

PLAN OF ACTION PROGRESS REPORT

December 21, 2020

Cardinal
Innovations
HEALTHCARE®



PLAN OF ACTION PROGRESS REPORT

DECEMBER 2020



OUR MISSION

To improve the health and wellness of our members and their families.

NETWORK CAPACITY: AVAILABILITY OF SERVICES AND PROVIDERS

- Improved **immediacy of available therapeutic homes** for children in need of placement by eliminating site-specific contracting. This ensures that once a provider is contracted once with Cardinal all of their homes and locations are automatically a part of our network
- Expanded our **ability to serve high risk youth** that are involved with multiple agencies, through a catchment-wide service agreement with Thompson Family Services centered on a service that is based on each family's unique needs and circumstances
- Cardinal partnered with 4 providers to draft an agreement around the provision of transitional, clinical care for children in both therapeutic foster homes and in a Level II facility to ensure **children have safe, appropriate treatment during periods of transition**
- Launched an **Immediate Assessment Partnership With Daymark** to ensure 24-hour access to assessments for children in the Child Welfare System, who may need immediate linkage to supports and services. Following a referral, Daymark has committed to completing same-day or next-day assessments across 16 of Cardinal's 20-counties

Therapeutic Foster Care

**6 new
agencies**

since 4/1; 36 total

Therapeutic Foster Care

**128 new
homes**

Since 4/1; 838 total

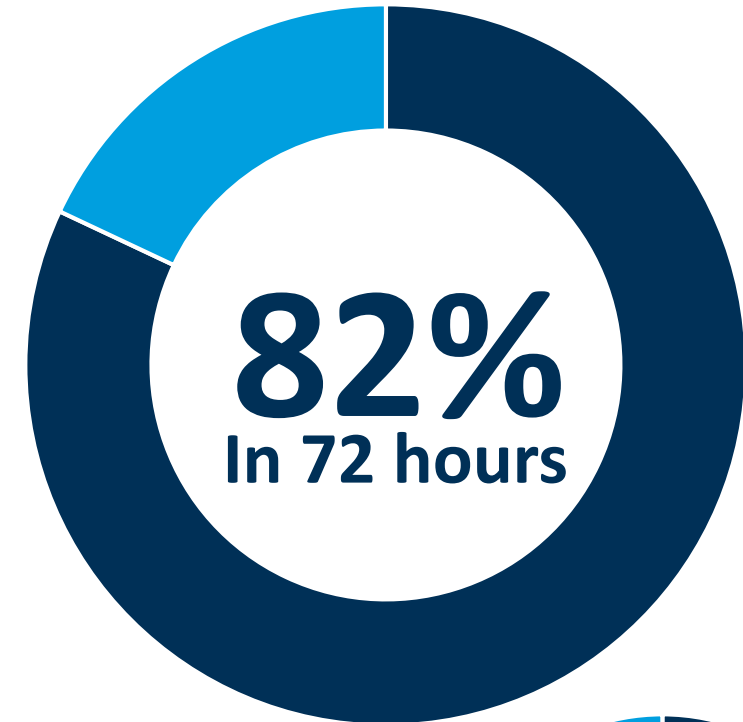


**At 80% of our January 1st
goal to increase provider
agreements**

ACCESS TO CARE

- We committed to processing 50% all treatment authorization requests within 72 hours, by December 31st, and **we are ahead of schedule by more than 30%**. Quicker authorizations increases access to needed services and care for members.
- In 10% of our service area, we have **increased our outreach and training** about community housing placement and supports for adults living with a severe mental health condition. We have training outreach scheduled for the remaining 90% through January 31st.
- We created **three new resources to address feedback about service awareness**: How to Access Services, Understanding State-Funded Services, and How Care Coordination Works.
- We expanded provider monitoring activities in order to **get services to members more quickly**.

Total Treatment Authorization Requests



Foster Treatment Authorization Requests



CARING FOR CHILDREN AND FAMILIES

- Cardinal Innovations **launched a comprehensive Child Welfare Program** based on best practices in managing care for children in the system, and these efforts began June 2020
- Cardinal achieved our initial goal of **aligning licensed, clinical staff with county DSS offices for three initial counties** and is on track to assign staff to the remaining 17 counties by the week of January 7th. This program offers consultative support, builds stronger partnerships, and increases access to care for all members within both systems
- Cardinal partnered with 4 providers to draft an agreement around the provision of transitional, clinical care for children in both therapeutic foster homes and in a Level II facility to ensure **children have safe, appropriate treatment during periods of transition**
- Cardinal mobilized a daily task force call to **speed up transitions of high-need, high-risk members** and identify solutions that address barriers to care and keep children in their communities

PROGRESS TO DATE

Cardinal staff alignment to local DSS offices



EMERGENCY DEPARTMENT UTILIZATION

- We **assigned 2 Cardinal staff members at BHC Atrium** to focus on patient care and service
- We **developed and began implementing a care plan for high-risk members** who are discharged from the Emergency Department to receive outreach to: 1) help them set up a 7-day follow-up appointment 2) ensure the member has appropriate medications, as necessary, and 3) understands post-discharge instructions. This plan is currently ahead of schedule.
- We **have identified members with 2+ Emergency Department visits in the last 30 days**. We are meeting with the appropriate providers to discuss: how members are utilizing the Emergency Department, why they are using it, and actions that can be taken to direct members to appropriate services.



Developed Transition of Care Initiative



Expanded Emergency Department Care Initiative for outreach to high-risk members



Exploring a partnership with Atrium to improve patient follow-up after discharge in Union, Cabarrus and Stanly counties

CARING FOR MEMBERS WITH INTELLECTUAL AND/OR DEVELOPMENTAL DISABILITIES

- Cardinal **conducted in-depth training** for Forsyth and Mecklenburg County DSS staff around the adult service continuum, including:
 - The state-funded registry and efforts Cardinal has made to **improve how the registry is managed** and collaborate with providers on timely filling of open vacancies for residential treatment.
 - The Registry of Unmet Needs (Innovations waitlist) with Medicaid services, and how we are **improving our referral process to be more member and community friendly**. This includes connection to (b)(3) services, as well as non-Medicaid services.
 - Additional ways and services that Cardinal offers beyond the state service array, including for non-Medicaid residential placements.
- Our Access team is **contacting everyone on the Registry** to do outreach check-ins and confirm contact information
- Joined and provided financial support to Disability in NC, the only business to business network devoted to **disability employment inclusion** in the workforce
- Conducted a **Town Hall for IDD Members and Families** on December 7th where we shared updated on disengagement, our plan to address county concerns, new DHHS resources for Medicaid Transformation and our new consumer partnership program. 253 individuals joined and the full recording is available on our website.



THANK YOU
