ADDENDUM II

RHODE ISLAND DEPARTMENT OF HEALTH
DIVISION OF FAMILY HEALTH

Medicaid/EPSDT Administrative Activities

Department of Human Services (DHS) described the broad range of activities necessary to manage and administer the Medicaid/Early Periodic Screening, Diagnosis and Treatment (EPSDT) services for women, young children, and children with special health care needs. The Medicaid program provides a specified group of mandatory and optional services that include but are not limited to ambulatory services provided by federally qualified health centers, physician services, family planning services, laboratory services, prescription drugs, case management services, pediatric services, and hearing and language disorder services. Included in the list of mandatory services are EPSDT services for individuals under age twenty-one which include but are not limited to regular and periodic health, developmental, and mental health screening, and vision, hearing and dental screening.

The Social Security Services Act requires that any of the core group of mandatory services, including EPSDT required to treat or ameliorate a defect, physical mental illness or a condition must be offered to the categorically and medically needy. The Social Security act also allows for the provision for an array of optional services to those covered under Medicaid.

The administrative activities related to the Medicaid/EPSDT programs include all activities designed to assure the availability, accessibility, and coordination of required health care resources. Administration includes activities that are necessary for the proper and efficient administration of the Medicaid/EPSDT programs.

The Division of Family Health has several important roles and functions in the administration of Medicaid/EPSDT activities. This Addendum lists the functions in seven categories. These functions are to be used in the accounting of Division of Family Health activities that would be eligible for federal financial participation.

The administrative activities include coordinating and care planning to assist individuals to enroll in a program, and arrange for and provide a support plan of care. It also includes program planning and development to establish strategies and model projects to insure system capacity and to close service gaps. It covers activities that assure needed services are provided in a timely and efficient manner and that duplicated and unnecessary services are avoided. Specifically, billing for the above activities will not include costs for activities currently being provided in accordance with the Head Start, Early Intervention and Adolescent Pregnancy Medicaid agreements.

These administrative activities, and the responsibility of staff members, are described more fully below:

Outreach and Intensive Informing

This function is to be used by all staff when performing activities that inform individuals about health programs financed by Medicaid, how to access the health programs and assist individuals in applying for them. Activities include a combination of oral and written informing methods that describe the range of services available through the programs and the benefits of preventive or remedial care offered by these programs.
Informing individuals, agencies, potential providers, practitioners, and community groups about specific Medicaid programs through a combination of written and oral methods.

Promoting the need for preventive and remedial care through oral and written methods of intensive informing, including operation of the child health tracking system.

Providing information to individuals about the causes and prevention of active and communicable diseases and of high risk behaviors that lead to disease or poor health outcomes.

Assisting individuals in understanding the value of routine preventive care, including EPSDT

Assisting individuals in understanding and identifying health problems or conditions and in recognizing the value of preventive and remedial care as it relates to these conditions.

Preparing for and coordinating accident and disease prevention activities.

Preparing for and coordinating health promotion and treatment maintenance activities.

Working with other agencies to develop methods for the early identification of individuals at risk of poor health outcome.

Informing Medicaid eligible individuals served by the agency about their eligibility for Medicaid program.

Providing information to caretakers so that they may better understand what to expect in terms of their children or parents' age-appropriate growth and development and how to provide more effective care.

Designing and carrying out strategies to inform high-risk population groups of programs that will benefit them.

Operating a central immunization registry for access by clients and providers to promote timely completion of these preventive services.

Completing the paperwork necessary to perform the above activities.

Traveling relating to the above activities.

Facilitating Medicaid Application

This function is to be used by all staff when performing activities that inform individuals about the Medicaid program and how to access it, and assisting individuals in applying for Medicaid.

Examples of activities that are considered to be part of eligibility determination are:

Collecting information that is needed for the eligibility determination such as verification of the person's resources, social security number, citizenship, and earned and unearned income.
Assisting individuals in filling out and processing eligibility forms for Medicaid.

Assisting in collecting information for the re-determination of eligibility.

Traveling related to the above activities.

Care Planning and Coordination Activities

This function is to be used by all staff when assisting individuals to enroll in a program and when performing activities that lead to and support a plan of care where not part of a billable service.

Examples of activities that are considered to be part of this function include:

Assisting the individual to access EPSDT services.

Providing translation that assists providers to communicate with eligible persons whose primary language is other than English or that assist them to better understand and access services.

Gathering information to determine the nature and extent of the individual's health-related condition.

Coordinating screenings, assessment, examinations, and evaluations which may be required as the result of the information gathering that assist in determining the nature and extent of the individual's health-related condition as well as the kinds of treatment or services needed to improve his/her health outcome.

Conducting any follow up that may be required as the result of any of the above activities.

Assisting in developing care plans which are designed to correct or ameliorate health conditions identified in the assessment.

Arranging for, scheduling or coordinating the delivery of services and resources which may be needed to implement the plan of care.

Assisting the individual to access and use these services, including advocacy that helps to remove any barriers to service.

Participating in individual case conferences to review the status of an individual's plan of care.

Gathering information for and assisting in performing any reassessments needed to evaluate the client's need for continued services.

Developing referral resources for the individual to use.

Completing the paperwork necessary to perform the above activities.

Traveling related to the above activities.

Interagency Coordination
This function is to be used by all staff when performing collaborative activities with other agencies to improve the cost-effectiveness of the health care service delivery system, improve the availability of services, focus services on specific population groups or geographic areas in need of special attention, or define the scope of each agency’s programs.

Examples include:

- Identifying, documenting and disseminating information about health-related services provided by other agencies in the community.
- Working with other agencies to identify, promote and develop needed health care services.
- Participating in the development of uniform policies, procedures and protocols between agencies.
- Working with other agencies to evaluate the effectiveness of service delivery systems and needed improvements.
- Developing interagency agreements to maximize effectiveness of service delivery and accessibility to services, and to minimize duplication.
- Participating in regional and statewide provider meetings and workshops.
- Completing paperwork necessary to the performance of these activities.
- Traveling associated with these activities.

Other Training

Conduct or participate in training.

Examples include:

- Training and technical assistance that contributes to patient advocacy or which provides information on relevant programs for individuals at risk of poor health outcome.
- Training which improves the skill levels of staff members in assessing and serving the health needs of clients.
- Training that improves the cultural competence of staff.
- Training that improves the delivery of services within the agency.
- Completing paperwork necessary to the performance of these activities.
- Traveling related to these activities.

Program Planning and Development

This function is to be used by all staff when performing activities that support the planning and
development of programs.

Examples of activities that may be included in this function are:

- Establishing goals and objectives as part of the program’s annual or multi-year plan.
- Developing and reviewing program policies, procedures, standards, protocols, and health-related educational materials.
- Providing information to contract providers on program policy and regulations.
- Developing and assessing the effectiveness of such tools as assessment and referral forms, plan of care documents, etc.
- Developing, maintaining, and analyzing management information systems.
- Analysing data related to the program.
- Orienting contract providers to the agency’s goals and objectives.
- Recruiting and providing technical assistance to subcontractors.
- Negotiating and monitoring subcontracts with providers.
- Monitoring provider capacity and availability.
- Developing resource directories of other health services needed by the program’s client population.
- Assessing the service capacity of the system and its providers and identifying gaps in services.
- Developing strategies and model projects to increase system capacity and to close service gaps.
- Conducting and analyzing community needs assessments.
- Completing paperwork necessary to the performance of these activities.
- Traveling associated with these activities.

Quality Management

This function is to be used by all staff for assured activities, such as program monitoring and auditing, that are necessary for proper and efficient Medicaid administration.

- Monitoring the overall effectiveness of programs, including client satisfaction surveys.
- Conducting periodic reviews of protocols.
- Assessing clinical office settings and medical office equipment.


X Maintaining health and safety standards in clinical sites.

X Providing information to staff in the use of outcome measurements.

X Completing paperwork necessary to the performance of these activities.

X Traveling associated with these activities.

SUPERVISION AND STAFF SUPPORT AS NECESSARY TO ENSURE THAT THE ABOVE ACTIVITIES ARE EFFECTIVELY AND EFFICIENTLY COMPLETED BY THE APPROPRIATE STAFF.

CD
February 16, 1995

mdcuid.epsrc
Memorandum of Agreement

Between
Department of Human Services, RI Department of Health
and RI Health Center Association Regarding the:

Rhode Island Family Resource Counselor Program

The Family Resource Counselor Program is designed to screen & refer pregnant women, children and families for RIте Care/RIте Share, Family Independence Program (FIP), Child Care Subsidy, Food Stamps and Women, Infants and Children (WIC) and to help them apply for RIте Care/RIте Share. Family Resource Counselors (FRCs) are available at hospitals, community health centers and community based agencies. The FRCs assist the Department of Human Services (DHS) in meeting the Federal Medical Assistance State Nursing Requirement. The Rhode Island Health Center Association (RIHCA) serves as the Contract Manager for the Family Resource Counselor Program. The FRC Program is jointly funded by DHS and HEALTH and subject to FRC contract agreements.

The Rhode Island Department of Health, Rhode Island Department of Human Services and Rhode Island Health Center Association agree to the following regarding the Family Resource Counselor program:

Department of Health

- HEALTH agrees to explore ongoing funding sources in collaboration with DHS and RIHCA for the purposes of sustainability and expansion of the Family Resource Counselor Program.
- HEALTH agrees to analyze data provided by RIHCA and DHS for the purposes of program evaluation.
- HEALTH agrees to conduct overall program evaluations.
- HEALTH is responsible for providing annual training on WIC eligibility and referrals.
- HEALTH agrees to participate jointly with DHS and RIHCA in overall program oversight and policy development for the FRC program.
- HEALTH agrees to participate in quarterly FRC planning meetings with RIHCA and DHS.
- HEALTH agrees to participate in quarterly FRC trainings with RIHCA and DHS.
- HEALTH agrees to participate in the monthly Covering Kids & Families FRC Network meetings to discuss sustainable FRC funding and network infrastructure development.

Department of Human Services

Center for Child and Family Health (CCFH)
• CCFH agrees to explore ongoing funding sources in collaboration with HEALTH and RHICA for the purposes of sustainability and expansion of the Family Resource Counselor Program.
• CCFH agrees to have a liaison or designee participate in quarterly Family Resource Counselor planning meetings with RHICA and HEALTH.
• CCFH agrees to have a liaison or designee participate in quarterly Family Resource Counselor trainings with RHICA and HEALTH.
• CCFH agrees to enter into a data sharing agreement with RHICA if necessary to satisfy DHS requirements.

Field Operations

• DHS agrees to assign a Field Operations Liaison to be responsible for ensuring that RHICA is given timely updates and information on policies and procedures and to assist with the resolution of technical assistance issues involving DHS policies and procedures.
• DHS agrees to have a Field Operations Liaison or designee participate in quarterly Field/ERC Issue meetings with RHICA to discuss specific issues and obtain policy and procedure updates.
• DHS agrees to have a Field Operations Liaison or designee participate in quarterly ERC planning meetings with RHICA and HEALTH.
• DHS agrees to have a Field Operations Liaison participate in quarterly Family Resource Counselor trainings with RHICA and HEALTH.
• DHS agrees to have the regional managers or their designees participate in semiannual meetings at each eligibility office with RHICA, the Family Resource Counselors, and DHS eligibility staff and to insure continued positive working relationships and resolve barriers to enrollment and renewal.

Rhode Island Health Center Association

Funding

• RHICA agrees to contract with DHS for funding for the Health Center Family Resource Counselors and distribute the funds to the Health Centers.
• RHICA agrees to explore ongoing funding sources in collaboration with DHS and HEALTH for the purposes of sustainability and expansion of the Family Resource Counselor Program.

Subcontract/Memorandum of Agreement

• RHICA agrees to provide the funded Health Centers with a sub-contract for the work of the Family Resource Counselors as allowable under its contract with DHS.

Data Collection and Analysis

• RHICA agrees to collect data from the Family Resource Counselors on a monthly basis.
• RHICA agrees to compile data from Family Resource Counselor reports on the number of individuals screened for FIP, Food Stamps, WIC, and Rite Care, the number of Rite
Care/Rite Share applications completed and provide quarterly written reports to HEALTH, DHS, Covering Kids & Families RI and FRC sites.

- RHICA agrees to track on a monthly basis systemic barriers to enrollment and application assistance as identified by the FRCs and provide written documentation to DHS, HEALTH and Covering Kids & Families RI and work with DHS to find possible solutions.

**Training and Technical Assistance**

- RHICA agrees to create a library of training material from each Family Resource Counselor training.
- RHICA agrees to provide technical assistance to Family Resource Counselors.
- RHICA agrees to conduct training for all new Family Resource Counselors; provide FRC number after completion of training, and inform the DHS, HEALTH, and other FRCs of all new Family Resource Counselors.
- RHICA agrees to lead and coordinate Family Resource Counselor planning meetings.
- RHICA agrees to lead and coordinate quarterly Family Resource Counselor trainings.

**Liaison between FRCs and DHS/Health**

- RHICA agrees to advocate on behalf of all Family Resource Counselors to resolve barriers to application assistance and enrollment.
- RHICA agrees to act as a liaison between DHS, HEALTH and the Family Resource Counselors.
- RHICA agrees to participate in quarterly Field/FRC Issue meetings with the DHS Field Operations Liaison to discuss specific issues and obtain policy and procedure updates.
- RHICA agrees to coordinate semiannual meetings at each field office with the Regional Manager or his/her designee, local DHS eligibility staff, and the Family Resource Counselors to ensure continued positive working relationships and reduce barriers to enrollment and renewal.

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signed: Director - DHS  

[Signature]

Date: 6/1/07

signed: Representative from HEALTH  

[Signature]

Date: May 28, 2004

signed: Representative from RHICA  

[Signature]
### FRC Program Meeting Grid

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As of July 1, 2003 the following Health Centers and Hospitals are funded Family Resource Counselor sites:

Health Centers
- Bayside Family Healthcare
- Blackstone Valley Community Health Centers
- Chad Brown Health Center
- East Bay Family Health Care
- Family Health Services
- New Visions for Newport County
- Northwest Health Center
- Providence Community Health Centers
- Thundermist of Woonsocket
- Thundermist of South County
- Tri-Town Health Center
- Wood River Health Services

Hospitals
- Memorial Hospital of Rhode Island
- St. Joseph Hospital for Specialty Care
- Women and Infants' Hospital
- Rhode Island Hospital/Hasbro Children's Hospital

Additional locations of non-funded Family Resource Counselors sites:

Hospitals
- Bradley Hospital
- Miriam Hospital
- Newport Hospital

Community-Based Organizations
- Progreso Latino