



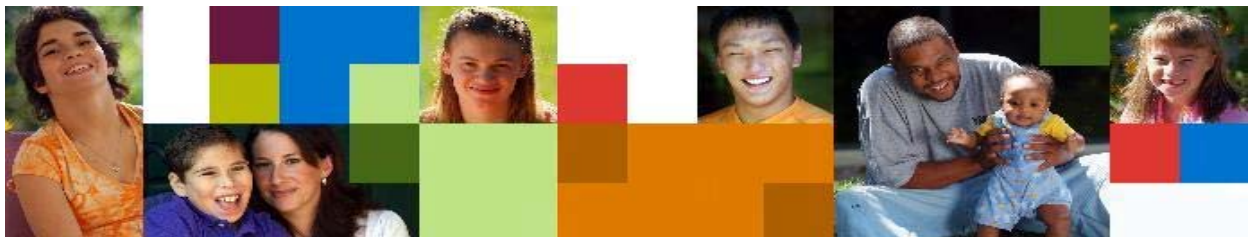
HCP SPECIALTY CLINICS PHYSICIANS GUIDE

9-1-07

Future revisions to this document can be found on the HCP website
www.hpcolorado.org



Colorado Department
of Public Health
and Environment



**HCP Specialty Clinics Provider Packet
Health Care Program for Children with Special Needs (HCP):
“Connecting Kids With Care”**

HCP Specialty Clinics Physician Guide

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

HCP PEDIATRIC SPECIALTY CLINICS PHYSICIAN GUIDE

HCP PEDIATRIC SPECIALTY CLINICS

Purpose of the Specialty Clinics Physician Guide

The purpose of this guide is to describe the HCP pediatric specialty clinics and provide a reference for physicians attending these clinics. We have included needed information about becoming an HCP specialty clinic provider, billing and reimbursement, general information about children with special health care needs, the Medical Home Initiative, and the Health Care Program for Children with Special Needs.

Purpose of the HCP Specialty Clinics

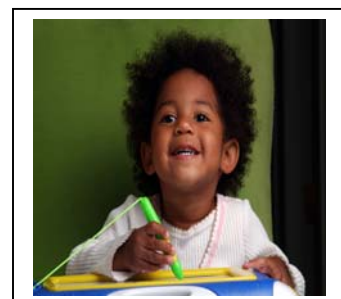
HCP sponsors pediatric specialty clinics in rural areas of Colorado where these services are not otherwise available. The specialty clinics are designed to partner with State, Regional HCP Offices, and local community public health or nursing services to promote a *Medical Home Approach* for children with special needs and provide access to pediatric specialty care.

- Provide access to pediatric specialty care for children with special health care needs (CSHCN) in rural and frontier areas of Colorado.
- Facilitate pediatric specialty care, consultation, and collaboration with local community primary care providers.
- Facilitate shared responsibility for developing quality health care systems with community partners by connecting pediatric primary care, specialty care, public health, schools, and early childhood systems.
- Support an interdisciplinary approach to evaluation and health care planning for children with complex medical issues. (Therapists, school personnel, BOCES staff, Community Centered Boards, primary care physicians and other people the family wish, are encouraged to attend and participate.)
- To provide specialty consultation and continuing education to local community physicians, nurses, therapists and other specialty providers.
- Model the medical home components to health care for children including: accessible, family centered, coordinated, culturally responsive, continuous, comprehensive, and compassionate.

As communities and providers develop the capacity to meet the needs of children/youth with special health care needs, HCP is committed to assisting providers and families in accessing these appropriate specialty clinical services.

Types of HCP Specialty Clinics

- Cardiology
- Neurology
- Orthopedics
- Rehabilitation



HCP SPECIALTY CLINICS PHYSICIAN INFORMATION

Becoming an HCP Specialty Clinic Provider

Requests for an HCP pediatric specialty clinic must come from the local community based on their community needs assessment for services. The local HCP Office and/or State HCP Office will collaborate in locating specialty providers to provide services.

The State HCP Office asks that the provider complete the following:

- Application Form indicating preferred mailing address, e-mail, and contact phone (See Appendix: Forms)
- W-9 Form
- Copy of Medical License
- Copy of Medical Liability coverage
- Two letters of reference from a professional colleague
- One letter of reference from a family

This information should be sent to:

Colorado Department of Public Health and Environment
PSD-HCP-A4
Attn: HCP Specialty Clinic Coordinator
4300 Cherry Creek Drive South
Denver, Colorado 80246-1530
Fax: 303-753-9249

A letter of confirmation specifying the HCP Agreement will be sent upon receipt of the above documentation.

Pediatric Specialty Clinic Reimbursement

In order to receive HCP reimbursement for a clinic, the **Statement of Professional Services** (See Appendix: Forms) must be completed within **10 days** of the clinic date/s with the following information:

- Name and complete mailing address where you would like the check to be sent.
- Direct deposit to your checking account may be arranged by calling the State HCP Office.
- Date of the clinic, full day clinic (6 – 8 hours) or half-day clinic (3-4 hours).
- Location/clinic site.
- Signature and date

Most private practice physicians receive honoraria as their total compensation from HCP. For those doctors employed by UPI, HCP pays honoraria directly to UPI and reimburses the individual providers for travel expenses.

UPI providers and any others who bill HCP directly for travel should contact the CSHCN Unit Communication, Processing and Resource (CPR) Team at 303-692-2370 for guidance on submitting reimbursement requests. These providers will report their expenses on the **Expense Reimbursement Form** (See Appendix: Forms). This form is also available electronically. The CPR Team will send a copy, on request. Travel is reimbursed at the State of Colorado approved rates. Travelers must submit original travel receipts for all transportation and meals and for any incidentals (such as parking or tips) costing more than \$25.

Both documents and receipts should be sent to:

Colorado Department of Public Health and Environment
PSD-HCP-A4
Attn: HCP Specialty Clinic Coordinator
4300 Cherry Creek Drive South
Denver, Colorado 80246-1530
Fax: 303-753-9249

Physician Billing:

HCP specialty providers may bill private insurance companies, Medicaid, and CHP+ for patients who are covered by those reimbursement sources.

- Billing will be the responsibility of the clinician's billing office and the reimbursement will be made directly to the clinician.
- The clinician must accept the 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 families ability to pay.

HCP specialty providers may bill a family with private insurance if an insurance payment is denied because the deductible has not yet been met. This amount is the fee, minus any co-payment required by their insurance policy that would have been paid by the insurer if the family had already met the deductible. HCP specialty providers must accept the payment determined by the insurer as payment in full.

HCP specialty providers may choose not to bill families, however they will receive no additional compensation from HCP to defray their costs for serving clinic patients.

Clinic Reports:

Dictation and Transcription

HCP specialty providers are responsible for:

- Dictation and transcription of their HCP Specialty Clinic Reports **within 30 days** of the clinic.
- Sending a copy of the HCP specialty clinic report (mail or fax) to:
 - Child/youth's primary care provider and /or referring physician
 - Colorado Department of Public Health and Environment
PSD-HCP-A4
Attn: HCP Specialty Clinic Coordinator
4300 Cherry Creek Drive South
Denver, Colorado 80246-1530
Fax: 303-753-9249

Distribution of Specialty Clinic Reports

The State HCP Office will be responsible for tracking and distributing the HCP specialty clinic reports received from the providers to all other interested parties, including:

- The family
- The HCP clinic coordinator
- The public health nurse
- Others, as requested by the family

Specialty Clinic Provider Consultation and Education for Local Providers

Through the HCP program, pediatric specialty providers are encouraged, whenever possible, to provide consultation and educational opportunities to local primary care providers, nurses, and other community health care providers in order to build the capacity of these providers to care for children with special health care needs.

HCP SPECIALTY CLINIC RESPONSIBILITIES:

All HCP Pediatric Specialty Physicians and Clinic Staff:

- Maintain patient and family confidentiality according to HIPAA regulations

HCP Pediatric Specialty Clinic Physicians

Prior to Clinic

- Determine insurance eligibility
Office staff may contact families regarding questions relating to insurance coverage, deductibles, and expected fees.
 - Negotiate physician rates with HMO
If a child has an HMO, contact with the HMO may be necessary to arrange payment for services if there is no existing contract with the HMO.
- Obtain consent
Staff may request consent forms be completed along with any needed pre-registration and medical information that is needed.
- Provide triage consultation to the local HCP clinic coordinator
HCP clinic coordinators may request consultation (by phone or e-mail) to determine priority of children who have been referred to clinic and who should be seen.
- Communicate expectations for clinic set up, staff support, and clinic dates
Each specialty provider will have different expectations of the clinic set up and staff support needed. Having this information ahead of clinic will allow the staff to prepare appropriately for the clinic, and if needed, negotiate their capacity to meet the requested expectations.

During Clinic

- Clinical evaluation and communication of needed follow up
The HCP Clinic Coordinator will provide follow up coordination to respond to the questions of the primary care provider and child's family in collaboration with the child's public health nurse/care coordinator.
- Documentation of clinical findings, recommendations, and follow up
Dictation and transcription is the responsibility of the provider **within 30 days** of the clinic.

After Clinic

- Submit Statement of Professional Services for reimbursement within 10 days of the clinic to ensure payment
- Submit bills to the child's insurance, if available
- Provide consultation with primary care provider and HCP clinic coordination on follow up care

HCP Specialty Clinic Coordinators and Clinic Staff:

Prior to Clinic

- Obtain referrals from the primary care provider
Clarify with the primary care provider the questions and concerns that need to be addressed by the specialty clinic.
- Triage referrals to the clinic from primary care providers
Obtain child's health history and test results that will determine appropriate scheduling for the clinics.
- Schedule specialty clinic
Negotiate with the specialty provider the number of new and return patients to be seen and send the patient schedule, including family contact information and insurance information, to the specialty provider office.

During Clinic

- Provide specialty clinic support
According to the specific needs of the specialty clinic, provide staff support such as health history, measurements, vital signs, family/patient education, and arrange follow-up care coordination.
- Verify family contact information, insurance and consents
Specialty clinic staff will note any changes in address, phone, or insurance and obtain their local HCP Consents.
- Collect HCP specialty clinic support fees
Families may be charged a clinic support fee based on their income to support the continuing operation of the clinic.

After Clinic

- Complete Information for HCP statistical reports
HCP staff complete an Individual Clinic Data Collection Tool for each clinic day and send it to the HCP State Office within 7 days of the clinic.
- Confirm completion of the specialty clinic report
HCP clinic staff will place the specialty clinic report in the child's clinic record.

HCP Specialty Clinic Fee

The HCP specialty clinic host sites (public health departments and nursing services) may bill a clinic fee to a family that does not have Medicaid or CHP+. Clinic fees are on a sliding scale based on established criteria and the family's income level as a percent of the federal poverty level. These fees help to support the nursing staff time setting up the clinic, managing the clinic, and assisting with follow up care coordination services. These fees are in lieu of any co-pay required by the families' insurance policies.

HCP PROGRAM OVERVIEW

HCP: Connecting Kids With Care – Improving Health Care Systems

The Health Care Program for Children and Youth with Special Needs (HCP) is a unique resource for families, health care providers, and communities. Our goal is to help improve the health, development, and well being of Colorado's children with special health care needs and their families. HCP serves children from birth to age 21 that have, or are at risk for, serious physical, behavioral, or emotional conditions.

HCP works with families, health care providers, communities and policy makers to strengthen our state's capacity to meet the needs of children and their families.

HCP receives federal Maternal Child Health Bureau Title V funds as well as state and local funding. Through contracts with local public health departments and nursing service agencies, the program assists families in understanding and coordinating the resources available for care and support.

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 birth to 21 years of age. Approximately 15% of these children and youth, more than 225,000, are children and youth with special health care needs.

HCP Regional Office Teams

Colorado is divided into 14 Regional Offices made up of local county public health and nursing services. HCP interdisciplinary 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 a child's primary care provider to assist in coordinating the many professionals and organizations involved in an individual child's care—such as specialty providers, school nurses, early childhood education programs, therapists, and community agencies. HCP care coordination is an essential activity of the HCP specialty clinics to assure communication and planning among team members, including family, primary health care practitioners, medical specialists, community programs and insurance plans.

Services Provided through HCP

- **Direct specialty provider services:** by providing specialty clinical services to children with special health care needs in rural communities, HCP assists in supporting access to specialty health care services in local communities.
- **Care coordination services:** assist families and health care providers to identify information and referral resources for families, and to provide health care consultation and education for families of children with complex medical needs.
- **Population based services:** for screening, early identification, and follow up of health issues such as newborn hearing problems, newborn genetic problems, vision problems, and developmental concerns.
- **Community consultation and systems building:** to build the capacity within a community to serve families with children with special health care needs.

The basis of services provided is to ensure that each child receives accessible, comprehensive, coordinated, continuous, family-centered, culturally responsive, and compassionate care described as a “Medical Home” approach.

Colorado Medical Home Initiative

A Medical Home is a team approach to coordinated health care. This approach ensures access to and coordination of medical, mental, and oral health care. The Medical Home approach is provided in various settings where partnerships develop between families and providers. Together they access all health and related services needed by the child and family to achieve their maximum potential.

Children with special health care needs (CSHCN) may have many professionals involved in their physical and emotional well-being. Therefore, coordination of care is an essential component of the Medical Home approach, assuring communication and planning among team members. These team members include the family, health care providers, community programs, insurance, and other payment sources.

- **Accessible** – Families know whom to call, insurance plan acceptance, community based, and physical accessibility to needed services.
- **Family Centered** – The family is recognized as the principal caregiver and center of strength, knowledge and support for the child. The family voice is valued.
- **Continuous** – The same health care professionals are available from infancy through adolescence, and transition to the adult health care system is successful.
- **Comprehensive** – The child’s and family’s medical, educational, developmental, psychological and other service needs are identified and addressed.
- **Coordinated** – A plan of care is developed by the health care provider, child and family and is shared with other involved providers, agencies and organizations.
- **Compassionate** – Efforts are made to understand and empathize with the feelings and perspectives of both the child and family. Families are comfortable and satisfied participants.
- **Culturally Responsive** – The child’s and family’s cultural background (including beliefs, rituals and customs) are recognized, respected and incorporated into care planning.

COLORADO STATE HCP CONTACT INFORMATION

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Children with Special Health Care Needs Unit
HCP Specialty Clinic Coordinator
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paul.gillenwater@state.co.us

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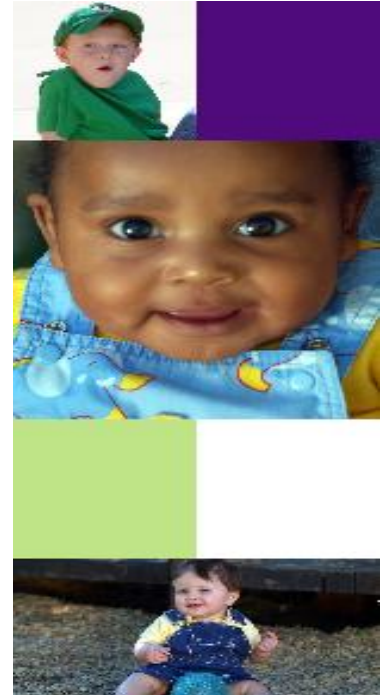
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Kathy Watters, MA
Colorado Department of Public Health and Environment
Children with Special Health Care Needs Unit
Unit Director
303-692-2418
kathy.watters@state.co.us

Travel Arrangements:

Call the HCP administrative staff (CPR Team) 303-692-2370 and request the specialty clinic travel contact person.



APPENDIX: FORMS

- A. HCP Specialty Clinics Physician Application**
- B. Statement of Professional Services**
- C. Expense Reimbursement Form**
- D. Authorization Agreement For Automatic Deposits (ACH Credits)**



HCP Specialty Clinics Physician Application

Name: _____ Title: _____

Preferred Mailing Address: _____

City and Zip Code: _____

Message Phone: _____ Pager/Cell: _____

Preferred e-mail: _____

Pediatric Specialty: _____

Please send the following along with this application:

- W-9 Form
- Copy of Medical License
- Copy of Medical Liability coverage
- Two letters of reference from a professional colleague
- One letter of reference from a family

Send to:

Colorado Department of Public Health and Environment
PSD-HCP-A4
Attn: HCP Specialty Clinic Coordinator
4300 Cherry Creek Drive South
Denver, Colorado 80246-1530
Fax: 303-753-9249

A letter of confirmation specifying the HCP agreement with you will be sent as soon as possible upon receipt of the above documentation. Thank you.



Statement of Professional Services
 Colorado Department of Public Health and Environment
 PSD-HCP-A4, 4300 Cherry Creek Drive South, Denver, CO 80246-1530

NAME		STREET ADDRESS	
CITY	STATE	ZIP CODE	

TYPE OF SERVICE: NURSING THERAPY (OT/PT) **PHYSICIAN** OTHER

DESCRIBE OTHER: _____

DESCRIPTION OF SERVICES						
DATE	HCP CLINIC		TYPE	HRS	MISC	LOCATION WHERE SERVICES WERE RENDERED
	DAY: 1/2	FULL				
TOTALS						

I hereby certify that the services above have been performed in behalf of the Health Care Program for Children with Special Needs of the Colorado Department of Public Health and Environment.

SIGNATURE _____ **DATE** _____

 SOCIAL SECURITY NUMBER OR TAX ID NUMBER

DO NOT WRITE BELOW THIS LINE

VENDOR NUMBER	HOURS		@		\$	
	MILES		@		\$	
	MISC		@		\$	
COFRS CODING	TOTAL		@		\$	

LN	FND	AGY	ORG	APPR	FUNC	OBJ CD	GBL	AMT	DESCR
01	100	FLA							
02	100	FLA							
03	100	FLA							
04	100	FLA							
05	100	FLA							

This is approved in accordance with the letter of agreement on file.

Approved by: _____

Date: _____

Agency ID _____

STATE OF COLORADO
**AUTHORIZATION AGREEMENT
FOR AUTOMATIC DEPOSITS (ACH CREDITS)**

I (we) hereby authorize the Department of _____, State of Colorado, hereinafter called STATE, to initiate credit entries, and if necessary, reverse any incorrect EFT entries made in error to my bank account indicated below.

APPLICATION (Payment Type) _____

NAME _____

SOCIAL SECURITY NUMBER _____ - _____ - _____

FINANCIAL INSTITUTION NAME _____

ADDRESS _____

CITY, STATE, ZIP _____

PHONE NUMBER _____

FINANCIAL INSTITUTION _____

TRANSIT NUMBER _____

ACCOUNT NUMBER _____

CHECKING (Please attach one (1) voided check) SAVINGS (Please attach one (1) deposit slip)

This agreement is to remain in full force and effect until the STATE has received written notification from the PAYEE of its termination in such time and manner to afford STATE and FINANCIAL INSTITUTION a reasonable opportunity to act on it. It is the responsibility of the PAYEE to fill out a new agreement if the PAYEE changes banks or accounts.

Date _____ Phone No. _____

Authorized Signature _____