

Case Management for Children and Pregnant Women (CPW)



Case Management for Children and Pregnant Women

Section 1 **Overview**

Section 2 **Eligibility**

Section 3 **Components of CPW**

Section 4 **Referrals**

Section 5 **Providers**

Case Management for Children and Pregnant Women

What is CPW?

- Medicaid program
- Provides health-related case management services to:
 - Children birth through 20 years of age with a health condition/health risk
 - High risk pregnant women



Case Management for Children and Pregnant Women

Who provides the case management?

Case managers:

- Help clients gain access to needed services:
 - Medical
 - Social
 - Educational
 - Other



How Do Case Managers Help?

- Find out **WHAT FAMILIES NEED**
- Make plans to **MEET THOSE NEEDS** using services near where families live
- **COORDINATE** appropriate health care or other services for the client
- **ASSIST with GETTING APPOINTMENTS** that are convenient for work or transportation schedules
- **REFER CLIENTS and FAMILIES** to community resources and service providers
- **TEACH CLIENTS and FAMILIES** how to find and get services they need
- **FOLLOW-UP with FAMILIES** to make sure their needs have been met

Assistance provided by Case Managers

Access

- Medical Home
- Durable medical equipment and supplies
- Specialty care when a referral has been made by a Primary Care Practitioner
- Developmental Services
- Mental health services

Assistance provided by Case Managers

Coordination and Advocacy

- Education / School issues
- Transportation
- Overcoming barriers to service
- Coordination of care

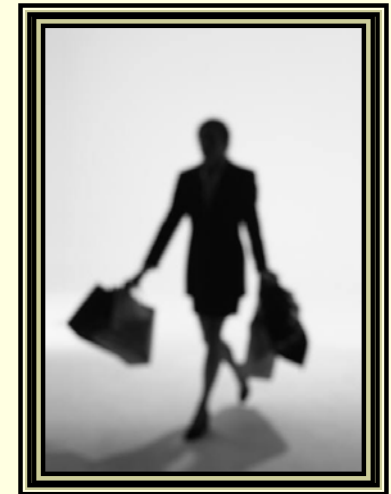
Assistance provided by Case Managers

Referrals for other Needs that could Impact Health

- Housing
- Financial assistance (rent, utilities)
- Other community resources

Case Manager Skills and Knowledge

- Assessing needs, identifying challenges and family strengths
- Advocating
- Empowering
- Facilitating, coordinating and communicating
- Identifying and accessing community resources



Eligibility for CPW Services

- ✓ Eligible for Medicaid
- ✓ A child (birth through age 20) with a health condition or a health risk OR a pregnant woman with a high risk condition
- ✓ In need of services to prevent illness(s) or medical condition(s), to maintain function or slow further deterioration
- ✓ Want case management

Health Conditions

Definition	Example
Disabilities that result in differences of same-age peers	■ Limitation of function, activities, or social roles
Create special health care needs	■ Asthma, Downs Syndrome, Diabetes, Cardiac Conditions, Cerebral Palsy, Paralysis
Require ongoing care	■ Anemia, Anorexia/Bulimia, Behavior Disorders, Mental Health problems, Crohn's disease, Cystic Fibrosis, Drug Abuse, Thyroid Conditions, Scoliosis, HIV
Dental problems that require referrals	■ Severe Caries, Abscesses



Health Risk Examples

Population	Example
Infants	<ul style="list-style-type: none">■ Born with a low birth weight or exposed to prenatal drug or alcohol use
Children	<ul style="list-style-type: none">■ Elevated blood lead levels■ Developmental, nutritional, or intellectual deficits
Infants & Children	<ul style="list-style-type: none">■ Family history of genetic diseases or disorders or whose screening results indicate a risk for genetic diseases or disorders■ Failure to thrive or show possible developmental delays■ Fallen behind on immunizations



Health Risk Examples

Population	Example
Children or Adolescents	<ul style="list-style-type: none"><li data-bbox="745 282 1663 418">■ Behavior problems atypical of same-age peers<li data-bbox="745 446 1702 511">■ Extremely overweight or obese
All Clients	<ul style="list-style-type: none"><li data-bbox="745 682 1818 882">■ Pattern of missing appointments or lack of following through with referrals



High Risk Pregnancy Examples

- Pre-existing medical conditions, such as diabetes, hypertension, asthma, seizure disorders, severe obesity, or heart, thyroid, lung, or renal disease
- Premature labor, gestational diabetes, vaginal bleeding, poor fetal growth, abnormal fetal heartbeat, or pre-eclampsia
- Drug abuse issues
- Mental health issues
- Lack of access to food for proper nutrition in pregnancy
- Homelessness
- Domestic violence situations

Components of CPW

Intake/Initial Prior Authorization

Comprehensive Visit

Follow-Up

- **Collect Family Information**
- **Receive Approval**

- **Family Needs Assessment**
- **Service Plan Development**

- **Verify Needs are Met**



Intake

Who:

Conducted with client and/or parent/guardian

What:

Collection of client demographics and CPW eligibility information

Why:

Collected information will be used to determine client eligibility



Prior Authorization

Who:

DSHS reviews requests to determine eligibility for approval*

What:

Response provided within 3 working days

Why:

All CPW visits must be prior authorized

****Current approval rate is 92-93%***

****Technical assistance is available***



Comprehensive Visit

Who:

Almost always a home visit by Case Manager

What:

- Family Needs Assessment
- Service Plan Development

Why:

- Identifies all issues that affect the short and long term health of the client and family
- Indicates action to be taken and by whom and the timeframe



Follow-Up

Who:

Conducted in person or over the phone by Case Manager

What:

Conversation to identify:

- Needs addressed?
- Barriers addressed?
- Evidence of problem solving if not addressed

Why:

Ensures that the needs identified in the Service Plan are being met



CPW Referral Sources

- Health Care Professionals
- Dentists
- Community Agencies
- Schools
- Self Referral - The client or other family members may request case management
- Outreach/Informing
- Managed Care

How to Make a Referral



**Texas Health Steps Hotline
877-THSteps (877-847-8377)**



**CPW website for a list of
providers in your area:**

**[http://www.dshs.state.tx.us/
caseman](http://www.dshs.state.tx.us/caseman)**

Information to Provide at Time of Referral

- ✓ Name of client and parent/guardian
- ✓ Client's date of birth
- ✓ Client's Medicaid number if available
- ✓ Address and phone number for family
- ✓ Reason for referral
- ✓ Your contact information
- ✓ Whether or not referral is urgent

CPW Providers

- Providers are social workers or RNs working as individuals or employed by:
 - Schools
 - Health Departments
 - Counseling Agencies
 - Health Clinics
 - Other agencies
- Providers are approved by DSHS and enroll with TMHP as CPW Medicaid Providers

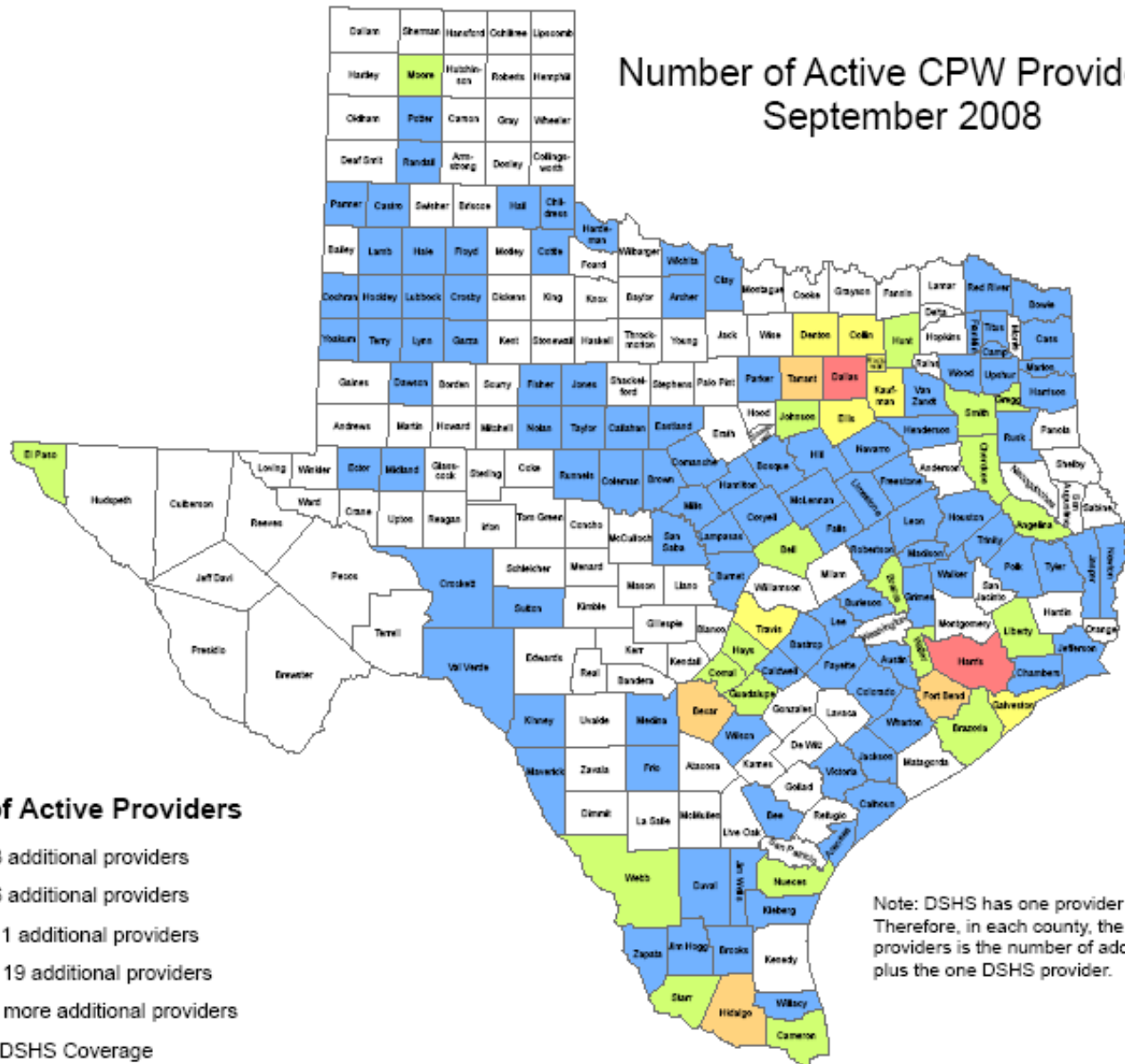
Case Manager Experience

- Case managers must have at minimum two years of experience:
 - Assessing the psychosocial needs of children and/or pregnant women and
 - Making community referrals to address their service needs

CPW Current Fee Structure

Type of Service	Fee
Comprehensive Visit	\$124.15
Follow-up (Face to Face)	\$62.08
Follow-up (Telephone)	\$23.28

Number of Active CPW Providers, September 2008



CPW Providers

- If a CPW Provider is not available in the county of need, or does not provide the services needed by the client, regional DSHS Case Management staff will provide services.

Learning More about CPW

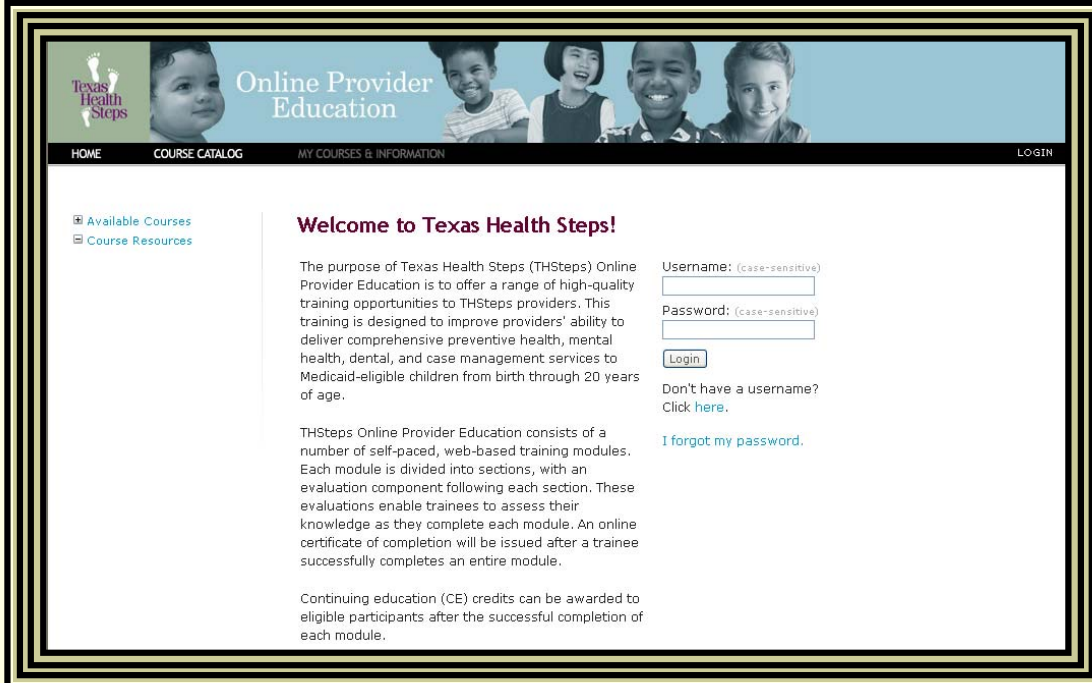
- How to become a provider
- List of CPW Providers
- CPW Outreach Materials
- Training Schedule
- CPW Forms
- CPW Policies and Procedures
- List of DSHS Regional Case Management Contacts



<http://www.dshs.state.tx.us/caseman>

Educational Opportunities

- Free CE Hours for Social Workers and Nurses
- Register at <http://www.txhealthsteps.com/>



The screenshot shows the homepage of the Texas Health Steps Online Provider Education website. The header features the Texas Health Steps logo and a banner with the text "Online Provider Education" and a photo of diverse children. Below the header is a navigation bar with links for HOME, COURSE CATALOG, MY COURSES & INFORMATION, and LOGIN. The main content area includes a sidebar with "Available Courses" and "Course Resources", a central "Welcome to Texas Health Steps!" section with a paragraph about the program's purpose, and a login form on the right with fields for Username and Password, a Login button, and links for "Don't have a username? Click here." and "I forgot my password." A final paragraph at the bottom explains that continuing education (CE) credits are awarded upon successful completion of each module.

Welcome to Texas Health Steps!

The purpose of Texas Health Steps (THSteps) Online Provider Education is to offer a range of high-quality training opportunities to THSteps providers. This training is designed to improve providers' ability to deliver comprehensive preventive health, mental health, dental, and case management services to Medicaid-eligible children from birth through 20 years of age.

THSteps Online Provider Education consists of a number of self-paced, web-based training modules. Each module is divided into sections, with an evaluation component following each section. These evaluations enable trainees to assess their knowledge as they complete each module. An online certificate of completion will be issued after a trainee successfully completes an entire module.

Continuing education (CE) credits can be awarded to eligible participants after the successful completion of each module.

Username: (case-sensitive)

Password: (case-sensitive)

Don't have a username?
[Click here.](#)

[I forgot my password.](#)