



# **Foster Care Health Passport**

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**Medicaid Management Information System (MMIS) Conference  
September 2008**



# Health Passport

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- Background
- System Description
- Expected Benefits and Lessons Learned
- Current Status



# Health Passport Background

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- In 2005, Texas legislature enacted Senate Bill 6 (SB6), which called for the development of a comprehensive medical services delivery model for children in foster care to provide uniform care to foster care children through a single managed care entity
  - SB6 also mandated the development of an electronic health information system—the Health Passport
- The Health and Human Services Commission (HHSC) contracted with Superior HealthPlan Network as the managed care organization
  - Superior contracted with Cerner for development of the Passport



# Health Passport Background

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- Operational on **April 1<sup>st</sup>** for access to state staff, network providers and foster parents
- STAR Health is a partnership with HHSC's Medicaid/CHIP Division and the Department of Family and Protective Services (DFPS)
- Secure, web-based electronic health record (EHR) system
- Provides access to authorized users according to their role
- Initially populated with two years of Medicaid and CHIP claims history and pharmacy data
- When the child leaves foster care, the Passport is available in electronic or printed formats to:
  - child's legal guardian, managing conservator, or parent
  - child if at least 18 years of age or an emancipated minor



# Health Passport System Features

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- **Demographics:** Displays personal contact information of the child's physicians and other individuals involved in the child's care
- **Visit History:** Displays claim-based record of each visit to a health care provider with date of service, diagnosis, and procedure(s) performed
- **Medications:** Displays claims-based record on all prescriptions filled
- **Immunizations:** Displays a comprehensive list of a child's immunizations
- **Lab Results:** Displays results of lab tests performed, if available
- **Vital Signs:** Providers can record vital signs at the point of care
- **Allergies:** Providers can record allergies at the point of care; Passport checks the allergy for medication interactions
- **Electronic Documentation:** Providers can document Texas Health Steps (THSteps), dental, and behavioral forms within the Passport

# Health Passport

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## Welcome to STAR Health

STAR Health is the statewide managed health care program for Texas foster care children that offers:

- **An Integrated Medical Home** where each foster care child has access to primary care physicians, behavioral health clinicians, specialists, dentists, vision services and more.
- **Care Coordination Services** to help children, families, and caregivers understand their benefits, get help with appointments, assist with transportation and identify local community resources.
- **Training** programs (onsite and online) that offer clinical expertise to families, caregivers, clinicians, caseworkers, child advocates and members of the judiciary.

### Who is Superior HealthPlan Network?

Superior HealthPlan Network is the managed care company selected by the Texas Health and Human Services Commission to manage the STAR Health program. Superior works very closely with the Texas Department of Family and Protective Services (DFPS) to make sure foster children throughout the state get the services they need.

### STAR Health Benefits and Services

The following is a partial list of all the benefits and services available to STAR Health members:

**Health Passport Login**

User Name

Password

[Sign Up](#)

[Forgot Password / Unlock Account](#)

# Health Passport

## Overview Module: Facesheet

Search Example User, Texas Health Passport

**DUCK, HEWEY R 12Y 9M M** ALLERGIES: amoxicillin, bee pollen, Bee Stings, clonidine, [MORE] PCP: PATEL, ATULKUMAR R DOB: 3/17/1995 DFPS ID: 26434518

**Overview**

Overview **Facesheet** Recent Activity

**DUCK, HEWEY R**

1234 W DISNEY AVE  
ORLANDO, TX 90210-1111  
(314) 555-1234  
alt: (314) 555-6789

Member #: TX00104267101(HP ID- for SUPERIOR use), 515720598(Medicaid ID)  
DFPS Id: 26434518(DFPS ID)  
Age: 12Y 9M  
Gender: Male  
DOB: 3/17/1995  
Language: N/A

Primary Care Physician  
PATEL, ATULKUMAR R  
2019 S HENDERSON STE 2  
KILGORE, TX 75662  
(903) 984-2002

**Allergies**

SUBSTANCE	REACTION		
amoxicillin(*)	Confusion	Active	Allergy
bee pollen	Shortness of breath	Active	Allergy
Bee Stings	Abdominal pain	Active	Allergy
clonidine	Confusion	Active	Allergy
Lipitor	Nausea	Active	Allergy
penicillin	Asthma	Active	Allergy

**Immunizations**

VACCINE	ADMINISTRATION DATE	ADMIN AGE	SOURCE
Diphtheria, tetanus toxoids, and acellul	5/20/2000	5Y 2M	ImmTrac
Diphtheria, tetanus toxoids, and whole c	12/17/1996	1Y 9M	ImmTrac
Diphtheria, tetanus toxoids, and whole c	12/23/1995	9M	ImmTrac
Diphtheria, tetanus toxoids, and whole c	9/23/1995	6M	ImmTrac
Diphtheria, tetanus toxoids, and whole c	7/27/1995	4M 1W	ImmTrac
Measles, mumps and rubella virus vaccine	5/20/2000	5Y 2M	ImmTrac
Measles, mumps and rubella virus vaccine	9/24/1996	1Y 6M	ImmTrac
poliovirus vaccine, live, trivalent	5/20/2000	5Y 2M	ImmTrac
poliovirus vaccine, live, trivalent	12/17/1996	1Y 9M	ImmTrac
poliovirus vaccine, live, trivalent	9/23/1995	6M	ImmTrac
poliovirus vaccine, live, trivalent	7/27/1995	4M 1W	ImmTrac

**Overview: Provides a snapshot view of recent encounters from the clinical information modules on the navigation menu**

**The *Facesheet* tab displays a member's brief demographics information, allergies, and immunizations**

# Health Passport

## Overview Module: Recent Activity

Example User, Texas H

**DUCK, HEWEY R 12Y 9M M** ALLERGIES: amoxicillin, bee pollen, Bee Stings, clonidine, [MORE] PCP: PATEL, ATULKUMAR R DOB: 3/17/1995 DFPS ID: 26434518

Overview

Recent Activity

» Show: From 6/2/2006 To 6/2/2007

The *Recent Activity* tab displays a member's claim visits, medication claims, and all labs results

Print

### Claim Visits

DATE	LOS	DIAGNOSIS	CODE	VISIT TYPE	BILLING ENTITY	SOURCE
» 6/2/2007		ACUTE TONSILLITIS	463	Inpatient Hospital	HOSPITAL ALIC, CHRISTUS SPOHN	Superior
		LABORATORY EXAMINATION	V72.6		HOSPITAL ALIC, CHRISTUS SPOHN	
		LABORATORY EXAMINATION	V72.6		HOSPITAL ALIC, CHRISTUS SPOHN	
» 6/2/2007		ACUTE TONSILLITIS	463	Inpatient Hospital	HOSPITAL ALIC, CHRISTUS SPOHN	Superior
		LABORATORY EXAMINATION	V72.6		HOSPITAL ALIC, CHRISTUS SPOHN	
		LABORATORY EXAMINATION	V72.6		HOSPITAL ALIC, CHRISTUS SPOHN	

### Medication Claims

5/21/2007	clonidine 0.1 mg oral tablet, #90.000, OLE PHCY #502 (Source: First Health)	
5/21/2007	clonidine 0.1 mg oral tablet, #90.000, OLE PHCY #502, managed by SCHACK, RICARDO C (Source: First Health)	
4/23/2007	clonidine 0.1 mg oral tablet, #90.000, OLE PHCY #502, managed by SCHACK, RICARDO C (Source: First Health)	
3/21/2007	Adderall XR 30 mg oral capsule, extended release, #90.000, OLE PHCY #502, managed by SCHACK, RICARDO C (Source: First Health)	
3/21/2007	clonidine 0.1 mg oral tablet, #90.000, OLE PHCY #502, managed by SCHACK, RICARDO C (Source: First Health)	

**TESTPHYSICIAN, BOB**

3360 FRENCHTOWN ST.  
AUSTIN, TX 37411

Fax: (229) 890-3397  
(229) 985-2080

### All Labs

DATE & TIME (CT)	ITEM	VALUE	ORDERING PHYSICIAN	SOURCE
5/21/2007 12:00 AM	MCV.	94.8 fl.*	TESTPHYSICIAN, BOB	Quest
5/21/2007 12:00 AM	MCHC.	33.7 g/dl.*	TESTPHYSICIAN, BOB	Quest

# Health Passport

## Demographics Module

Search Day List Example User, Texas Health Passport

**DUCK, HEWEY R 12Y 9M M** ALLERGIES: amoxicillin PCP: PATEL, ATULKUMAR R DOB: 3/17/1995 DFPS ID: 26

**Demographics**

**Profile**

Name	DUCK, HEWEY R	Primary Address	1234 W DISNEY AVE ORLANDO, TX 90210-1111 BELL (County), USA	Gender	Male	Phone	(214) 555-1212 (Home) (314) 555-6789 (Alternate)
Primary Language	N/A	Marital Status	Single	DOB	3/17/1995	Age	12 Y
Race/Ethnicity	White/Hispanic	Authorized Level of Care	210	Forensic Assessment Indicator	N		


**Medical Contacts**

NAME	ADDRESS	PHONE	TYPE
PATEL, ATULKUMAR R	2019 S HENDERSON STE 2 (Primary) KILGORE, TX 75662	(903) 984-2002 (Phone)	PCP

**Personal Contacts**

NAME	ADDRESS	PHONE	TYPE
MOUSE, MINNIE	1234 W DISNEY AVE (Primary) ORLANDO, TX 75110 NAVARRO (County)	(214) 555-1212 (Home)	Medical Consenter (Secondary)
DISNEY, MISSY Mother	1234 W DISNEY AVE (Primary) ORLANDO, TX 75110 NAVARRO (County)	(214) 555-1212 (Home)	Medical Consenter (Primary Backup)
DISNEY, WALTER DS	1234 W DISNEY AVE (Primary) ORLANDO, TX 75110 NAVARRO (County)	(214) 555-1212 (Home)	Medical Consenter (Secondary Backup)
DISNEY, WALTER	1234 W DISNEY AVE (Primary) ORLANDO, TX 75110 NAVARRO (County)		Caregiver
DOG, GOOFY	1234 W DISNEY AVE (Primary) ORLANDO, TX 75110 NAVARRO (County)	(214) 555-1212 (Home)	Caseworker
MOUSE, MICKEY Step Father	1234 W DISNEY AVE (Primary) ORLANDO, TX 75110 NAVARRO (County)	(214) 555-1212 (Home)	Medical Consenter (Primary)

**Demographics: Provides a profile view of the member, lists the member's medical and personal contact information**





# Health Passport

## Expected Benefits

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The Passport provides for improved information sharing and coordination of medical services for health care providers and DFPS staff. Specifically ...

- Reduction in the duplication of services
- Improved care coordination and data sharing among a child's health care providers
- Improved monitoring of compliance with prescription regimens
- Enhanced preventive care through improved documentation of Texas Health Steps exams

# Health Passport

## Expected Benefits: Examples

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- DFPS case workers using the Passport to monitor compliance with treatments, check for documentation of services provided, and make better decisions to minimize placement changes
  - In a pre-adoption review, intervened when a pattern of non-compliance with behavioral health treatments was noticed
  - avoided duplication of dental services for a family of 5 because the claim records were in the Passport
  - Child began exhibiting behavioral issues, with the historical data contained in the Passport, able to contact the previous provider to obtain detailed medical history and prevent a placement breakdown
- HMO care coordinators using the Passport for medication management
  - In a kinship placement, relative of a diabetic child did not know about the medication needs of the child, staff used the Passport to identify the child's previous physician to obtain medication dosage information

# Health Passport

## Lessons Learned

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### What worked well:

- Continuously communicated through formal and informal channels with all stakeholders to work through the issues
- Involved all internal stakeholders early in the process, including contractors
- Supported by executive management
- Managed expectations throughout the process, including the use of prototype screens at regular intervals
- Maintain the project scope

# Health Passport

## Lessons Learned

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### What can be improved:

- Assign sufficient resources to the project; few people dedicated full-time to the project
- Ensure the quality of the data coming from legacy systems, especially eligibility data
- More rigorous system testing to better identify potential problems
- Spend more time upfront determining management reporting requirements needed to oversee the program
- Involve external stakeholders early in the process to obtain valuable and timely input



# Health Passport

## Current Status: Medicaid Transformation Grant

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- HHSC was awarded \$4 million to develop and enhance the Passport to meet the needs of the foster care population
- CMS grant paid for initial development and will pay for the following:
  - Post-implementation enhancements to the Passport
  - Pilot to establish data exchange with STAR Health network providers who currently use electronic medical records
  - Development of data interface with the State laboratory for THStep lab results



# Health Passport

## **Current Status: Medicaid-wide Feasibility Study**

- Per legislative mandate in the 2007 session, currently evaluating the feasibility of implementing the Passport to all Medicaid and CHIP beneficiaries under age 19
  - Report due to the Legislature by January 2009
- Report will also address the feasibility of implementing electronic prescribing



# Health Passport

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For additional information, contact:

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