

PROCEDURE

Series:	Operating Procedures	COA: NET 6.03 CFOP: 175-04
Procedure Name:	Communications, Training and Materials	
Procedure Number:	OP 1173	
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Effective Date:	01/17/17	

Applicable to: Brevard Family Partnership Family of Agencies (BFP FOA) Staff

PURPOSE: The purpose of this procedure is to establish the method by which Brevard Family Partnership (BFP) implements compliance efforts that establish a culture that promotes prevention, detection and resolution of instances of conduct that do not conform to Federal and State law, and Federal, State and private payor health care program requirements, as well as the organization's ethical and business policies. Part of the Services Agreement between Brevard Family Partnership (BFP) and Community Based Care Integrated Health CBCIH requires of coordination of services and adherence to the CBCIH Compliance Plan.

PROCEDURE:

Cross Reference(s)

Contract #FP026 Agency for Health Care Administration (AHCA) contract with Sunshine Health
Sunshine Health vendor agreement with Community Based Care Integrated Health

Scope

This operating procedure applies to all Brevard Family Partnership (BFP) staff and its subcontracted agencies who are responsible for children who are enrolled in the Child Welfare Specialty Plan. If any of the responsibilities outlined in this procedure are contracted with an individual or other entity, the contracted provider must ensure compliance with this procedure, and the terms should be incorporated into the contract.

Key Terms

CBCIH Regional Coordinator—individuals employed by CBCIH who provide consultation and technical support, related to the Child Welfare Specialty Plan, to Community Based Care Lead Agencies.

Child Welfare Specialty Plan Enrollee—a child who is Medicaid eligible and is enrolled in the Sunshine Health, Child Welfare Specialty Plan, or the Sunshine Health Managed Medical Assistance Plan (MMA), due to an active status in the child welfare system of care. This includes children who have an open child welfare case, those who have been adopted and are receiving maintenance adoption subsidy and those who are receiving extended foster care or independent living services.



Community Based Care Lead Agency—an “eligible lead community-based provider” as defined in Section 409.1671(1)(e), F.S.

Standards

This procedure acknowledges that any communications, messaging and talking points for use by CBCIH in any discussions with external stakeholders and community partners shall be developed and updated jointly by Sunshine Health and CBCIH to ensure consistent and accurate messaging. Additionally, this procedure establishes standards of communication between CBCIH and Brevard Family Partnership (BFP).

Use and Approval of Materials for CBCIH and BFP

A. Training materials that provide an overview of Sunshine Health and the benefit package included within the Child Welfare Specialty Plan, as offered by Sunshine Health, shall be developed by Sunshine Health in partnership with CBCIH. These materials may be utilized by CBCIH and BFP for training purposes, when referencing Sunshine Health and the Child Welfare Specialty Plan.

B. Materials developed by Sunshine Health that may be utilized by CBCIH and BFP include, but are not limited to:

1. Staff Training on New Child Welfare Specialty Plan Contract Requirements & Initiatives
2. Fraud, Waste and Abuse Training
3. Early and Periodic Screening, Diagnosis and Treatment Program (EPSDT) Training
4. Other trainings, presentations and materials as provided by Sunshine Health

C. CBCIH may develop additional materials, including training presentations, handouts and tip sheets, which are related to the CWSP benefits package. These materials will be subject to review and approval by Sunshine Health and may be posted on the CBCIH website and distributed to CBC Lead Agencies, their subcontractors and community partners.

D. CBCIH and BFP shall utilize co-branded, approved materials for training and communication purposes and when publicly providing information to community partners and stakeholders.

E. These materials shall be submitted to Sunshine Health for review and approval, no later than two (2) weeks in advance of the intended date for use, via the agreed upon process.

F. Additional materials that are not directly related to Sunshine Health and the benefits of the CWSP, such as health and wellness materials and internal CBCIH/BFP related information and processes, are posted within Integrate® and distributed to BFP, our subcontractors and community partners. These materials do not require co-branding.

Use and Approval of Materials for Enrollees and Network Providers

A. Sunshine Health is responsible for creating any member or provider materials related to the Child Welfare Specialty Plan and CBCIH is afforded the opportunity to participate. Recommendations regarding the development of materials for both members and providers are communicated via the CBCIH Vice President of Integrated Health and the Joint Operating Committee. CBCIH shall only utilize member materials which have been approved by AHCA and Sunshine Health. Communication and Messaging CBCIH identifies key stakeholders and/or community partners who may benefit from communication and/or education regarding

the Child Welfare Specialty Plan. CBCIH is responsible for coordinating educational meetings with these stakeholders, as necessary, and provides Sunshine Health with notification at least two (2) weeks in advance of the meeting date. CBCIH and Sunshine Health jointly review all educational materials prior to the meeting and maintain a list of any issues that may require additional clarification and/or follow-up. All issues that need clarification or follow-up shall be resolved within one (1) week of the meeting. In accordance with both the CBCIH Communication Plan and the CBCIH Annual Training Plan, CBCIH works with Sunshine Health to ensure ongoing, approved communication with BFP. This may include holding quarterly meetings and/or ad hoc meetings that are facilitated jointly by CBCIH and Sunshine Health.

B. Communication with Community Based Care Lead Agencies and Community Partners

C. The CBCIH Communication Plan ensures that effective lines of communication exist to ensure that BFP and community partners receive regular and frequent updates regarding the plan, program(s) and procedures. Additionally, a Policies and Procedures Status and Communication Log has The lines of communication consist of:

- Recurring meetings with all levels of leadership where compliance issues are discussed
- Regular meetings with BFP staff to discuss program benefits, procedures/processes and compliance issues.
- Regional meetings with the BFP Behavioral Health Care Coordinator, Nurse Care Coordinator and Post Adoption staff to discuss regional issues and to disseminate specific information related to each program area.
- Frequent meetings with the BFP staff to discuss a variety of topics, including but not limited to: plan operations, program compliance and member care coordination issues.
- Quarterly on-site visits, conducted by CBCIH Regional Coordinators, to assess contract compliance, attend to regional training needs and to allow the opportunity to discuss potential compliance and/or operational issues.
- An annual statewide meeting is held to discuss best practices and to provide general program updates

BY DIRECTION OF THE CHIEF EXECUTIVE OFFICER:



PHILIP J. SCARPELLI
Chief Executive Officer
Brevard Family Partnership Family of Agencies

APPROVAL DATE: 2/5/2020