



Florida Child Welfare Prepaid Mental Health Plan— The Magellan Partnership Advantage

A Public-Private Partnership to Serve Florida Children & Their Families

Ensuring permanency and well being for children in the Florida Child Welfare System has consistently been a high priority for the state of Florida. The state believed that if services were provided on a local level, within the communities where the children lived, they would receive higher quality and better coordinated care and services.

To achieve these objectives, the state created a new Child Welfare Prepaid Mental Health Program that would partner Community Based Care (CBC) agencies and a managed care provider with capabilities and values that matched the needs of the children in the Florida Child Welfare System. Magellan was selected by the CBC agencies to be their managed care partner following a comprehensive competitive procurement process. Magellan and the CBCs then created the Community Based Care Partnership, Ltd. to respond to the state's procurement. With Magellan and the CBC of Seminole County serving as general partners and the remaining CBCs serving as limited partners, equal voice and representation was assured. By working together on all aspects of the program, the mental health plan became an integral part of the child's permanency planning.

Key Accomplishments

- There are no more waiting lists for services. Prior to Magellan entering into the partnership, hundreds of children were on case management waiting lists for as long as a year.
- The 14 day standard for receiving services is continually achieved or surpassed. Previously, there were significant delays in receiving services.
- Compliance with seven-day ambulatory follow-up appointments for children being released from inpatient settings increased from 28 percent to 83 percent within the first year.
- New monitoring tools ensure that Specialized Therapeutic Foster Care and Therapeutic Group Care facility quality of care standards are met. These tools monitor whether:
 - facilities or home settings are conducive to therapeutic activities;
 - wrap around services are available; and
 - treatments and services provided to children are effective.
- By significantly increasing availability and access to services such as 72-hour crisis respite care, the use of the 'Baker Act' for involuntary commitment has declined.

Innovative Programs, Trainings, Services and Support

A range of innovative programs were created through the partnership to address the state's concerns about continuity of care, safety, permanency and well being including the following:

- Jointly developed medical necessity and level of care criteria and work flows to ensure that treatment plans are an integral part of—not just an adjunct—to children's permanency plans.

- Wrap around services that treat the “whole child” and are tailored to meet individual needs including targeted case management, on-site services at school and at home, and outpatient services, such as therapy and medication management.
- ‘Point of Contact’ staff members within each CBC to facilitate meetings between multidisciplinary teams to ensure appropriate and expedited service. Additionally, these staff members keep track of the children, no matter where they may be living in the state, to ensure continuity of care.
- Collaborative Agreements with agencies such as the Department of Juvenile Justice to ensure mental health care and therapeutic support is continued while children are involved with other state agencies.
- Web-based systems to assist in tracking and trending service quality and delivery.
- Training and support for caregivers including:
 - Ongoing provider trainings on topics such as the latest evidenced-based treatments, encouraging recovery and resiliency in children, and turning a child’s behavioral health assessment into a road map for success.
 - Specialized trainings for outpatient providers who are helping children and youth with trauma histories.
 - Trainings for guardians and ‘guardian(s) ad litem’ on topics such as how to work with children in the child welfare system, early intervention and comprehensive behavioral health assessment training.
 - The Kinship Navigator Program, which provides support for relative caregivers and helps them navigate the child welfare system in order to access the services needed for the child(ren) who has been placed in their home.
 - Ongoing outreach and support for foster and adoptive families through the CBC’s Foster Parent Association. The association is an integral part of how providers and CBCs help identify service gaps, provide technical assistance to foster families and gain insight to potential training opportunities.

Together, Magellan and our Florida partners are working to deliver on the promise of safety, permanency and well being for children eligible for Medicaid and served in the Florida Child Welfare System; and to continually improve service outcomes for these children and their families.