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Better Health Care for all Floridians

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MEMO TO MEDIA

The following points are background regarding the provision of services for medically complex and medically fragile children.

Program Highlights

- **A vast majority in home care:** Most Medicaid children in Florida who regularly receive nursing services receive it in their home, not a skilled nursing facility. More than 1,600 families have made the choice to keep their child with complex medical needs at home with supportive services through the Florida Medicaid program.
- **Parents decide what's best:** In September, the Agency called the parents of children who currently reside in skilled nursing facilities and as a result 14% expressed an interest in a reassessment to explore options for their child to receive medical services in the home. After learning more, just 1% of parents were interested in pursuing steps to have their child moved from the facility to their home.
- **Parents satisfied with service levels:** Beginning October 1, the Agency, through its contractor eQHealth Solutions, Inc., began visiting parents of children who are receiving home health services to determine whether the service levels are appropriate and meet their child's medical needs. Of the 651 families consulted since October, 99% stated they are satisfied with their child's nursing care and the amount of hours that are authorized for their care.
- **Funding for services has increased:** The Medicaid budget for children's services and the overall budget for waivers that serve children have both increased in recent years.

Transformation Underway

- **Safeguards in place:** In early 2012, the Agency implemented quality assurance measures with its contractor, eQHealth Solutions, to ensure that no reductions in home health services for children occur unless there is a change in the child's medical/social circumstance, or parental ability to provide care.
- **Enhanced care coordination enacted:** The Agency has created a policy to initiate enhanced care coordination and a transition planning process for all Medicaid eligible children currently residing in a skilled nursing facility.
- **Working with advocates:** The Agency engaged advocates to provide additional information about the services offered through the Medicaid program and to convene a forum for their suggestions about program enhancements to be heard.
- **Quality assurance heightened:** The Agency began an enhanced weekly monitoring process whereby a 10% sample of all denied requests for private duty nursing services will be reviewed to ensure that services are not inappropriately denied.

