


Lessons from Medicaid and CHIP Quality Improvement Learning Collaboratives

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South Carolina Foster Care Affinity Group: “Improving Timely Health Care for Children and Youth in Foster Care”

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AGENDA

- AIM Statement
- Plan-Do-Study Act
 - South Carolina Department of Health and Human Services (SCDHHS)
 - South Carolina Department of Social Services (SCDSS)
 - Select Health
- Data Analysis
- Key Challenges
- Key Successes

South Carolina: AIM Statement

What are we trying to accomplish?

By Dec. 31, 2023, improve timely access for children and youth in foster care by increasing:

- Initial well-child visits within 30 days from 44% to 54%
- Initial dental visits within 60 days from 53% to 63%



South Carolina: Trends on Well Child and Dental Visits

Measure	Mar 2022 Aug 2022	Dec 2021 - May 2022	Oct 2021 - Mar 2022	April 2021 - Sept 2021	April 2021 Sept 2021	Oct 2020 - Mar 2021	April 2019 - Sept 2019
Well child within 30 days (85% goal)	35%	36%	36%	39%	38%	44%	35%
Dental within 60 days (60% goal)	48%	47%	46%	49%	49%	53%	51%



Plan-Do-Study-Act (1)

- Targeted Select Health **provider education** (timely initial well checks, 99358 code with UA modifier)—Approved/completed June 2022
- Select Health **text campaign** to introduce the Foster Care Team (to facilitate scheduling of well child visits)—Approved/Completed November 2022
- South Carolina Department of Social Services **immunization record access** through the South Carolina Department of Health and Environmental Control request—Approved/completed July 2022, and South Carolina Department of Social Services —Completed August 2022
- South Carolina Department of Health and Human Services **provider education**—Approved/completed September 2022



Plan-Do-Study-Act (2)

- SCDSS Well child visits **flyer**— October 2022
- SCDSS Marion County—January 2023
- SCDSS new **positions**—Approved and continuous 2023
- Select Health and SCDSS education for **group care facilities**—January 2023
- SCDHHS- Cúram **replacement card < 30 days**—Pending, tentative March 2023
- SCDHHS foster care **provider map**—Pending



SCDSS Well Child Visit Flyer

DSS SOUTH CAROLINA DEPARTMENT OF SOCIAL SERVICES Well Child Visits Information for Primary Care Providers

The South Carolina Department of Social Services Office of Child Health and Well-Being needs your help to meet the needs for children in foster care!
Visit our provider page for more resources: <https://dss.sc.gov/child-well-being/for-health-care-providers/>

Initial Well Child Visits

All children must receive a well child visit within 30 days of entering foster care.

Ongoing Well Child Visits

After the initial visit, all children must receive ongoing well child visits based on their age. The visit schedule is based on the American Academy of Pediatrics guidelines for children in Foster Care. (www.aap.org)



Combining Sick Visits with Well Child Visits

Did you know, if a child comes in for a sick visit and is due for a well child visit, providers can combine the visits? Effective July 1, 2019, South Carolina DHHS issued a Medicaid Bulletin stating that sick visits and well child visits completed on the same day, for beneficiaries from birth to 21 years, can be **combined and billed using modifier "25"**.

Denial of Services

If a service or procedure you determined is needed is denied, please email your regional DSS nurse who can assist with denial appeals. (Nurse emails on pg. 2)

Select Health Reimbursement

Select Health will reimburse a provider for an initial well child visit when the foster child changes service areas, *even if a well child visit was recently completed by another provider.*

As of July 1st, 2020, South Carolina DHHS reimburses providers for the non-direct patient care activities associated with establishing a provider/patient relationship with a child in foster care, such as record collection and coordination with various providers and state agencies. Claims for this service should be billed with **CPT code 99358** ("prolonged evaluation and management services before or after directed patient care") **with a modifier of "UA"**. This code should be submitted along with the appropriate evaluation and management or well-visit code for the direct patient care component.



Tip! If a child is new to your care, please ask the foster parent or case manager for the **DSS Health and Education Passport**. The **Passport** has valuable information to help you get to know the child and their history.

DSS SOUTH CAROLINA DEPARTMENT OF SOCIAL SERVICES Well Child Visits Information for Primary Care Providers

After-Visit Summaries

After-visit summaries provide South Carolina DSS with the necessary information to address the child's follow up care needs, such as referrals to a specialist, additional testing, medication changes, or return visits. After-visit summaries or full clinic notes can be sent to your region's **DSS nurse email or fax.**

Upstate Region
NurseUpstate@dss.sc.gov
Fax: 864-282-4278
Midlands Region
NurseMidlands@dss.sc.gov
Fax: 803-734-2863
Lowcountry Region
NurseLowcountry@dss.sc.gov
Fax: 843-953-2561
Pee Dee Region
NursePeeDee@dss.sc.gov
Fax: 843-519-0840

Tip! If your practice does not generate an after-visit summary, you can fill out the **DSS Medical/Dental Encounter Form 30260**. Contact your regional nurse for a copy.

Select Health of South Carolina Care Coordination

In July 2019, Select Health created a unit of dedicated nurse care managers and care connectors for children in foster care. *Select Health's Foster Care Team* can provide care coordination such as:

- Finding a primary doctor or specialist
- Assisting with medication management and medication needs through the pharmacy
- Helping to make appointments
- Following up on any appointments, referrals, or resources given

The *Select Health Foster Care Team* can answer questions, help navigate insurance services, and educate on physical or mental health conditions.

For questions, or to reach the *Select Health Foster Care Team*, please call: **First ChoiceSM by Select Health of South Carolina at 1-888-276-2020 and press option #3**



Key Elements needed on the After-Visit Summary

- Date of assessment
- New diagnoses
- Health history
- Medication additions/dose changes /discontinuations
- Allergies and reactions
- Immunizations
- Physical exam findings including growth/vital signs
- Developmental and behavioral findings/screenings completed
- Hearing/vision
- Dental needs
- Lab tests needed/completed/pending
- Referrals to other physicians
- Doctor recommendations/follow up instructions
- Future schedule appointments

DSS SOUTH CAROLINA DEPARTMENT OF SOCIAL SERVICES QUESTIONS? Email us at childhealth@dss.sc.gov or call the Office of Child Health and Well-Being at (803) 898-7788. We are here to help.

DSS Form 37522 (Oct 2022)

1 of 2

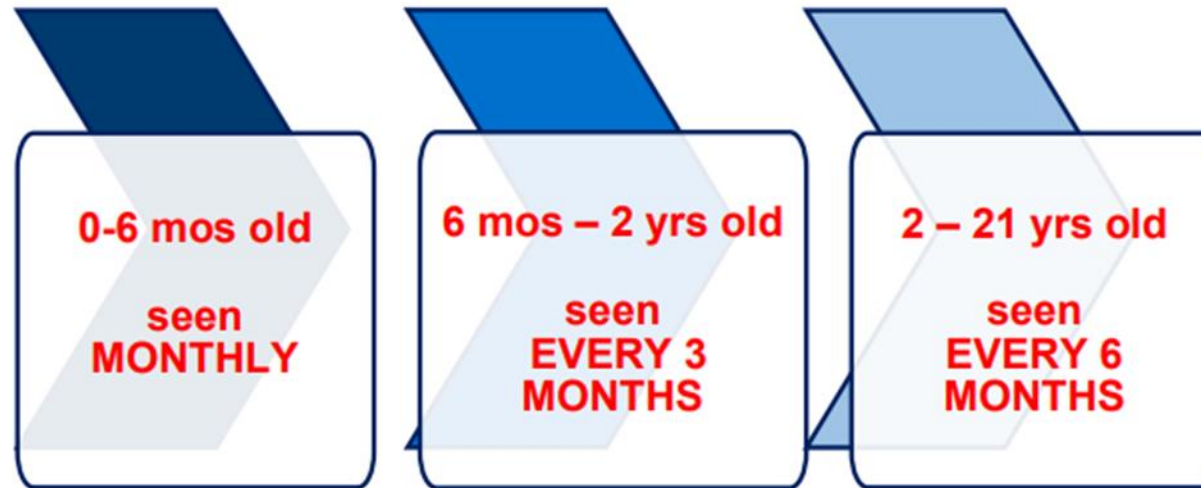
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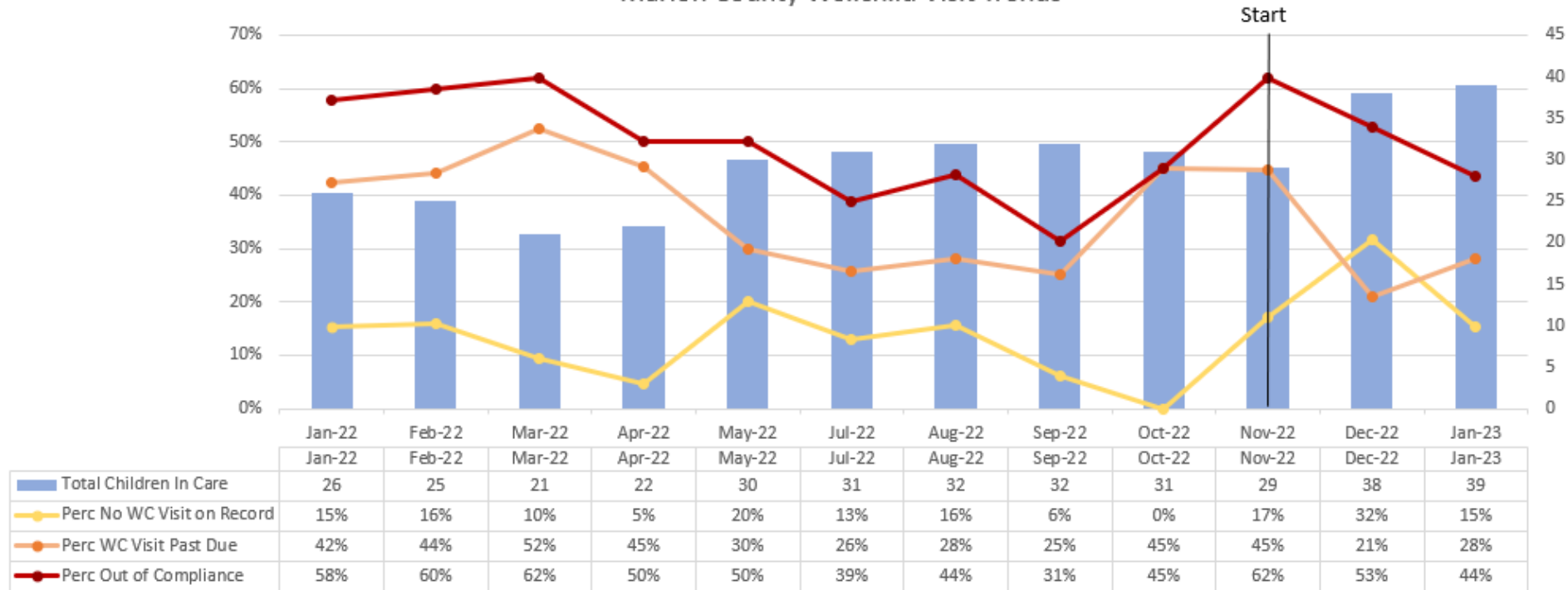


SCDSS Well-Child Visit Flyer



South Carolina: Early Results on Visits

Marion County Wellchild Visit Trends



SC Foster Care Affinity Group

- Key Challenges
- Key Success
- Questions

