



Section XII: Children’s Special Health Care Services (CSHCS)

MPR I

The local health department (LHD) Children’s Special Health Care Services (CSHCS) program shall assure that adequate, trained personnel are available to provide outreach, enrollment and support services for children and youth with special health care needs (CYSHCN) and their families.

Reference: CSHCS Guidance Manual for Local Health Departments, Standard of Practice.

Indicator I.1

LHD CSHCS shall maintain a staffing configuration that includes a Registered Nurse and a program representative to provide program services to CSHCS client caseload and meet program requirements. When changes occur, the LHD shall submit a CSHCS staff roster to the Michigan Department of Health & Human Services (MDHHS) CSHCS program and shall notify the MDHHS when changes to the roster occur.

This indicator may be met by:

There shall be evidence that the staffing is adequate to provide the required program services to the community and caseload. The table below provides recommended staffing levels based on caseload. It is incumbent on each LHD to determine the appropriate staffing levels/configuration to meet the needs of the community and of the CSHCS enrolled caseload.

Caseload Ranges	Recommended Registered Nurse FTE	Recommended Program Representative FTE
<183	.25	.25
183-488	.50	.25-.50
489-732	1.0	.50
733-976	1.0-1.5	1.0
977-1,586	2.0	1.0-1.5
1,587-2,440	2.0-2.5	1.5-2.0
2,441-3,416	3.0	2.0
3,417-4,026	5.0	5.0
>4,206	6.0	6.0

There shall be evidence of a current, accurate staff roster. If changes have been made to the staffing, documentation exists showing that the revised roster was sent to MDHHS.

Documentation Required:

All below are required.

- Full staff roster from the entire three-year review period indicating the LHD CSHCS staffing configuration, including position, county assignment (if applicable), CSHCS start date, CSHCS end date (if applicable) and FTE amounts for all staff working within CSHCS. The roster should match the reported and observable staffing. *Materials to be submitted only if requested by Reviewers.*
- On-site interview describing how the LHD CSHCS staffing configuration adequately meets the needs of the community (outreach/case-finding) and of the CSHCS enrolled caseload.



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Evaluation Questions:

- Does the LHD staffing configuration allow the LHD to provide quality, CSHCS-required services?
- Is the LHD CSHCS Program maintaining an accurate CSHCS staff roster and communicating changes in staffing to MDHHS?

Indicator 1.2

New LHD CSHCS employees shall take required courses, as listed on the CSHCS website, within 90 days of employment. All LHD CSHCS staff shall take these courses within 90 days of notification that the training courses have been updated. At least one person from each health department’s CSHCS program shall participate in the CSHCS Annual meeting.

This indicator may be met by:

There shall be evidence that exists of timely staff training using required courses within the specified timeframes.

There shall be evidence of routine staff training/updating through participation in the CSHCS Annual meetings by at least one person from each health department.

Documentation Required:

All below are required.

- Written policy and procedure delineating staff training of new and on-going employees.
- LHD New Staff Orientation Verification Form of completed required training courses including name and date. Materials to be submitted only if requested by Reviewers.

Evaluation Questions:

- Are LHD CSHCS program staff oriented timely and then updated as needed to the CSHCS program through use of required courses, as listed on the CSHCS website?
- Did at least one CSHCS staff person from each health department attend MDHHS CSHCS Annual meeting?



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MPR 2

In accordance with the security and privacy provisions of the Health Insurance Portability and Accountability Act (HIPAA), the local health department CSHCS program shall manage CSHCS client protected health information (PHI) in a secure and private manner that results in coordinated care.

Reference: HIPAA, CSHCS Guidance Manual for Local Health Departments, Standard of Practice.

Indicator 2.1

The LHD CSHCS program staff shall routinely use the CSHCS database to securely manage CSHCS client PHI and effectively and efficiently coordinate care.

This indicator may be met by:

There shall be evidence of proficient and regular use of the CSHCS database by LHD CSHCS program staff to successfully carry out local CSHCS functions.

Documentation Required:

All below are required.

- Written policy and procedure delineating use of the CSHCS database to carry out daily functions.
- During or prior to onsite reviews LHD staff will be asked to demonstrate proficiency with the database by showing reviewers how to find one or more of the following pieces of information using the CSHCS database:
 - Client look-up
 - Medical report received date
 - Listing of approved providers
 - Renewal information
 - Financial
 - Medical
 - Where to find MDHHS/CSHCS notes
 - Client in TEP status
 - How to find LHD reports
 - Update client address
 - Where to find prior enrollment periods
 - Where to find letters that have been sent out and date sent
 - Open payment agreements

Evaluation Questions:

- Are the LHD staff using the CSHCS database regularly and accurately to efficiently, effectively and securely obtain the information necessary to carry-out their daily functions such as communicating with CSHCS-enrolled clients and/or their families and coordinating CSHCS client care?



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Indicator 2.2

The LHD CSHCS program staff shall use the secure electronic method of communication for sharing of PHI designated by CSHCS (e.g. DMP).

This indicator may be met by:

There shall be evidence of proficient and regular use of the designated electronic system for sharing PHI, by the appropriate LHD CSHCS program staff to successfully carry out CSHCS functions.

Documentation Required:

All below are required.

- Written policy and procedure delineating use of the designated electronic data system for secure sharing of CSHCS PHI to carry out daily functions.
- During or prior to onsite reviews LHD staff will be asked to demonstrate proficiency with the designated electronic system for sharing PHI by showing reviewers how to find one or more of the following pieces of information:
 - Search Documents
 - View Documents
 - View Messages
 - Send Messages
 - Upload a Document
 - Create a Fax Coversheet
 - County to County Transfer

Evaluation Questions:

- Are the LHD staff regularly and accurately using the designated electronic system for sharing PHI to efficiently, effectively and securely share the information necessary to carry-out their daily functions including communicating with MDHHS and coordinating CSHCS client care?
- Are LHD staff able to identify appropriate document types/titles for non-routine document uploads?

Indicator 2.3

LHD CSHCS shall have a shared, comprehensive client record for CSHCS enrollees that reflects communication among the staff and includes dates and staff identifier.

This indicator may be met by:

There shall be evidence that the LHD maintains comprehensive client record on all CSHCS enrollees that all local CSHCS staff use to record contacts and document services provided.

Documentation Required:



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All below are required.

- Physical evidence of comprehensive client records exists. The previous three years’ activities in client charts must be submitted in advance of the review (individual clients will be specified by MDHHS).
- Evidence that all CSHCS staff record contacts/CSHCS services in one client record including date of interaction and staff identifier.
- Evidence of referrals within the program (CSHCS program representative referring to CSHCS nurse and vice versa).

Evaluation Questions:

- Does the LHD CSHCS program maintain shared client records (all staff document in one, comprehensive client record)?
- Do the chart notations indicate communication among the CSHCS staff to ensure coordination of care for the CSHCS client?
- Do all client record notations include a date and staff identifier?

Indicator 2.4

LHD CSHCS shall only access the minimum information necessary in the CSHCS database or other electronic data systems to complete tasks for CSHCS clients.

This indicator may be met by:

There shall be evidence that LHD CSHCS staff implement the privacy provisions of HIPAA in carrying out their CSHCS tasks using the CSHCS electronic data systems and that staff receive the local health department’s policy and procedure regarding HIPAA compliance.

Documentation Required:

All below are required.

- Evidence that HIPAA compliant LHD policy and procedures have been shared with LHD CSHCS staff.
- Written policy and procedure delineating HIPAA compliant use of the CSHCS database.
- The LHD maintains on file a copy of signed and dated HIPAA Agreement to Comply for each employee. Materials should be submitted in advance of the review.
- On-site interview of how LHD CSHCS staff uses the data systems in a HIPAA compliant manner.

Evaluation Questions:

- Have the LHD CSHCS staff received the LHD policy and procedure regarding HIPAA compliance?
- Have the LHD CSHCS staff been informed of HIPAA rules regarding privacy and have they signed an agreement to comply with these rules?
- What electronic formats do you use to communicate with families (email, Facebook, text, etc.) and how do you ensure PHI remains secure?



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Indicator 2.5

LHD CSHCS shall offer families a private location for the exchange of confidential information.

This indicator may be met by:

There shall be evidence that the LHD CSHCS program has a private location, and it is offered to CSHCS families where they can privately exchange confidential information.

Documentation Required:

All below are required.

- Written policy and procedure delineating how families are offered a private location to share confidential information with the LHD CSHCS staff.
- Physical evidence of a private location.
- On-site interview of how/when LHD CSHCS staff offer CSHCS clients and/or families the opportunity to discuss confidential information in a private location.
- On-site interview that demonstrates how LHD CSHCS locations are accessible to clients and/or families (i.e. parking, signage, wheelchair accessible doorways, hours of operation, etc.).

Evaluation Questions:

- Does the LHD CSHCS program have a language line, interpreters, or materials available in other languages?
- Do families often come to the LHD in-person?



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MPR 3

The local health department CSHCS program shall have family-centered policies and procedures in place, as well as accurate and timely reporting.

Reference: *(CSHCS Guidance Manual for Local Health Departments, Michigan Department of Community Health Medicaid Provider Manual, Standard of Practice, Health Resources and Services Administration (HRSA)/Maternal and Child Health Bureau (MCHB), Sec. 501 of Title V of the Social Security Act, MCHB Performance Indicator).*

Indicator 3.1

LHD CSHCS shall regularly use the most current Children’s Special Health Care Services Guidance Manual for Local Health Departments (Guidance Manual) and the Medicaid Provider Manual to effectively and consistently carry out local program expectations, policies, and requirements. LHD CSHCS shall demonstrate awareness of the CSHCS Comprehensive Agreement (CA) and submission timeframes.

This indicator may be met by:

There shall be evidence that the LHD CSHCS program staff routinely use the CSHCS Guidance Manual and Medicaid Provider Manual in carrying out local program expectations, policies, and requirements.

Documentation Required:

All below are required.

- Written policy and procedure delineating how the LHD uses the most current Guidance Manual and Medicaid Provider Manual.
- Written policy and procedure delineating how data required for reporting is collected, compiled and submitted in the format and timeframes specified within the CSHCS Comprehensive Agreement.
- On site interview will include having LHD CSHCS staff demonstrate their proficiency with the Guidance Manual and Medicaid Provider Manual by showing reviewer(s) how to find one or more pieces of information in the Guidance Manual and Medicaid Provider Manual as indicated by the reviewer(s).

Evaluation Question:

- Has the local health department demonstrated compliance and competence in routinely using the current CSHCS Guidance Manual and Medicaid Provider Manual?
- Are LHD staff able to locate specific information regarding non-routine situations within the Guidance Manual or Medicaid Provider Manual?

Indicator 3.2

LHD CSHCS shall have written policies and procedures in accordance with CSHCS published policy that are reviewed annually and updated as needed regarding local CSHCS program functions.

This indicator may be met by:



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There shall be evidence of written policies and procedures (electronic or hard-copy) that stipulate local procedures in accordance with current CSHCS published policy.

There shall be evidence that the written policies and procedures are reviewed annually and updated as necessary. See Addendum I for the minimum list of policy statements to submit with procedures.

Documentation Required:

All below are required.

- Written policies and procedures with dated notation of annual review and revisions as necessary. *Materials must be submitted in advance of the review.*

Evaluation Question:

- Are CSHCS program staff involved in updating procedures annually?

Indicator 3.3

LHD CSHCS shall facilitate family input regarding the local CSHCS program at least annually.

This indicator may be met by:

There shall be evidence of outreach for family involvement for input regarding possible improvements to the overall local CSHCS program.

Documentation Required:

All below are required.

- Written policy and procedure delineating how and when family input is obtained.
- Copies of input from families e.g., family survey documents and results, pre/post event surveys, focus groups, etc. *Materials should be submitted in advance of the review.*
- On-site interview that indicates how family input is obtained and the outcome of family input.

Evaluation Questions:

- How many methods have you utilized to gather family input and how could it be improved?
- Are survey results discussed in staff meetings and how was the input utilized and/or incorporated to enhance the program?



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MPR 4

The local health department CSHCS program shall collaborate with community partners and provide outreach, case-finding, program representation, and referral services to CYSHCN/families in a family-centered manner.

Reference: MCHB Performance Measures, Michigan Public Health Code, 333.5805 (1) a.

Indicator 4.1

LHD CSHCS shall routinely conduct outreach, case finding and program representation which includes, but is not limited to, the provision of information regarding CSHCS policy on diagnostic referrals, program eligibility, and covered services, to families, local hospitals, providers, the community and other agencies.

This indicator may be met by:

There shall be evidence of outreach, case-finding and program representation to families and community organizations.

Documentation Required:

(The first three bullets are required as written. Other documentation is needed to complete the requirement.)

- Written policy and procedure delineating how outreach to families and the community is conducted.
- Written policy and procedure delineating how outreach materials are disseminated to families and the community.
- Written policy and procedure delineating how/when diagnostic evaluations are issued and documented.

Example of further documentation to meet the requirement, including but not limited to:

- Log sheet summarizing outreach efforts. *Materials should be submitted in advance of the review.*
- Agendas for meetings held with hospitals or other community agencies. *Materials should be submitted in advance of the review.*
- Sign-in sheets including title of meeting, location and date. *Materials should be submitted in advance of the review.*
- Copies of letter inviting/confirming attendance at community functions or meetings. *Materials should be submitted in advance of the review.*
- On-site interview that indicates how outreach, case-finding and program representation to families and community organizations are accomplished. *Materials should be submitted in advance of the review.*
- Electronic forms of outreach (e.g., Facebook, LHD website, etc.).

Evaluation Question:

- Does the LHD allow CSHCS program staff the opportunity to attend outreach events?



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Indicator 4.2

LHD CSHCS shall partner with and refer CYSHCN and CSHCS clients to other needed services/programs and/or assist in making applications for other programs in the community for which the child and/or family may be eligible.

This indicator may be met by:

There shall be evidence of referral procedures and practices for families of CYSHCN and those enrolled in the CSHCS program. The LHD CSHCS shall have evidence of partnering with and assisting families in applying for other programs for which they might be eligible such as Early On, WIC, CMH, MRS, MiChild, Healthy Kids, Medicaid, HCC/TEFRA, SSI and Medicare.

Documentation Required:

(The first two bullets are required as written. Other documentation is needed to complete the requirement.)

- Written policy and procedure delineating referral process including information about available community resources for LHD clients with special health needs but not enrolled in CSHCS.
- Written policy and procedure delineating how assistance is provided to families in applying for other programs.

Example of further documentation to meet the requirement, including but not limited to:

- Dated client chart notation in the comprehensive client chart and/or on the plan of care for clients enrolled in CSHCS including staff identifier.
- On-site interview that indicates when and how families of CYSHCN as well as of CSHCS are referred to other needed services/programs.
- Dated client chart notation documenting application assistance and staff identifier.
- Information regarding other program application assistance in the individual plan of care.
- Client IEPs/504s, MiAble account applications, Project Search applications, etc.
- On-site interview that indicates how the LHD assists families in applying for other programs that the client/family may be eligible.

Evaluation Question:

- Does the LHD CSHCS program track assistance to CYSHCN not on the CSHCS program?

Indicator 4.3

LHD CSHCS shall inform all families about the Family Center for Children and Youth with Special Health Care Needs (Family Center). Written documents sent to families from the LHD shall contain the Family Phone Line toll-free number and the CSHCS website (www.michigan.gov/cshcs).

This indicator may be met by:



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There shall be evidence of informing clients/families about the Family Center, to include the Family Phone Line when appropriate, as well as inclusion of the required information on family-focused materials and correspondence to families.

Documentation Required:

(The first two bullets are required as written. Other documentation is needed to complete the requirement.)

- Written policy and procedure delineating how/when families are informed and/or referred to the Family Center, which includes referral to the Family Phone Line as appropriate.
- Family correspondence and public relations materials contain the Family Phone Line number and the CSHCS website. *Materials should be submitted in advance of the review.*

Example of further documentation to meet the requirement, including but not limited to:

- Dated client chart notation including staff identifier
- Plan of care
- Checklist
- Annual update (i.e. Family center one-pager)
- Family correspondence
- Welcome packet
- Information included on the LHD CSHCS website and other social media platforms
- On-site interview that indicates when and how families receive information and referral to the Family Center
- Family Center receiving referrals
- Clients/Families applying for camp and conference scholarships

Evaluation Questions:

- Can LHD CSHCS program staff share additional examples of how Family Center resources were provided or explained to families?
- Does the LHD CSHCS program inform all families about the Family Phone Line and Family Center as appropriate via the Family Phone Line toll-free number, CSHCS website and/or written correspondence and documents developed for families?



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MPR 5

The local health department CSHCS program shall assist families in the CSHCS application and renewal process as well as the application processes for other relevant programs.

Reference: *Michigan Public Health Code 333.5805, 333.5817, CSHCS Guidance Manual for Local Health Departments.*

Indicator 5.1

LHD CSHCS shall assist any family who is referred to or who contacts the local health department with needs regarding completion of CSHCS application and renewal processes and/or forms.

This indicator may be met by:

There shall be evidence that the LHD CSHCS has assisted families who have been referred or who have contacted the LHD for help with the CSHCS application and renewal process and/or forms.

Documentation Required:

(The first two bullets are required as written. Other documentation is needed to complete the requirement.)

- Written policy and procedure which includes assisting families who are referred or who contact the LHD directly in the completion of the CSHCS application process and/or forms.
- Written policy and procedure delineating the process for which staff attempt to locate families prior to the lapse of CSHCS coverage to offer renewal assistance.

Example of further documentation to meet the requirement, including but not limited to:

- Dated client chart notation documenting assistance provided to the client/family in completing the application and/or forms and staff identifier.
- Check box on application indicating LHD assisted with the CSHCS application.
- On-site interview that indicates how the LHD works with families who are referred or who contact the LHD for help with the CSHCS application process and/or forms.
- Use of Renewal Follow up report and/or Clients Not Renewed report.
- Documentation to demonstrate attempts to locate families prior to the lapse of CSHCS coverage to offer renewal assistance.

Evaluation Question:

- Is the LHD CSHCS program staff able to assist families with IRPA amendments?



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Indicator 5.2

LHD CSHCS shall locate individuals or families who do not return a CSHCS Application within 30 days after being invited to join CSHCS, to offer assistance with application completion.

This indicator may be met by:

The LHD CSHCS program shall have evidence of attempting to locate those who have not returned an application within 30 days of being invited to join CSHCS and of offering to assist with completing the application.

Documentation Required:

(The first bullet is required as written. Other documentation is needed to complete the requirement.)

- Written policy and procedure delineating the manner in which families who have not returned the CSHCS application within 30 days of invite, are located, how the ones who are located are contacted, the number of attempts to be made when contacting families, the process by which assistance is offered, and how these attempted contacts and successful contacts are to be documented.

Examples of further documentation to meet the requirement, including but not limited to:

- Use of Enrollment Application Not Returned Report
- Evidence of diverse follow-up activities indicating multiple attempts to contact.
- On-site interview that indicates how attempts are made to locate families who have not returned the CSHCS application and how assistance is offered.

Evaluation Questions:

- Does the LHD CSHCS program offer assistance with application completion to the families that have been located?
- Does the client record show diverse contact attempts?



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Indicator 5.3

LHD CSHCS shall assist clients/families who have received a CSHCS 90-day temporary eligibility period (TEP).

This indicator may be met by:

There is evidence that the LHD CSHCS program contacts families that have a TEP and offers/provides assistance during their 90-day TEP to avoid loss of CSHCS coverage.

Documentation Required:

(The first bullet is required as written. Other documentation is needed to complete the requirement.)

- Written policy and procedure delineating how the LHD CSHCS program follows up with those with a TEP, how they are contacted and the number of attempts to be made when contacting families.

Examples of further documentation to meet the requirement, including but not limited to:

- Evidence the LHD using the Temporary Eligibility Period Report to identify those who may need assistance.
- Dated client chart notation documenting contact with families that have TEP coverage.
- Evidence of diverse contacts with the family to complete the requirement that will extend the CSHCS coverage beyond 90 days.
- On-site interview that indicates how the LHD contacts families who have received a TEP and offers/provides assistance to avoid the loss of CSHCS coverage.

Evaluation Question:

- Does the LHD appropriately assist families in completing the TEP process prior to the 90-day deadline?
- Does the client record show diverse contact attempts?



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MPR 6

The local health department CSHCS program shall provide information and support services to CSHCS enrollees and their families.

Reference: HRSA/MCHB Sec. 501 of Title V of the Social Security Act, MCHB Performance Indicators. Michigan Public Health Code 333.5805.

Indicator 6.1

LHD CSHCS shall initiate contact to inform CSHCS clients/families of applicable CSHCS and related benefits upon enrollment and as needed according to individual circumstances. Following initial enrollment, CSHCS enrolled families shall be contacted at least annually to provide updated information about the CSHCS program, benefits, assess family needs, and update client information.

This indicator may be met by:

There shall be evidence that, at enrollment, the LHD initiates a contact with CSHCS clients/families and informs them about CSHCS and the CSHCS benefits that are applicable to their circumstances at that time, rights and responsibilities as well as other benefits that might address their needs. There shall also be evidence that the LHD contacts enrolled clients/families at least annually to provide updated information about the CSHCS program, benefits, assess family needs, and update client information.

Documentation Required:

All bullets are required as written.

- Written policy and procedure delineating the process for the contact at initial enrollment (who, what and when) including but not limited to general CSHCS program information and a description of CSHCS benefits applicable to the current client/family circumstances, as well as other related programs/benefits.
- Written policy and procedure delineating the process for annual contact (who, what and when), which includes at a minimum, updated information about the CSHCS program, benefits, assessment of client/family needs and collection of updated client/family information.
- Written policy and procedure delineating the process for which staff inform families of their Rights and Responsibilities under CSHCS.
- Dated client chart notation or other documentation including staff identifier that the client/family has been informed of the various applicable CSHCS benefits initially and during the annual contact at a minimum.

Examples of further documentation to meet the requirement, including but not limited to:

- Dated plan of care documenting notification with staff identifier to client/family regarding program benefits and updated information received at least annually.
- On-site interview that indicates how the LHD makes the initial contact and the annual contact with families and how they inform of the required information.
- Copy of the Welcome Packet and Annual Update packet shared with families.

Evaluation Questions:

- How does the LHD assess client/family needs annually?



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Indicator 6.2

LHD CSHCS shall assist the CSHCS enrolled client/family with needs related to CSHCS care and services as appropriate. Examples include: adding authorized providers, billing problems, hospice, insurance issues, premium assistance, application to the CSN fund, applications for home care and/or respite services, and others.

This indicator may be met by:

There shall be evidence that the LHD CSHCS assists enrolled clients/families with their needs related to services and systems of care navigation.

Documentation Required:

(The first two bullets are required as written. Other documentation is needed to complete the requirement.)

- Written policy and procedure delineating how assistance is provided to enrolled clients/families addressing their care and service needs.
- Dated client chart notation documenting the client/family has been assisted with their needs related to care and services and staff identifier.

Examples of further documentation to meet the requirement, including but not limited to:

- Dated notation in client’s plan of care documenting the assistance the client/family has identified as needing with their care and services.
- Dated Notice of Action to MDHHS/CSHCS requesting action that addresses the client’s/family’s needs related to care and services.
- Dated care coordination billing specific to assisting a client/family with their needs related to care and services.
- On-site interview that indicates how the LHD assists enrolled clients/families with their needs related to care and services.

Evaluation Question:

- Are care and service needs regularly documented as goals if there is a POC in place?

Indicator 6.3

LHD CSHCS program shall facilitate transition for CSHCS enrolled youth, young adults, and their families. LHD CSHCS program shall begin the transition process by the age of 14 but may begin earlier as appropriate.

This indicator may be met by:

There shall be evidence that the LHD facilitates transition of youth and young adults toward aspects of adult life, including adult health care, work, and independence following the CSHCS guidelines. There shall be evidence of the transition process by the age of 14 or earlier as appropriate.



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Documentation Required:

(The first two bullets are required as written. Other documentation is needed to complete the requirement.)

- Written policy and procedure delineating how assistance is provided to clients who are nearing identified transition ages.
- Dated client chart notation documenting the client has received assistance in preparing to transition toward adulthood and staff identifier.

Examples of further documentation to meet the requirement, including but not limited to:

- Completed Transition Readiness assessment tool, or Transition Checklist for LHDs.
- Dated notation in client’s plan of care regarding the identified needs of the client/family with transition toward adulthood.
- Dated Notice of Action to MDHHS/CSHCS requesting action that addresses the client’s/family’s needs related to transition toward adulthood.
- Dated care coordination billing specific to assisting a client/family with transition toward adulthood.
- On-site interview that indicates how the LHD assists in the transition of youth/family.
- Copy of Transition packet mailed to families.

Evaluation Questions:

- How does the LHD assist clients and their families with preparing youth for the transition to adult life?
- Does the LHD CSHCS program assist with transition at transition periods earlier than age 14?
- Can the LHD provide examples of outcomes related to transition?

Indicator 6.4

LHD CSHCS shall assist and authorize in-state travel and assist with obtaining authorization for out-of-state travel for CSHCS enrolled families as needed following CSHCS policies and procedures.

This indicator may be met by:

There shall be evidence that the LHD CSHCS staff assists and, if appropriate, authorizes in-state travel following CSHCS published Non-Emergency Medical Transportation and Assistance (NEMT) policy. There shall be evidence that the LHD CSHCS staff discuss the process to obtain out-of-state travel if the family requests out-of-state assistance.

Documentation Required:

All bullets are required as written.

- Written policy and procedure delineating how ride assistance is provided to clients/families in need of in-state transportation.
- Written policy and procedure delineating how to authorize in-state transportation reimbursement for clients/families in accordance with CSHCS published policy and guidance.
- Dated client chart notation documenting the client has received in-state transportation assistance and staff identifier.



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- Written policy and procedure delineating how assistance is provided to clients/families in need of out-of-state transportation.
- Dated client chart notation documenting the client has out-of-state transportation assistance and staff identifier.

Examples of further documentation to meet the requirement, including but not limited to:

- Dated notation in client’s plan of care regarding in-state transportation assistance needs.
- Dated/signed NEMT Authorization Addendum for specific clients.
- Dated and signed notation in client’s plan of care regarding out-of-state transportation needs/assistance.

Evaluation Questions:

- Does the LHD assist with and provide authorization for in-state transportation services for clients/families following CSHCS policies and procedures?
- If the LHD has not authorized in-state travel or assisted with obtaining authorization for out-of-state travel, can they explain how they would assist a family through the process?

Indicator 6.5

LHD CSHCS shall assist with funded out-of-state care for CSHCS-enrolled families as needed.

This indicator may be met by:

There shall be evidence that the LHD CSHCS is assisting clients/families as needed with out-of-state care.

Documentation Required:

(The first bullet is required as written. Other documentation is needed to complete the requirement.)

- Written policy and procedure delineating how assistance is provided to clients/families in need of out-of-state care.

Examples of further documentation to meet the requirement, including but not limited to:

- Evidence the LHD using the Out of State Approvals Report to identify those who may need assistance.
- Dated client chart notation documenting the client has received out-of-state care and staff identifier.
- Dated and signed notation in client’s plan of care regarding out-of-state care needs/assistance.

Evaluation Questions:

- Does the LHD assist with out-of-state care for clients/families as needed?
- If the LHD has not assisted with out of state care, can they explain how they would assist a family through the process?



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Indicator 6.6

The LHD CSHCS program shall provide Level I and Level II care coordination and make case management available to CSHCS families as needed, according to current CSHCS policies and procedures.

This indicator may be met by:

There shall be evidence that the LHD CSHCS program is providing Level I and Level II care coordination services and making case management services available to clients/families as needed in accordance with current CSHCS policies and procedures.

Documentation Required:

All bullets are required as written.

- Written policy and procedure delineating how Level I and Level II care coordination services are provided to clients/families when needed.
- Written policy and procedure delineating how case management services are made available to clients/families when needed.
- Dated client chart notation documenting the client has received Level I or Level II care coordination services or case management services and staff identifier.
- Plan of Care developed by a registered nurse or licensed social worker, including all essential elements.
- Dated, appropriate, client-specific billing indicating Level I and/or Level II care coordination or case management.

Evaluation Questions:

- Does the LHD make case management available to clients/families appropriately?
- Are care plans individualized and updated accordingly for each client and do they contain all the required elements?



Section XII: Children’s Special Health Care Services (CSHCS)

Addendum I:

CSHCS reviewers will look for each of the items below to be addressed within policies and procedures. Additional policies and documentation will also be reviewed as relevant. Refer to indicators for procedure requirements.

1. LHD CSHCS staff are trained to assist individuals with CSHCS and their families. (Indicator 1.2)
2. LHD CSHCS staff use the CSHCS database regularly and proficiently to securely manage CSHCS PHI. (Indicator 2.1)
3. LHD CSHCS staff use the designated electronic communications system to share PHI (Indicator 2.2)
4. LHD CSHCS staff operate according to HIPAA requirements. (Indicator 2.4)
5. LHD CSHCS staff offer a private location for families to discuss confidential information. (Indicator 2.5)
6. LHD CSHCS staff routinely use the most current Guidance Manual and Medicaid Provider Manual. (Indicator 3.1)
7. Data required for reporting is collected, compiled and submitted in the format and timeframes specified within the CPBC CSHCS agreement. (Indicator 3.1)
8. LHD CSHCS staff obtain family input on local CSHCS operations on a regular basis. (Indicator 3.3)
9. LHD CSHCS provide outreach to families and the community regarding CSHCS. (Indicator 4.1)
10. LHD CSHCS staff disseminate and provide outreach materials to families and communities. (Indicator 4.1)
11. LHD CSHCS staff authorize diagnostic evaluations for potentially eligible clients. (Indicator 4.1)
12. LHD CSHCS staff provide referrals for all children and families to other community resources available regardless of CSHCS enrollment. (Indicator 4.2)
13. LHD CSHCS staff assist families in applying for other programs. (Indicator 4.2)
14. LHD CSHCS staff inform and refer families to the Family Center. (Indicator 4.3)
15. LHD CSHCS staff assist families with application to CSHCS or other forms as requested. (Indicator 5.1)
16. LHD CSHCS staff attempt to locate families prior to the lapse of CSHCS coverage to offer renewal assistance. (Indicator 5.1)
17. LHD CSHCS staff follow up with families that have not responded to the invitation to enroll in CSHCS. (Indicator 5.2)
18. LHD CSHCS staff follow up with those in a Temporary Eligibility Period (TEP). (Indicator 5.3)
19. LHD CSHCS staff contact families at initial CSHCS enrollment to explain program benefits, provide other information as needed and assist with immediate needs and planning. (Indicator 6.1)
20. LHD CSHCS staff contact families at least annually to update information and remind them of program benefits. (Indicator 6.1)
21. LHD CSHCS inform families of their Rights and Responsibilities under CSHCS. (Indicator 6.1)
22. LHD CSHCS staff provide on-going assistance to enrolled families to address care and service needs. (Indicator 6.2)
23. LHD CSHCS staff provide transition services and assistance for clients nearing identified transition ages. (Indicator 6.3)
24. LHD CSHCS staff assist families with transportation services within state and out-of-state. (Indicator 6.4)
25. LHD CSHCS staff assist families in need of out-of-state (OOS) medical care. (Indicator 6.5)
26. LHD CSHCS staff provide Level I and Level II care coordination services. (Indicator 6.6)
27. LHD CSHCS staff make case management services available to clients. (Indicator 6.6)