



HCP SPECIALTY CLINICS POLICY AND GUIDELINES

August 2010



**Health Care Program for Children with Special Needs (HCP):
“Connecting Kids with Care”**

**HCP Specialty Clinics
Policy and Guidelines**

Table of Contents

I.	HCP Specialty Clinics	2
A.	Purpose of the Specialty Clinic Policy and Guidelines	
B.	Purpose of the HCP Specialty Clinics	
C.	Types of HCP Specialty Clinic	
II.	CDPHE HCP Specialty Clinic Responsibilities.....	4
III.	HCP Specialty Clinic Physician Responsibilities.....	5
IV.	HCP Regional Offices Responsibilities.....	5
V.	HCP Specialty Clinic Host Site Responsibilities.....	6
VI.	HCP Specialty Clinic Coordinators & Staff Responsibilities.....	7
VII.	HCP Care Coordinator Responsibilities.....	10
VIII.	HCP Specialty Clinic Policies.....	11
A.	Specialty Clinic Benchmarks	
B.	Specialty Clinic Sliding Scale Fee	
C.	Clinic Support Fees	
D.	Clinic Google Calendar and Patient Schedule	
E.	Scheduling Clinic Patients for Each Specialty	
F.	Clinic Chart and Specialty Clinic Visit Record	
G.	Clinic Physician Report – Dictated Notes from Clinic	
H.	Clinic Consent and Release Information	
I.	Clinic Visit Data Collection Tool	
J.	Provider Application and Approval	
K.	Clinic Physician Provider Billing	
IX.	Children with Special Needs & HCP Program Overview.....	17
X.	HCP Specialty Clinic State Contact Information.....	19
XI.	HCP Forms.....	20
XII.	HCP Specialty Clinic Forms.....	20

Health Care Program for Children with Special Needs (HCP)
“Connecting Kids with Care”

HCP SPECIALTY CLINICS
POLICY AND GUIDELINES

I HCP SPECIALTY CLINICS OVERVIEW

Purpose of the HCP Specialty Clinics Policy and Guidelines

The purpose of the HCP Specialty Clinics Policy and Guidelines is to describe the HCP Specialty Clinics and to provide guidance for delivering consistent, quality pediatric specialty care across the state for the host clinic sites and the HCP Specialty Clinic Coordinators and staff.

Purpose of the HCP Specialty Clinics

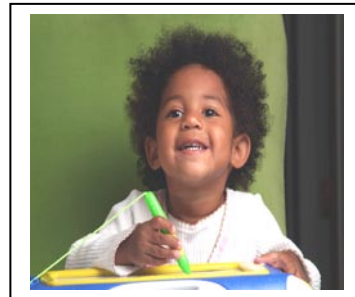
Colorado Department of Public Health (CDPHE) Health Care Program for Children with Special Needs (HCP) within the Children with Special Health Care Needs Unit (CSHCN Unit), and regional and local public health services and care providers partner to:

- Provide access to pediatric specialty care in rural and frontier communities of Colorado
- Facilitate pediatric specialty care and collaboration with local primary care, public health, schools, early childhood systems, and other community agencies
- Support and model a local Medical Home Team Approach
- Provide specialty consultation and continuing education to local providers and specialists
- Facilitate shared responsibility for developing local quality health care systems

Therapists, school personnel, BOCES staff, Community Centered Board personnel, primary care physicians and other individual the family invites are encouraged to attend and participate.

Types of HCP Specialty Clinics

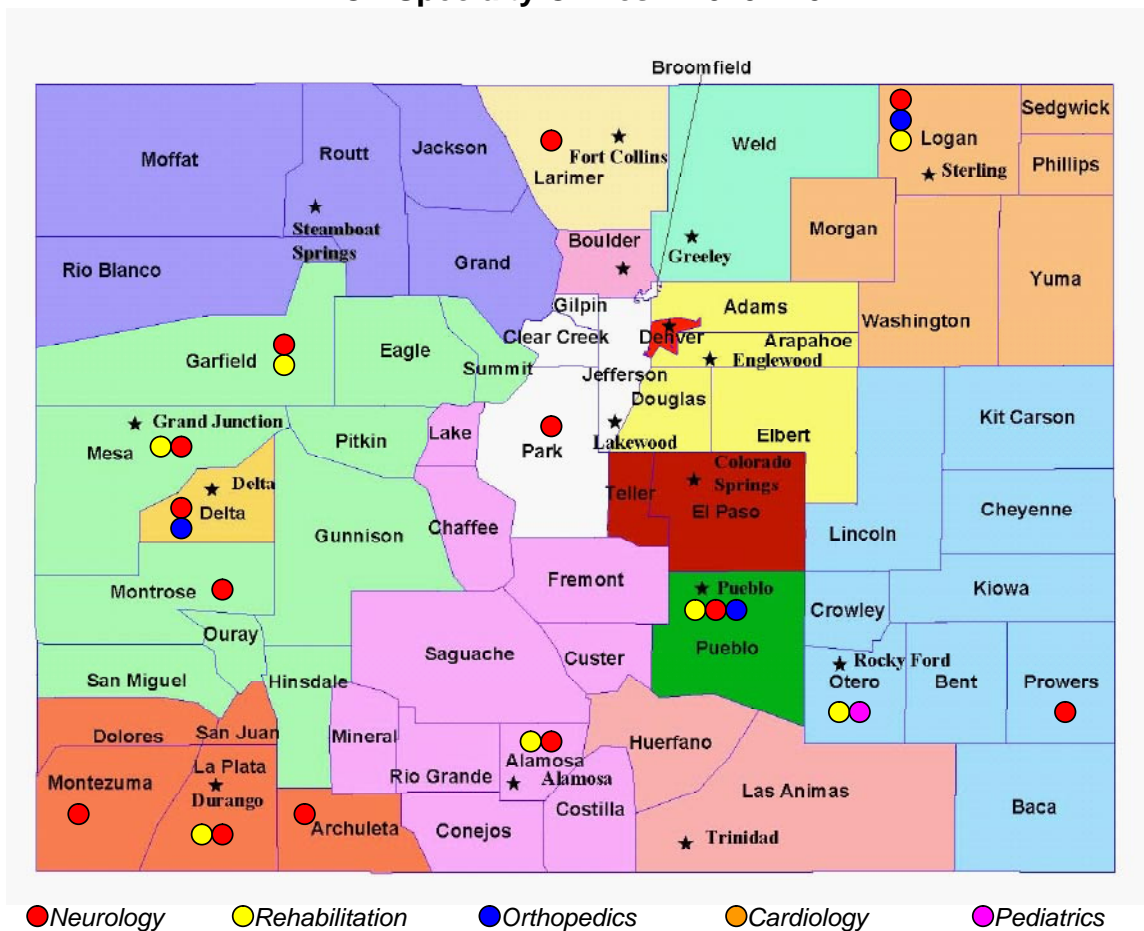
- Cardiology
- Neurology
- Orthopedics
- Pediatrics
- Rehabilitation



Other Clinics Supported By HCP

- **Diagnostic and Evaluation Clinics (D & E Clinics)**
The D&E Clinics provide family's access to evaluation services within or near their own community. A team of professional's works to provide a comprehensive diagnostic medical evaluation of a child with suspected special needs. These teams typically include a developmental pediatrician along with the family and related service professionals including speech language pathologists, physical therapists, occupational therapists, social workers, psychologists, service coordinators, parent advocates and nurses. The D & E Clinics are funded through HCP to local agencies or public health agencies.
- ***The Children's Hospital Regional Genetics Clinics*** provide genetic diagnostic and counseling services to patients and families. These clinics allow families to access this highly specific medical specialty in their own communities. The Genetics clinics are staffed by The Children's Hospital (TCH) physicians and genetics counselors and are the responsibility of TCH. The clinics are hosted by local health agencies including county health departments and are scheduled several times a year at each location. The Genetics Clinics are funded by Newborn Screening fees. More information is available by calling contact (720) 724-2370 or go to this website: <http://www.cdphe.state.co.us/ps/genetics/geneticclinics.html>

Health Care Program for Children with Special Needs (HCP) HCP Specialty Clinics – 2010 - 2011



Shaded Counties = “HCP Regions”

Northwest (Steamboat Springs) 970 879-1632	Denver 720 956-2086
Larimer (Fort Collins) 970 498-6747	Tri-County (Englewood) 303 761 1340
Weld (Greeley) 970 304-6420 ext 2309	Southeast (Rocky Ford) 719 254-5300
Northeast (Sterling) 970 522-3741 ext 242	El Paso (Colorado Springs) 719 578-3200
Boulder 303 678-6064	Pueblo 719 583-4431
Western Slope (Grand Junction) 970 248-6948	South Central (Alamosa) 719 589-4313
Jefferson (Lakewood) 303 239-7006	Southwest (Durango) 970 247-5702 ext 209

II CDPHE HCP SPECIALTY CLINIC RESPONSIBILITIES

HCP Specialty Clinic Program Manager at CDPHE

- Develop, review, and monitor Specialty Clinic Policies and Guidelines
- Monitor and manage HCP Specialty Clinic physician contracts (including the honorarium for time, travel and transcription expenses)
- Monitor the HCP Specialty Clinic Contracts – HCP Specialty Clinic Benchmarks and number and type of Specialty Clinics held
 - Provide data and consultation to local health agencies and communities regarding trends and possible need for modifying Benchmarks
 - Review local health agency proposals to add, increase, or decrease Specialty Clinic Benchmarks and approve when appropriate
 - ❖ Review fiscal impact and implications of any changes in the Specialty Clinic Benchmarks
 - Notify Regional Office, local health agency specialty clinic coordinator, and Maternal and Child Health (MCH) Generalist regarding Specialty Clinic Proposal decisions
 - Submit Annual Specialty Clinic Benchmark and number of clinics per physician to the Fiscal Office
 - Notify HCP Director regarding local health agency proposal and approval
- Provide orientation and educational opportunities for local health agency staff and specialty clinic providers and staff
 - Provide best practices guidance for the specialty clinic staff
 - Assure quality standards of care
- Develop and monitor the HCP Specialty Clinic Evaluation Plan
 - Develop standardized data collection systems for the Specialty Clinics
 - Monitor Specialty Clinic outcomes and quality assurance indicators
- Complete and distribute the HCP Specialty Clinic Annual Report including:
 - Type of clinics and location
 - Number of patient visits and type of visit
 - Additions, reductions, and closure of clinics
 - Trends over time of clinic visits
- Assist in developing collaborative services across the Health Care Program for Children with Special Needs and the Children with Specialty Health Care Needs Unit
- Collaborate with specialty providers and local health agencies to maximize services through technologies such as tele-health
- Maintain updated Specialty Clinics Policies and Guidelines and Specialty Clinic Forms on CSHCN Unit/HCP Unit web site

III HCP SPECIALTY CLINIC PHYSICIAN RESPONSIBILITIES

The State HCP Office contracts with pediatric specialty providers for the fiscal year (July – June) in order to assure access to specialty care for children and youth in rural areas of Colorado.

- HCP Physician Contracts stipulate the number of clinics they will attend and their respective honorarium. The honorarium includes the physician time as well as travel and transcription expenses.
- Any physician providing care in the Specialty Clinics must submit an application and appropriate credentials to the State HCP Office so that a contract can be initiated, whether or not the physician wishes to receive an honorarium.
- All physicians are required to follow HIPAA policy and procedures as indicated in their contract.
- Physicians may not provide and will not be reimbursed for any specialty clinic services until a signed CDPHE/HCP Contract is in place.
- Specialty physicians must submit the ***Invoice for Professional Services for the HCP Specialty Clinics*** according to their CDPHE/HCP Contract. They are expected to arrange for and pay for their own travel and transcription services.
- Specialty physicians responsibilities are outlined in the ***HCP Specialty Physician Guide*** referred to in their contract
- University Physician, Inc. (UPI) University of Colorado/Children’s Hospital Physicians)
 - ❖ UPI physicians have certain scheduling and transcription requirements that must be met in order to use The Children’s Hospital EPIC record system,

IV HCP REGIONAL OFFICE RESPONSIBILITIES

Support local health agency clinic operations through technical assistance

- Maintain patient and family confidentiality according to HIPAA regulations
- Survey the need for specialty clinic services in collaboration with local health agencies
- Evaluate need/benefit of regional vs. local health agency specialty services
- Assess, encourage, and promote involvement of other regional community providers, agencies, and organizations

V HCP SPECIALTY CLINIC HOST SITE RESPONSIBILITIES

Provide oversight and direction for the operation of the local specialty clinics

➤ Provider Relations and Community Coordination:

- Outreach to primary care providers and community partners about the specialty clinics
- Explain HCP policy regarding billing to participating physicians and families
- Report the type of clinic, date, physician on the Google Calendar so that it is available for review by community physicians and providers

➤ Clinic Coordination Operations:

- Designate a Specialty Clinic Coordinator and notify the HCP State Office of contact information and any changes
- Establish effective use of HCP team members for clinic activities
- Determine location and adequacy of the waiting room area, physician office space, clinic exam room space, location, and equipment needs for the Specialty Clinic
 - ❖ Assure adequate space for patients and families to comfortably wait for their appointment
 - ❖ Special consideration should be given for patients who use wheel chairs, walkers, and other equipment that may require additional space
- Consult with the specialty providers regarding:
 - ❖ PCP referrals that are appropriate to the specific specialty clinic
 - ❖ Relevant medical history, tests, procedures needed by the pediatric specialist prior to seeing a child in the clinic with the pediatric specialists
 - ❖ Clinical supports are needed during clinic (e.g. health history, vital signs, height weight, head circumference, BMI)
 - ❖ The dates of the specialty clinics
 - ❖ The number of new, follow-up, and return patients to be scheduled
 - ❖ The procedure for rescheduling and “no-show” appointments
 - ❖ Family’s ability to pay and insurance
 - ❖ When and where to send the HCP Specialty Clinic schedule, family contact information and insurance information
- Schedule the number of Specialty Clinics in accordance with local health agency contract benchmarks
- Monitor and maintain the web based Google calendar with the Specialty Clinic Schedule including the date, specialty, and physician name
- Direct clinic operations prior to clinic, during clinic, and after clinic.
- Complete the HCP Specialty Clinic Data Collection Tool and submit to the HCP State Office within one week of the clinic
- Assure transfer of specialty care when a child moves to another county. Transfer the Specialty Clinic Chart after a signed Consent for Release of Records from the family is received
- Monitor number of specialty clinic visits, appointment wait time, and other indicators of community need for a Specialty Clinic Proposal to increase, add, reduce, or close a specialty clinic

VI HCP SPECIALTY CLINIC COORDINATOR & STAFF RESPONSIBILITIES

Maintain patient and family confidentiality according to HIPAA regulations

Prior to Clinic

- Talk with the primary care provider and initiate the ***Specialty Clinic Medical History***
 - Clarify with the primary care provider the questions and concerns that need to be addressed by the pediatric specialist.
 - Advise the PCP about the tests or procedures that need to be ordered prior to the clinic visit.
 - If needed, have the PCP contact the pediatric specialist for further consultation about the clinic visit and needed activities prior to the clinic or about any questions regarding the urgency of the clinic visit.
- Talk with the family to complete the ***Specialty Clinic Medical History*** and the ***HCP Intake Interview*** to determine the family's need for HCP Care Coordination.
 - If HCP Care Coordination - then send a ***Request for HCP Services*** for care coordination prior to clinic. The HCP Care Coordinator will complete the ***Family Information Questionnaire*** and the ***Care Coordination Assessment and Plan of Care*** and report back to the Specialty Clinic Coordinator
 - **If NO HCP Care Coordination** – complete the ***Family Questionnaire*** to obtain needed Specialty Clinic information.
 - ❖ Refer family to EPSDT Worker as needed for Medicaid or CHP + application and assistance in obtaining tests or procedures prior to clinic
- Consult with the Specialty Provider regarding any questions about timing of the appointment and need for more immediate evaluation and care
- Register child in CHIRP (or collaborate with the Regional Office) – as “Patient of the Program” or Specialty Clinic patient
- Schedule patients for the HCP Specialty Clinic for a new, follow-up, or return appointment
 - Send appointment letter to the family (CHIRP Letter can be populated with child name etc.) detailing the time of their appointment, the location of the clinic, and the physician they will be seeing, and clinic fee if applicable
- Prepare the **HCP Specialty Clinic Chart** with the following:
 - ***HCP Pediatric Specialty Clinic Medical History***
 - ***HCP Family Information Questionnaire***
 - ***HCP Specialty Clinic Visit Record***
 - Test and procedures results and other requested information
 - Insurance information
 - HCP Care Coordinator summary reports
 - **NOTE: HCP Care Coordinator assessment, plan, interventions and any follow up documented in CHIRP are NOT considered part of the HCP Specialty Clinic record**
 - Other documents required by the pediatric specialists

- Confirm the appointment with the family (letter or phone call)
 - If HCP Care Coordinator - Notify of the appointment date
 - Request HCP Care Coordinator confirms appointment with family if involved
 - Send a reminder letter or call family prior to clinic date at least two weeks prior to the clinic. A reminder phone call the day before the clinic can also identify families who have last minute conflicts.
- Set up clinic room and equipment according to the Specialty Clinic Provider preferences
 - The physician clinic room should be free from clutter and have a suitable examination table and paper lining and cleaning supplies when needed (out of reach of children)
 - Assure safety for children, especially busy and inquisitive toddlers or the developmental needs of children/youth
- Set up “office” interview room separate from the examination room for the physician to complete their dictation, review records, write orders, and contact other providers
 - Provide a land line telephone in close proximity to the examination room or the physician’s office area to allow for phone-in dictation and contact with other providers
 - Other needs may include a desk, computer with an internet connection
- Provide clinic supplies, equipment, and patient education materials
 - Equipment and supplies will vary by specialty, attending physician, and children scheduled.
 - All clinics are expected to have a scale, height and length measurement devices, head circumference measuring tape, growth charts, and a copier readily available (copies of insurance cards, referrals, physician orders, and prescriptions are often needed)
 - Parent education materials related to the specialty (e.g. procedures or tests that may be scheduled, medications guidance, guidance assisting children to take medications)

During Clinic

- Provide Specialty Clinic Coordination and staff support
 - Confirm family address and contact information
 - Obtain parent signature on the local office ***HCP Specialty Clinic Consent and Release*** for the Specialty Clinic.
 - Collect insurance information and copy of insurance card
 - Collect any Specialty Clinic Support Fees
 - Provide interpretation services for families as needed
- Provide direct care to patients (e.g. height, weights, vital signs)
 - Obtain height (length) and weight measurements, calculate BMI or Ht/Wt ratio and chart on growth chart, and vital signs according to the specific needs of the clinic
 - Record measurements, vital signs and other clinical information on the ***HCP Specialty Clinic Visit Record***

- Provide health education along with local community resource and referral information
 - Specialty Clinic staff will confirm with the family/youth their understanding of the recommendations of the specialist and appointment follow up
 - Specialty Clinic RN will confirm the family/youth understanding of medication recommendations, treatments, procedures, etc
 - ❖ Record medications on the **HCP Specialty Clinic Visit Record** – dose, frequency, duration. Review the medications with the family/youth as well as any side effects. Provide standardized medication written information to the family whenever possible
 - A **Request for HCP Services** should be initiated if the family/youth does not have a HCP Care Coordinator prior to clinic, but as a result of the Specialty Clinic visit specific care coordination needs have been identified for follow up

After Clinic

- Track and distribute the HCP Specialty Clinic dictated notes from the specialty providers to:
 - The family
 - PCP
 - HCP Care Coordinator
 - HCP Specialty Clinic Chart
 - HCP Regional Office when requested
- **Follow up questions regarding medications, new or unresolved symptoms, tests, procedure results should be referred to the PCP or to the pediatric specialist**
- Communicate with the HCP Care Coordinator, when available, as needed regarding any needed specialty clinic follow up for tests, procedures, symptom relief or monitoring

VII HCP CARE COORDINATOR RESPONSIBILITIES

Maintain patient and family confidentiality according to HIPAA regulations

Prior to Clinic

- Complete the **HCP Care Coordination Assessment and Plan** with the family to identify any unmet needs for health and other services.
- Report back to the HCP Specialty Clinic Coordinator regarding the family status and any additional relevant information related to the specialty clinic visit (e.g. questions or concerns from the family that had not previously been identified but need to be addressed)
- Assist the family in arranging transportation and child care. Notify the HCP Specialty Clinic Coordinator of any need for interpreter services.

During Clinic:

- HCP Care Coordinators are not expected to attend the HCP Specialty Clinics unless requested by the family **AND** they have the capacity to allow for travel time and time in the clinic within their HCP Contract

After Clinic:

- Review a copy of the **Specialty Clinic Visit Record** and the physician dictated notes for follow up recommendations and clarify any questions or concerns with the Specialty Clinic Coordinator. File in a hard copy chart for future reference.
- Follow up with the family to assure that they understand the recommendations of the Specialty Clinic and assist as needed with any follow up recommendations.
- **Physician dictated notes should NEVER be re-typed into the CHIRP Communication Screen.**

VIII HCP SPECIALTY CLINIC POLICIES

A Specialty Clinic Benchmarks: Increasing, Adding, Reducing, or Closing Specialty Clinics

Represent the number of one physician/provider, one day, 8 hour clinics that the local health agencies have been contracted to provide.

- Potential changes in the specialty clinic benchmarks should be discussed as early as possible with the MCH Generalist and the Specialty Clinic Program Manager.
- Local health agencies may add, increase, or decrease the number of specialty clinic benchmarks by submitting a written proposal (**prior to March 1**) describing the requested changes to the State HCP Specialty Clinic Program Manager. The proposal should include:
 - Review the current specialty clinic visit trend, appointment lead time, wait list, and community support for the change.
 - Assessment of other existing clinics in the area to combine with and/or consideration of regionalization
 - Consideration of coordinating half-day clinics with neighboring counties to promote efficient use of physician's time and travel expenditures.
 - Recommendation of specialist in the surrounding community if known.
 - An example is included in the Appendix (**SC-5**) *HCP Specialty Clinic Proposal to Add Clinics – Proposal Outline*

B Specialty Clinic Sliding Scale Fee

The host site receives funds for hosting each of their HCP Specialty Clinics as part of their total HCP Contract. The amount of funding is based on the number Specialty Clinic Benchmarks (an 8 hour clinic with one provider) they are allowed for the contract year.

- The Specialty Clinic Fees are intended to cover the expenses related to hosting the Specialty Clinics.

C Clinic Support Fees

The HCP Specialty Clinic Support Fees provide financial support to the local infrastructure required to operate HCP specialty clinic activities such as clinic supplies, equipment, furniture, and professional stipends. The host site is responsible for the decision to charge a sliding scale fee to cover their expenses.

- If a host site wishes to implement a Specialty Clinic Support Fee, they need to develop a step-by-step procedure for assessing/collecting/tracking use of fees collected based on their local agency fiscal requirements and financial record requirements.
 - Fees are in lieu of any co-pay required by the families' insurance policies
 - Fees cannot be collected from families whose child is enrolled in Medicaid.
- Assessment of family income:
 - Have families complete the Family Information Questionnaire "estimate of family's income before taxes" to determine actual fee
 - If a family chooses to provide no financial information, a \$100.00 fee for each clinic visit maximum may be charged

- Clients will be charged a Specialty Clinic Sliding Scale Fee according to their Federal Poverty Level (FPL) as determined through HCP CHIRP as follows:
 - No charge for families at or below 100% FPL
 - \$5 fee per visit for a rating of 101 - 133% FPL
 - \$10 fee per visit for a rating of 134 to 185% FPL
 - \$30 fee per visit for a rating of 186 to 211% FPL
 - \$50 fee per visit for a rating of 212 to 399% FPL
 - \$75 fee per visit for a rating of 400 to 450% FPL
 - \$100 fee per visit for a rating of 450% FPL and greater
- A family, who has more than one child seen in clinic, may be charged a clinic support fee for each child. (e.g. the family with two children would be charged two clinic support fees.)

D Clinic Google Calendar and Patient Schedule
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All HCP Specialty Clinics should be documented on the HCP Specialty Google Calendar. The Specialty Clinic patient schedule must follow the format of the HCP specialty clinic schedule template provided on the HCP website.

- Creating Google Calendar Account
 - Sign up at www.google.com/calendar
 - Send an e-mail to the CDPHE HCP Specialty Clinic Community Liaison (303-692-2370) to **sign up and use** the HCP Specialty Clinic Google Calendar.
- HCP Specialty Clinic Google Calendar
 - Clinic dates are a joint decision between the Specialty Clinic Coordinator and the specialty physician.
 - Once the dates for clinics have been established with the specialty physician they should be documented on the HCP Specialty Clinic Google Calendar
 - <http://www.google.com/calendar/embed?src=paul.gillenwater%40state.co.us&pvttk=3e34d0b38ed855f2fe01ee8427455089>
 - The Google Calendar allows edits to the clinic dates, attending physician(s), and location of the clinics on-line so they are viewable in their most updated form at any time from any location in Colorado.
 - The CDPHE HCP office uses the Google Calendar to track clinic statistic data
 - UPI transcription's use the Google Calendar to track UPI physician transcriptions
 - Referring physicians may use the Google Calendar to *view only* when a pediatric specialists will be in their community
- Document on the Google Calendar any cancelled Specialty Clinics
- **Specialty Clinic Schedule Template (SC – 7)**
 - The Specialty Clinic Schedule should be completed and sent to the pediatric specialist and administrative staff to assist in the preparation of any needed documents and registration forms for the clinic. The information to be obtained may differ depending on the provider and they type of clinic.
 - UPI/The Children's Hospital Specialty Providers schedule must be completed electronically and faxed (or secure email) to their office at least two weeks ahead of the scheduled clinic date so that they can register the child/youth in the TCH EPIC System.
 - ❖ If the schedule is updated or changed in any way, it must be faxed again up until the day prior to your clinic to ensure Children's Hospital staff can obtain insurance approval and send any appropriate equipment and records with the physician.

E Scheduling Clinic Patients for Each Specialty

Each specialty has an expected number of patients to be scheduled and seen to be considered a full one day clinic for each provider. The physician honorarium is also based on this number of patients scheduled and seen.

- Number of patients to be scheduled for each specialty
 - Cardiology Clinic: 15 patients
 - Rehabilitation Clinic: 8 patients
 - Neurology Clinic: 8 – 10 patients
 - Orthopedic Clinic: 20 patients
 - Pediatric Consultation: 4 patients
- If the number of patients scheduled and seen becomes greater than the recommended number on a consistent basis and the waiting list is greater than 3-6 months, consideration should be to discuss the possibility of submitting a Proposal to increase the number of specialty clinics with the Generalist and Specialty Clinic Program Manager
- If the number of patients scheduled and seen falls below the recommended number of patients scheduled and seen, the Program Manager will contact the Host Site Specialty Clinic Coordinator to review the reasons for the decrease in patients seen, and possible need to revise the Host Site Specialty Clinic Benchmarks.
 - Therefore, it is recommended that the Specialty Clinic Coordinator track failed appointments and/or any reasons there is a decrease in the number of specialty clinics held in a year (e.g. physician illness, maternity leave, or other reasons out of the Host Site control)

F Clinic Chart and Specialty Clinic Visit Record

Requests for HCP Specialty Clinic records shall only include information from the Specialty Clinic. Copies of any records obtained from the HCP Care Coordinator or other sources may not be sent to another agency or party. Requests for any records must be submitted directly to the agency who submitted the information to the Specialty Clinic

- HIPAA confidentiality and storage requirements shall be maintained
- All HCP Specialty Clinic Records will be stored for a minimum of 7 years after child's 21st birthday.
- The HCP Specialty Clinic Chart includes:
 - **HCP Medical Specialty History**
 - **HCP Intake Interview if completed by the Specialty Clinic staff**
 - **Family Information Questionnaire**
 - **HCP Specialty Clinic Consent and Release of Information**
 - ***HCP Specialty Clinic Visit Record***
 - **Specialty Clinic Physician Report (dictation)**
 - **HCP Care Coordinator report to the Specialty Clinic**
 - **Other tests and procedure results**
 - **Other information pertaining to the specialty clinic**
- Requests for HCP Care Coordination CHIRP documentation require a separate request submitted through CDPHE, HCP.

G Clinic Physician Report - Dictated Notes from Clinic

All children attending clinic will have a “Specialty Clinic Physician Report” dictated the day of the clinic visit by the specialty provider.

- The physician is responsible for having the **Specialty Clinic Physician Report** sent to:
 - PCP and referral provider
 - Family
 - HCP Specialty Clinic Record/Chart – Specialty Clinic Coordinator
 - HCP Regional office if they were the referral source or as requested
 - HCP Care Coordinator
 - Others-- requested or recommended by specialty provider or the family
- The Specialty Clinic Coordinator should assist in assuring that the physician dictates the report of the child/youth's clinic visit and the physician's recommendations on the day of the clinic
- The **Specialty Clinic Physician Report** may be translated into Spanish upon request of the family by sending the request to the CDPHE HCP office. Host Specialty Clinics will notify the CDPHE HCP staff by April each year regarding their estimated number of patient visits requiring Spanish translation annually
- **Under no circumstances should the Specialty Clinic Physician Report be re-typed into the CHIRP Communication Screen.**

H Clinic Consent and Release of Information

The HCP Specialty Clinic Consent and Release Templates have been developed in accordance with HIPAA guidelines as a guide for local agencies that do not have their own consent and release forms. The consent and release of information is between the patient and the local health agency therefore, the logo for the local health agency should appear on the form, in the upper left hand corner.

- Patient Information:
The patient or a person who has the authority to act on behalf of the patient must fill out the patient information box. (i.e., Parent/Guardian). All information in this box must be filled out.
- Specialty Clinic Consent/HCP Care Coordination Consent:
The patient or their representative must initial Yes, they consent, or No, they do not consent.
- Release of Information:
Include the person or the class of persons authorized to make the disclosures and the person or class of persons to receive the disclosed information.
- Communication with health providers:
The patient or person who has authority to act on behalf of the patient must provide the name of the patient's primary health care provider(s).

- Information to be released:
A specific description of the information to be released and range of dates is required for the information to be disclosed. (Specifically indicate the release of records relating to drug or alcohol abuse, HIV status, genetic testing or mental health records. A separate authorization form is required for release of psychotherapy notes.)
 - Patient/Authorized Representative Authorization:
You must keep numbers 1 through 5 in this section. They are key components to keeping the release within the guidelines set out by HIPAA. Under the signature and date, the Patient or Authorized Representative prints their name and states their relationship or authority to act on the behalf of the patient.
- Once the local health agency has received the signed release from the patient or their representative, provide the patient with a copy and check the box indicating such.
- Family Copy of Consent
The family should receive a copy of the signed consent.

I Clinic Visit Data Collection Tool
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The number of children/youth who are seen in clinic will be sent to the CDPHE HCP Office by e-mail attachment within one (1) week of the clinic using the “Individual Clinic Data Collection Tool”

- HCP clinic visits will be reported as:
 - Number of children/youth seen
 - ❖ New – new to the specific specialty clinic
 - ❖ Follow up- seen during the past year in the specialty clinic
 - ❖ Return – previously seen in the specialty clinic, but over one year.
 - Number of children/youth by primary type of insurance coverage:
 - ❖ Private
 - ❖ Medicaid
 - ❖ CHP+
 - ❖ No insurance
- Please send to:
 - E-mail: Laura.Zuniga@state.co.us

J Provider Application and Approval
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Specialty providers will submit an application for approval to the state HCP office prior to working in a specialty clinic.

- The State HCP Office asks that all physicians submit the following:
 - ❖ HCP Specialty Clinic Physician Application Form (See HCP Specialty Clinic Physicians Guide) at www.hcpcolorado.org under Clinics – Specialty Clinics

- ❖ All Physicians:
 - Copy of Medical license
 - Copy of Medical Liability Coverage
 - Updated Insurance Certificate
 - Copy of car insurance as their personal care is used to travel to and from clinics
- ❖ Private Physicians:
 - Authorization Agreement for Automatic Deposits (Appendix B)
 - W-9 Form (Appendix C)
- ❖ UPI Physicians
 - Documentation of The Children's Hospital/UPI Credentials
- ❖ Recommendation from a professional colleague

This information should be sent to:

**Attn: HCP Care Coordination/Specialty Clinics, Program Manager
 Colorado Department of Public Health and Environment
 PSD-HCP-A4
 4300 Cherry Creek Drive South
 Denver, Colorado 80246-153
 Fax: 303-753-9249**

A letter of confirmation specifying the “HCP Agreement” will be sent upon receipt of the above documentation along with the HCP Specialty Physician Provider Guide. See the HCP Specialty Clinic Physician Provider Guide on the HCP Web site.

K Clinic Physician Provider Billing
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Specialty providers may bill Medicaid, CHP+ and private insurance companies. The HCP honorarium is intended to cover those families who have no insurance.

- Billing is the responsibility of the provider – reimbursement should be made directly to them
- Provider must accept Medicaid/CHP+ payment as full reimbursement
- Patients unable or unwilling to obtain their own insurance (identified as “self pay”) will not be billed unless the family and the provider agree before services are rendered on payment plans based on the family’s ability to pay
- HCP specialty providers may bill a family with private insurance if an insurance payment is denied because the deductible has not been met
- Providers may choose not to bill families – but, will receive no further compensation – clinic support fee will continue to be collected according to local policy.

IX CHILDREN WITH SPECIAL NEEDS & HCP PROGRAM OVERVIEW

Children with Special Health Care Needs

The Maternal and Child Health Bureau defines Children and Youth with Special Health Care Needs (CYSHCN) as “those who have, or are at increased risk for having, a chronic physical, developmental, behavioral or emotional condition and who also require health and related services of a type or amount beyond that required by children generally.” (McPherson, et al., 1998). Colorado has about 70,000 births a year with a total population of over 1.5 million children and youth birth to 21 years of age. Using the 2007 National Survey of Children’s Health (NSCH) it is estimated that 17.1% of children are children and youth with special health needs, or approximate 255,000 children and youth in Colorado.

Colorado’s Medical Home Team Approach

A medical home team integrates patients as active participants in their own health and well-being. Patients are cared for by a health professional who leads the health care team that coordinates all aspects of preventive, acute and chronic needs of patients using the best available evidence and appropriate technology. These relationships offer patients comfort, convenience and optimal health throughout their lifetimes.

The American Academy of Pediatrics, the American Academy of Family Physicians and the National Maternal & Child Health Bureau are promoting Medical Home partnerships between providers, families, and community organizations at the local and state level that support the family and providers. In a Medical Home, families and physicians work together to identify and access all the medical and non-medical services needed to help children and their families reach their maximum potential.

HCP: “Connecting Kids With Care – Improving Health Care Systems”

The Health Care Program for Children with Special Needs (HCP) is a resource for families, health care providers, and communities. The program goal is to improve the health, development, and well being of Colorado’s children with special health care needs and their families by developing a system of health care services and supports for all families.

HCP receives federal Maternal Child Health Bureau Title V funds as well as state and local funding to serve Colorado children from birth to age 21 that have or are at risk for physical, behavioral, or emotional conditions. Through contracts with regional and local county public health agencies, HCP provides care coordination and assists families in accessing community-based health care, including specialty care and related services and supports to meet the individual needs of a particular family. HCP promotes a medical home team approach with the child’s primary care provider.

HCP Regional Office Teams

Colorado is divided into 16 Regional Offices made up of local county public health agencies. HCP Regional Office teams utilize public health nurses, family coordinators, occupational and/or physical therapists, speech pathologists, audiologists, nutritionists, and social workers as well as other health care team members from the community to identify resources for families to assist in meeting the needs of children and youth with special health care needs.

HCP Care Coordination

HCP care coordinators work directly with the child’s family and primary care provider to assist in coordinating the many professionals and organizations involved in an individual child’s care. This often includes coordinating the care among the specialty providers, school nurses, early childhood education

programs, therapists, and community agencies working with an individual family. HCP care coordination is an essential activity of HCP. It is integrally involved in supporting the HCP Specialty Clinics Coordinators with the recommended follow-up after the Specialty Clinic to assure communication and planning among all the family's team members, including the PCP, other medical specialists, community programs and insurance plans.

The Traumatic Brain Injury Program (TBI) supports care coordination services for children and youth with acquired traumatic brain injury through contracts with local health agencies.

Other Programs Supported through Colorado's Children with Special Health Care Needs Unit (Title V – Maternal and Child Health Programs)

Population Based Services

In addition to HCP Care Coordination, HCP supports early identification and follow up of health issues identified through Colorado Responds to Children with Special Needs (Colorado Birth Defects Registry), newborn hearing and metabolic screening and follow up.

Community Consultation and Systems Building

HCP personnel collaborate to develop and strengthen community based service systems so families and children with special health care needs can use them easily. HCP strives build the capacity within a community to serve families with children with special health care needs.

X HCP SPECIALTY CLINIC STATE CONTACT INFORMATION

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XI HCP FORMS

- A HCP Intake Interview**
- B Request for HCP Services**
- C HCP Family Information Questionnaire**

XII HCP SPECIALTY CLINIC FORMS

- SC – 1 Specialty Clinic Consent and Release Template**
- SC – 2A Specialty Clinic Medical History (Long)**
- SC – 2 B Specialty Clinic Medical History (Short)**
- SC – 3 Specialty Clinic Visit Record (previously Encounter Record)**
- SC – 4 Specialty Clinic Data Collection Tool**
- SC – 5 Proposal Outline to Add Clinics**
- SC – 6 HCP Clinic Coordination and Care Coordination**
- SC – 7 HCP Specialty Clinic ScheduleTemplate**
- SC – 8 Invoice for Professional Services for the HCP Specialty Clinics**
- SC – 9 Invoice for Professional Services for the HCP Specialty Clinics - UPI**