

## Early Intervention (EI) Service Coordination and Care Coordination Training FAQ's

**Q: What is the difference between an Early Intervention Service Coordinator (SC) and an MCO Care Coordinator (CC)?**

**A:** An EI Service Coordinators is mainly responsible for leading the Early Intervention assessment team in gathering information from the family in order to develop the Individualized Family Service Plan (IFSP). They provide Targeted Case Management (TCM) on a quarterly basis to monitor IFSP implementation and lead the EI team in developing a transition plan for the child.

MCO Care Coordinators looks at the overall plan for the child. They incorporate existing IFSP information in their assessments and Individualized Care Plans (ICP). The CCs role is to further evaluate all of the member's needs after implementation of the IFSP. They complete the Health Risk Assessment (HRA) and lead the MCO Individualized Care Team, which develops the ICP and coordinate necessary transitions.

Collaboration between the two roles involves using their expertise to problem solve ways to create an overall Individualized Care Plan (ICP) to meet the member's needs. Joint participation in re-assessment will help eliminate duplication of services, so the family does not feel bombarded with individuals seeking the same information. Communication will overall benefit child and family and the services needed to service the child.

**Q: Are Medallion 4 children required by the state to be managed by a Care Coordinator?**

**A:** Medallion 4 members with medically complex needs, will require Care Coordination. For example, Care Coordination is required for Substance Exposed Infants (SEI), or some Children and Youth with Special Health Care Needs (CYSHCN). A Medallion 4 member who does not have medially complex needs will have access to Care Coordination, but it is not a required service. Care Coordination is a contract requirement for all CCC Plus members.

**Q: What is the Care Coordination Contact information for CCC Plus? (This is the most updated information regarding Care Coordination Contacts)**

**A:** CCC Plus Care Coordination information can be obtained at: <https://www.cccplusva.com/learn/care-coordination>

<b>Aetna Better Health</b>	1-855-652-8249 Press #1 and ask for Care Coordination
<b>Anthem Healthkeepers Plus</b>	1-855-323-4687 Press #4
<b>Molina Complete Care</b>	1-800-424-4524 or <a href="mailto:kathyrn_folks@uhc.com">kathyrn_folks@uhc.com</a>
<b>Optima Health Community Care</b>	757-552-8398 or Toll Free: 1-866-546-7924
<b>United Health Care</b>	1-866-622-7982
<b>Virginia Premier</b>	1-877-719-7358 Select prompts: 3-3-4-1

**Q: What is the Care Coordination Contact information for Medallion 4? (This is the most updated information regarding Care Coordination Contacts)**

**A: Medallion 4 – Care Coordination Contacts**

<b>Aetna Better Health</b>	Robert Benton <a href="mailto:BentonR2@aetna.com">BentonR2@aetna.com</a> Mary Trafican <a href="mailto:Mrtrafican@aetna.com">Mrtrafican@aetna.com</a>
<b>Anthem Healthkeepers Plus</b>	Contact: 1-844-533-1994
<b>Molina Complete Care</b>	<a href="mailto:Gigi_edwards@mccofva.com">Gigi_edwards@mccofva.com</a> <a href="mailto:Germaine.Edwards@molinahealthcare.com">Germaine.Edwards@molinahealthcare.com</a>
<b>Optima Health Community Care</b>	Contact: 1-866-546-7924
<b>United Health Care</b>	Email: M4 Contact <a href="mailto:saffie_kamara@uhc.com">saffie_kamara@uhc.com</a> Email: CCC Plus <a href="mailto:kathryn_folks@uhc.com">kathryn_folks@uhc.com</a>
<b>Virginia Premier</b>	Dorinda Hunter <a href="mailto:Dorinda.Hunter@virginiapremier.com">Dorinda.Hunter@virginiapremier.com</a> CeCe Cowans <a href="mailto:Cece.cowans@virginiapremier.com">Cece.cowans@virginiapremier.com</a> Angela McDowell <a href="mailto:Angela.McDowell@virginiapremier.com">Angela.McDowell@virginiapremier.com</a>

You can always contact The Managed Care Helpline for further assistance: Managed Care Helpline – 1-800-643-2273 TTY: 1-800-817-6608 VirginiaManagedCare.com

**Q: So, if you have an infant who had a difficult birth, congenital heart condition, but then baby improves with Surgery, PT, OT, etc. Does the EI plan the member's discharge from EI? If member doesn't qualify for waiver?**

The Early Intervention Service Coordinator determines if the Member no longer meets criteria for Early Intervention Services. The MCO Care Coordinator is responsible for assisting with the Member's transition beyond Early Intervention Services. If the member doesn't qualify for a waiver, there may be other services that the member qualifies for that are beneficial.

**Q: Due to high turnover of staff, how does one keep up with who the Care Coordinator is as well as who the Service Coordinator is? How does an EI Service Coordinator obtain the names of the Care Coordinators in order to collaborate?**

Service Coordinators can contact the Health Plan Care Coordination phone number and request the Care Coordinator assigned to the member they are working with at any time. Likewise, Care Coordinators can contact the Local Lead Agency in the locality where the child is residing for the appropriate contact information.

**Q: How does the Care Coordinator and Service Coordinator avoid duplicating services?**

**A:** There typically should not be any duplication of services due to the difference in the roles of the SC and CC; however, while the SC might address all of the EI needs of the child, the CCs role is to further evaluate any Medicaid benefits that the family may utilize (food insecurities, housing issues, substance abuse, transportation, interpreter issues, etc).

Because both roles serve to meet the family's needs, communication is the best way to avoid duplicating of services.

**Q: Why do my claims continue to get denied?**

**A:** When it comes to Early Intervention, a high percentage of the denials are due to MCOs not receiving the IFSPs in a timely manner. IFSPs must be submitted before billing claims are submitted and processed, or it may end up denied.

**Q: Sometimes, I get notice that the IFSP has not gone through to the MCO. Where do I send my IFSP information? (This is the most recent updated IFSP information given by the MCOs)**

Aetna	Email to <a href="mailto:Earlyinterventionservices@aetna.com">Earlyinterventionservices@aetna.com</a> Fax: 1-866-261-0581 (Both M4 and CCC Plus)
Anthem Healthkeepers	Email: <a href="mailto:EarlyinterventionServicesSupport@anthem.com">EarlyinterventionServicesSupport@anthem.com</a> Fax: 1-866-920-4097 (Both M4 and CCC Plus)
Molina Complete Care	M4 Fax: 1-423-591-9127 Fax Toll Free: 1-800-614-7934 CCC Plus 1-866-210-1523
Optima	M4 Email: <a href="mailto:OFC_CBCM@sentara.com">OFC_CBCM@sentara.com</a> Fax: 757-390-4449 CCC Plus 844-552-7508
United Health Care	Email: M4 Contact <a href="mailto:saffie_kamara@uhc.com">saffie_kamara@uhc.com</a> Fax: 844-207-2913 Email: CCC Plus <a href="mailto:kathyrn_folks@uhc.com">kathyrn_folks@uhc.com</a> Fax: 855-770-7088
Virginia Premier	Email: M4 <a href="mailto:MedallionCMReports@viriniapremier.com">MedallionCMReports@viriniapremier.com</a> Fax: 804-200-1968 Email: CCC Plus/MLTSS <a href="mailto:MLTSSCCReports@viriniapremier.com">MLTSSCCReports@viriniapremier.com</a> Fax: 804-200-1968/804-200-1967