



**Maternal Infant and Child Health (MICH)
Provider Committee Meeting
Tuesday, April 1, 2014
9:35 AM – 12:36 PM**

Minutes

Present Healthy Start Providers:

Avanti Support & Services: Vivian Owen
Borinquen Medical Centers of Miami-Dade: Claudia Polastri
Children's Home Society: Ana Aristizabal, Liliana Avedano
Community Health of South Florida: Michelle Robinson,
Florida Department of Health in Miami-Dade County Healthy Start Data Management Office: Rachelle Theodore, Karen Weller
Institute for Child & Family Health: Dr. Maite Schenker, Tania Ramirez
Jessie Trice Community Health Center: Chinyere Woke
Miami Beach Community Health Center: Beatriz Cruz
Miami-Dade Family Learning Partnership: Marilaura Amorese
North Dade Health Center: Dayma Lopez, Carrie Manigat
Our Olive Branch: Amy Olen
The Village South: Heather Baker
University of Miami Department of Pediatrics Neonatology Department: Margie Aragon, Dr. Shahnaz Duara
University of Miami Starting Early Starting Smart: Dr. Ly Collis

Present Healthy Start Coalition of Miami-Dade Staff: Manuel Fermin, Ariel Morel, Jordan Hurtado, Eliana Casadesus, Kristen Hidalgo, Sandra Ibañez, Patricia McCormack, Charmaine Johnson and Melvin Hernandez

I. Healthy Start Coalition of Miami-Dade (HSCMD) Update Manuel Fermin, CEO

A. Welcome and introductions

The meeting began at 9:35am. Attendees introduced themselves and the minutes from the last meeting held on January 28, 2014 were reviewed. Patty was introduced as a contractor for Healthy Start that will be assisting Amy with the upcoming trainings. Motion to approve was passed by Tania Ramirez and Heather Baker.

B. Updates (programmatic, funding, organizational)

Manny reiterated from the last MICH meeting that the TRAIN system is a resource that should be used to complete all contractually agreed to trainings. There were several questions about showing the trainings to staff that are not a part of the Healthy Start program. Manny will follow up with Tallahassee to see if others that are not in the program can gain access to the trainings as well. Dr. Duara asked if there could be a database of the training resources for any new care coordinators. Manny stated that there are sufficient trainings for all new care coordinators to become knowledgeable in Maternal Infant and Child Health within a month of being hired.

Manny also announced that HSCMD will be able to keep their dollars past the 2013-2014 Fiscal Year. He is very excited that the trainings can continue past July 1, 2014.

In reference to provider questions on resources, Manny mentioned that many care coordinators are not opening e-mails that have local resources that can be relayed to potential clients.

Ariel added that documentation of the times and dates should be updated accordingly and should be updated within guidelines. The key for all programs to run smoothly is to ensure that all proper documentation of time and dates are updated accordingly. Now that the monitoring visits are over, HSCMD can still do another monitoring visit if changes are not being made within organizations. If HSCMD feels that there needs to be an additional visit, the notice will be sent out no later than 48 hours. Ariel also said that HSCMD just recently underwent an audit and met with Marcia Thomas-Simmons, the contact manager. The exit interview went well and HSCMD expects to hear back from DOH shortly.

- MomCare program may be getting some budget cuts. Jordan was introduced and discussed the two phases that MomCare will start to roll out to increase productivity with clients.**
- Health connect has been taken off PIP. Sandra provided an update on Health Connect in the Early Years and has asked providers to offer their clients a referral to Health Connect in the designated zip codes. Should anyone need to refer to those zip codes, they can contact Sandra directly.**
- Providers have been doing a great job capturing Medicaid numbers—there are almost 1,900 new Medicaid numbers within HMS since last month.**
- There has been a pilot program that Vivian Owen has been involved with – she has obtained a username and password for SIS to obtain those Medicaid numbers. This is working very well and is effective to be ahead of the changes in the new fiscal year.**
- Ariel mentioned that the coalition has set aside boxes for those providers that have completed the Partners for Healthy Baby training—these boxes include the complete set of When a Baby Arrives in English up to 3 years old.**
- Manny updated providers on the ordering status for all the other materials and hand outs that will be used for this curriculum. Care Coordinators should be using this curriculum with their clients but should not be providing handouts to them as there are not enough materials.**

In the last MICH meeting Manny mentioned the Medicaid reimbursement rate per woman and infant. The corrected rate of this is Women= \$530 for all the services, Infant= \$60 per visit with a care coordinator.

Manny also asked the providers which trainings they would like to see and Heather Baker suggested training on domestic violence. There are many local resources that can assist with this training. I.e. police department.

C. Allocation Methodology (FAHSC letter)

- Manny reviewed the allocation of funds from the handout and noted some changes in the budget.**

D. Snapshot of the Florida Medicaid Managed Medical Assistance Program (see flyer)

- Manny referred to the flyer of the roll out dates for the managed care companies and that all the providers will receive training when all the contracts have been finalized so that they can become a knowledge base for clients and doctors.**

II. Education & Training Update

Ariel Morel,
Program Manager

A. Infant Maternal and Reproductive Health (IMRH) Meet-Me Conference Call:

- Tuesday, May 13, 2014 (10:00 am – 11:00 am)
- Tuesday, September 9, 2014 (10:00 am – 11:00 am)
- Tuesday, November 11, 2014 (10:00 am – 11:00 am)

B. Maternal, Infant, and Child Health (MICH) Provider Committee Meetings:

- Tuesday, May 27, 2014 (9:30 am – 12:30 pm)
- Tuesday, July 22, 2014 (9:30 am – 12:30 pm)
- Tuesday, September 23, 2014 (9:30 am – 12:30 pm)
- Tuesday, November 25, 2014 (9:30 am – 12:30 pm)

C. Systems Information Group (SIG) Calls, followed by Health Management System (HMS) Follow up Group

- Friday, April 11, 2014 (10:00 am – 1:00 pm)
- Friday, May 9, 2014 (10:00 am – 1:00 pm)

This should already be placed in each individual's calendar for reference.

D. Access to the Florida Department of Health's Official Learning Management System Training Finder Real-time Affiliate Integrated Network (TRAIN)

- **Ariel reminded everyone that everyone should have an account on TRAIN and should be fulfilling their contractual agreements by ensuring that all required trainings are taken and completed by each care coordinator. If there is someone that still does not have access to TRAIN, then an e-mail should be sent to training@hscmd.org along with any questions or inquiries. Manny introduced Patty McCormack; she is a contractor that will be working with Amy to ensure that all trainings run smoothly and to assist with scheduling trainings.**
- **Motivational Interviewing Training is mandatory and should have been completed by the indicated deadline of March 31st. There have been a number of individuals that have not sent in their certificate of completion—they must be submitted to Ariel Morel via e-mail.**

E. Partners for a Healthy Baby

- Thursday, April 17 and Friday, April 18, 2014 (9:30 am -- 4:30 pm)
- Tuesday, April 22 and Wednesday, April 23, 2014 (9:30 am -- 4:40 pm)
- Tuesday May 13 and Wednesday, May 14, 2014 (9:30 am --4:30 pm)
- Friday, May 9, 2014 (10:00 am – 1:00 pm)

Every Staff member should be registered and taking this training on one of the days indicated above. Those that have registered should have also received an approval for the training by e-mail. Do not register all care coordinators for the same event dates, as the case load will get difficult and heavy. Manny said that if a provider submits a request for a

lesser case load, the request will be denied if the provider scheduled all the care coordinators for back to back weeks or for the same dates.

F. Department of Children and Families—Reporting the Investigation Process Training

- Monday, May 12, 2014 (9:30 am – 11:00 am)
- Wednesday, May 13, 2014 (9:30 am – 11:00 am)
- Thursday, May 14, 2014 (9:30 am – 11:00 am)

This training is mainly for new employees and each class seats up to 30 individuals. This training will be held in the HSCMD training room.

G. FOCEP – Childbirth Training (Total of 6 Days)

- Thursday, April 24 and Friday, April 25, 2014 (8:30 am – 4:30 pm) (Day 1 &2)
- Thursday, May 1 and Friday, May 2, 2014 (8:30 am – 4:30 pm) (Day 3 &4)
- Thursday, May 8 and Friday, May 9, 2014 (8:30 am – 4:30 pm) (Day 5 &6)

There aren't many available seats left for this training, if any. Please register as soon as possible to obtain a seat.

H. Infant Massage – Refresher

- Monday, April 28, 2014 (9:30 am – 12:30 pm)

This training is for all those individuals who are currently certified in infant message and would like to attend this refresher to get updates, etc.

I. 20 Hour Breastfeeding Counselor Course

- Monday, May 19 – Wednesday, May 21, 2014 (9:30 am – 4:30 pm) (3 Days Total) – Canceled; New Dates TBA

Everyone that was registered for this training should have received a cancellation confirmation thru e-mail. Unfortunately, the class fell on a day that was conflicting for the trainer—Ariel sends out his apologies for that inconvenience, the training will be rescheduled to another date.

J. Affirming Fatherhood Conference

- Friday, April 4, 2014 – Early Registration Ends
- Dates of Conference: Wednesday, April 30, 2014 – Friday, May 2, 2014 – Tampa, Florida
- For more information visit: www.reachupincorporated.org

Registration for his event ends on Friday, April 4th. Anyone that is interested in this should send in their request for final approval.

K. Florida Association of Infant Mental Health (FAIMH) & Maternal, Infant & Early Childhood Home Visitation (MIECHV) 2014 Conference

- Dates of Conference: Wednesday, April 23, 2014 – Friday, April 25, 2014 – Orlando, Florida

L. Third Annual Florida Perinatal Quality Collaborative Conference

- Dates of Conference: Thursday, April 3, 2014 – Friday, April 4, 2014 – Tampa, Florida

M. The Council on Contemporary Families – 17th Anniversary Conference

- Date of Conference: Friday, April 25, 2014 – Coral Gables, Florida
- Friday, May 9, 2014 (10:00 am – 1:00 pm)

Manny will be a speaker at this event, representing HSCMD. For any training that HSCMD hosts, individuals must register at least 24 hours prior to training.

III. The Jasmine Project

**Dr. Connie Morrow, PhD,
University of Miami, Perinatal CARE Program**

A. Federal Healthy Start Project Update

Manny stepped in for Dr. Morrow for this update. There is a new intensive case management program for African American women to reduce infant mortality. This program will be funded federally and will introduce four nurses that will serve as care coordinators for 100 families along the east and west side of I-95 and US-1. The participants will be in the program for up to two years and will be captured from high need zip codes. Manny noted that Jessie Trice and CHI have already accounted for two of the four nurses that are to be in the program. These nurses will not be providing clinical care, yet they are able to assist mothers and families with resources. Much like a care coordinator, the structure for this program will be the same. Manny also wanted to point out that Healthy Start Coordination is not evidence based and that this new program will be given a budget of \$500k for all 100 clients. These moms do not have to be African American to be able to participate in the program but they do have to be first time moms and have Medicaid.

At the next MICH meeting, there should be a formal presentation of the program and an overview of the responsibilities and outlook. Vivian Owen stated that she had attended a presentation similar to this program about a month ago—this program was rolling out in Broward. Vivian is going to get back to Manny with all the information that she has in regards to this presentation.

Dr. Stark mentioned that there has been an ongoing research study that began many years ago that was centered on infants from 0-5 years old. In this study, the researchers randomized groups of children that would receive intensive intervention in education vs. children that were not intervened. The aim of this study was to better educate the children. At the end of the 5-year period, the children were abruptly taken off the intervention and what was measured later on as time passed was that the children that received intensive educational intervention were more likely to graduate school and be successful as opposed to those children that did not. When the children came into their 30s, the health of the group that received intervention were less likely to have hypertension, lower BMIs, and a lower rate of diabetes. These children became healthier adults.

IV. Quality Improvement/Quality Assurance (QI/QA) Update

**Melvin Hernandez,
Quality Improvement & Assurance Specialist**

A. Monitoring Visit Update

- Melvin and Ariel have completed their monitoring visits

B. Documentation timeline

- **The requirements and timeline for appropriate documentation was discussed. Documentation must be entered within 3 working days from date of service. Any changes or updates must be clearly documented within your comments and dated accordingly. This will speed along the audit process—if the dates are not added to the update, then it will be assumed that the documentation was late. For this reason, each time an update occurs, the date should be in the notes.**

C. QA/QI Plans- Updated; if so, re-submit to HSCMD

- **Melvin and Ariel both looked at plans for each provider. Melvin stated that it is okay to change plans if the one that is currently being used does not work well for provider. Be sure to notify us of any plan changes so that so that we may all work efficiently. Be sure to add dates into the plans and to be realistic with the plan that is selected— do not add into your plan that you meet with your care coordinators on a weekly basis when you don't.**

D. Monitoring Letters (Response from Monitoring Visits)

- **The evaluations for the monitoring visits will be sent out in the order that the visits occurred.**
- **The QI/QA Team has added additional documents to this year's monitoring tool to help illustrate and also provide additional back-up documentation to assist with the monitoring report.**

E. Continuation of Operations Procedures – COOP Plan

- **These plans were due originally in September. If these have not been submitted, which there have been only 5 providers that have, they should send them in as soon as possible. There must be an electronic copy as well as a hard copy via e-mail. These should be sent in with the monthly report. Melvin mentioned that if a provider is not sure if the plan was submitted or not, that they can contact him to obtain their status on this matter.**

V. Operations Budget

Charmaine Johnson,
Director of Administration

A. Follow-up to E-mail (Budget Update)

- **Charmaine noted that contract negotiations with AHCA and DOH will bring changes to the table for all providers. The e-mail that was sent to all of the providers was information in regards to the financial status. Charmaine advised that all the providers should submit their invoices early before the 40 day deadline. Charmaine also noted that with the new changes in structuring, major changes in contracts will also be implemented including financial consequences for not meeting certain contractual agreements. Ariel included information that the DOH has lower standards than**

HSCMD; therefore it should be easier for the providers to fulfill those standards. Although some standards will be lower, there will be drastic changes that the providers should prepare for.

Dr. Duara suggested that the service authorizations be extended for longer than a 30 day period to avoid departmental budget inquiries.

VI. Provider Issues

**Margie Aragon, University of Miami NICU
Claudia Polastri, Borinquen Medical Centers of Miami-Dade**

A. HSCMD Board Of Directors Contracted Providers' Representatives update

- The last Board of Directors meeting was held on February 25th – Margie and Claudia approached the board with the HMS problems. The board would like all the providers to send evidence that supports that HMS has been having issues that impede the process of logging in and accessing the system. All evidence should be logged in the following format: Ex: Provider A could not access HMS on MM/DD/YYYY at (time) for X amount of hours. All evidence should be e-mailed to Claudia and Margie in one week to send to the board two weeks prior to the next meeting. The board will then write a letter to Tallahassee with the issues that have been occurring. Manny suggested requesting the board to give the providers a deadline of when that letter will be completed and sent. Should anyone require a copy of the information from the board meeting, please contact Margie for a copy.**

VII. Healthy Start Program Issues

Ariel Morel and Melvin Hernandez

A. Excel Spreadsheet for Reporting Purposes

- The Excel spreadsheet was e-mailed to all of the providers by Ariel.**

B. Reports by Healthy Start Contracted Providers

- Client Services Report by Program Component and Service Provider**
- Case Load Report**

Ariel reminded HSCPs that these reports must be run and analyzed monthly (at a minimum). It is important to keep running the reports. All providers should review coding to avoid errors in the coding. Ariel suggests setting a reminder in the calendar for the future.

C. Proper Linking for Initial Contacts

- Melvin advised the HSCPs about the importance of linking all screens to the Initial Contact form. This includes unable to locate and unable to complete. If there is a screen that has not been linked (which is rare) this should be reported to HSCMD to avoid delays. All Clients should be leveled at initial contact; this is a requirement and not an option.**

D. Filing Psychosocial Documentation in Infant's File

- **Ariel updated the providers that all documentation regarding counseling for the mother is to have a separate parallel file so that none of the mother’s records are at risk of being exposed to the biological father of the infant. Please refer to Chapter 9 pg. 137 in the Standards and Guidelines to further gain information on this matter.**
- E. Exhibit DD—Contact List (Reminder); Submit with New Staff/ Changes in organization
- **An updated list was shared with the HSCPs but needed corrections. The sheet will be updated and e-mailed to the HSCPs.**
- F. HSCMD Coding Training—Late May/ June 2014
- **HSCMD will be offering an annual coding training sometime in late May or June to fulfill an opportunity for those needing a coding training during the contract year. Each provider who is able to meet the criteria to provide a “coding training” is encouraged to do so and not necessarily wait for the one offered by the Coalition.**

VIII. Open Discussion

- A. **Manny mentioned that ordering materials and incentives such as t-shirts and lunch boxes for clients is a great way to market HSCMD.**
- B. **Being able to effectively relay information to clients so as to have an impact on their lives is great customer service**

Next meeting will be held on Tuesday, May 27, 2014 at 9:30am, at the Healthy Start Coalition of Miami-Dade’s Training Room.