▪ 5,935 of those youth in Georgia
• 2015
  ▪ 241 in Georgia Families 360°™
Eligibility

- Former Foster Care Medicaid
  - Age
    - In foster care, the month of his/her 18th birthday
    - Under the age of 26
  - Citizenship/immigration status/identity
    - Georgia Foster Care only
      - Exempt from providing additional documentation

- Income
  - No income or resource limits

- Application
  - Right From the Start Medicaid (RSM) Outreach Project
  - DFCS office
Challenges of Transitioning

• Housing
  – Housing circumstances have direct and indirect impacts on access to health care.
  – Emerging adults experience repercussions of institutional life including the suspicion of authority and mistrust of medical providers.

• Physical Health
  • Multiple chronic conditions
    – Higher risk than those not in foster care
    – Higher risk than those with similar economic status
Challenges of Transitioning (cont’d)

• Mental Health
  - Lifetime diagnoses among 19-year-olds
    ▪ PTSD
      ○ 30% higher than the general population
      ○ 21% higher than Afghanistan and Iraq veterans
    ▪ Depression
    ▪ Panic Disorder
    ▪ Drug Dependence
    ▪ Alcohol Dependence
    ▪ Bulimia
Transition Care Coordination

• Objective
  – Members gain self-sufficiency
  – Members assume primary responsibility for managing all aspects of their overall well-being

• Population
  – Existing members
  – Potential members, currently unknown to Georgia Families 360°℠
  – 17 to 25-year-olds
Existing Members Ages 14 to 17

- Learning **Independent Living Skills (ILS)**
  - While in placement
  - Through the **DFCS Independent Living Program (ILP)**

- **Care Coordinators**
  - Advocate for the member’s enrollment in **ILP**
  - Promoting member participation in **ILP**
Former Foster Care Members

- [5,694] are not known to **Georgia Families 360° SM**
- Potential member identification and referrals
  - Community resources
    - Primary Care Providers
    - Georgia Youth Opportunity Initiative
    - EmPowerment
    - Embark
    - Families First
- Former Foster Care Medicaid
  - **Right From the Start Medicaid (RSM) Outreach Project**
  - **DFCS office**
Self-Sufficiency Plan

• Focuses on member
  – Gaining life skills
  – Navigating life domains
  – Gaining and maintaining self-sufficiency
  – Collaborative effort
  – Member is the final authority

• Satisfaction With Life Scale (SWLS)

• Self-Sufficiency Matrix
Satisfaction with Life Scale

Below are five statements that you may agree or disagree with. Using the 1-7 scale below, indicate your agreement with each item by placing the appropriate number on the line preceding that item. Please be open and honest in your responding.

Questions:

____ In most ways, my life is close to my ideal.
____ The conditions of my life are excellent.
____ I am satisfied with my life.
____ So far, I have gotten the important things I want in life.
____ If I could live my life over, I would change almost nothing.

Answers:

• 31-35 Extremely satisfied
• 26-30 Satisfied
• 21-25 Slightly satisfied
• 20 Neutral
• 15-19 Slightly dissatisfied
• 10-14 Dissatisfied
• 5-9 Extremely dissatisfied

Scale:

7 - Strongly agree
6 - Agree
5 - Slightly agree
4 - Neither agree nor disagree
3 - Slightly disagree
2 - Disagree
1 - Strongly disagree
Self-Sufficiency Matrix

- Transpiration/Mobility
- Legal and Criminal History
- Noncriminal Legal Issues
- Domestic Violence History
- Child Welfare Status
- Parenting Skills
- Community Involvement
- Welfare/TANF Status
- Food
- Job training/Vocational Rehab
- Financial Literacy
- Credit History
- Adult Education
- Life Skills
- Mental Health
- Substance Abuse
- Healthy Behaviors
- Health Care
- Child Care
- Family Relations
How Georgia Families 360°SM Can Assist With College Success

• Care Coordination
  – Encourage enrollment and participation in the DFCS ILP
  – Self-Sufficiency Plan
  – Provide regular health/behavioral health support through provider network

• Embark Georgia
  – Connectivity
  – Best Practices
### Self-Sufficiency Plan Worksheet Example

<table>
<thead>
<tr>
<th>Domain: ADULT EDUCATION</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
</tr>
</thead>
<tbody>
<tr>
<td>Literacy problems and/or no high school diploma/GED are serious barriers to employment; not willing able to increase educate to contribute to increased employment/income</td>
<td>No high school diploma/GED</td>
<td>Has high school diploma/GED</td>
<td>Needs additional education/training to improve employment situation; willing and able to obtain additional education/training; and/or to resolve literacy problems to where they are able to function effectively in society</td>
<td>No literacy problems; has completed education/training needed to become employable to maintain permanent housing</td>
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Please review the above self-sufficiency matrix and answer the following questions to the best of your ability:

According to this scale, I feel I am currently at Level _____ 3 _____ (1-5).

Please Explain: **High school was all I felt I could do.**

In **30 days**, I would like to be at Level _______ 4 ______ (1-5).

Please explain: **I want to know more about college options**

Below is my Action Plan with concrete steps I can take to achieve this Goal.

**Short Term (One Month) Goal:** **Figure out what I should study.** Completed?

<table>
<thead>
<tr>
<th>Action 1</th>
<th>Take an interest survey</th>
</tr>
</thead>
<tbody>
<tr>
<td>Action 2</td>
<td>Look for job descriptions with similar interests</td>
</tr>
<tr>
<td>Action 3</td>
<td>Identify education requirements for that type of job</td>
</tr>
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In **90 days** I would like to be at Level __4___ (1-5).

Please explain: Figure out how to pay for college

**Long Term Goal:** Take a class in September

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<th>Action 3</th>
</tr>
</thead>
<tbody>
<tr>
<td>Talk to an admissions and financial aid counselors</td>
<td>Follow-up with counselors’ recommendations</td>
<td></td>
</tr>
</tbody>
</table>

Comments/Updates: __________________________________________________________

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**Amerigroup**

**Real Solutions**

**in healthcare**
Member Engagement

Member engagement resources include:

• Website
• Resource Pocket Card
• Transition Handbook
• Member Handbook
• Provider Blasts
• Community Partners
Contact Information
For more information on the program, please contact:

**Amerigroup**

- **Intake Number:**
  - 1-855-661-2021 (phone)
  - 1-888-375-5064 (fax)
  - gf360@amerigroup.com *for member documents only* (email)

- **Ombudsman**
  - 1-855-558-1436 (phone)
  - helpOMB@amerigroup.com (email)
  - 1-888-375-5067 (fax)

- **Amerigroup Member website:** www.myamerigroup.com/GA
- **Georgia Families 360° website:** www.myamerigroup.com/GF360
Questions?
References

