**Visiting Nurse Care Coordination Updates**

February 13th, 2019

**CCSP Management Team:** 404-222-2417 or [CCSP@vnhs.org](mailto:CCSP@vnhs.org)

Suzanne Salak, CCSP Program Manager

Sean Stankovich, CCSP SW Team Lead

Andrea Ellison, CCSP SW Team Lead

Holly Owens, CCSP SW Team Lead

Chuck Pettit, QA Manager

Laura Prough, Executive Director of Community Care

Taesha Ward, CCSP Program Manager Rome Office (Please contact for all CCSP Nursing needs for the Rome and Atlanta Offices, temporary until permanent contact is assigned.)

**VNHS-CCSP Staffing Updates:**

Keeva Granger, Community Care Services Program, SW

Tyvishia King, Community Care Services Program SW

Kristen Roland, Community Care Services Program SW

Bukie Adenugba, Community Care Services Program SW

Patricia Gratereaux, Brokering Specialist

Comyia Little, CCSP Operations Coordinator

**Departures:**

Brittany Lawton, Community Care Services Program, SW

**Medicaid Reminders:**

DFCS has a 45-day determination period for applications. After the 45-day mark, the Care Coordinator (CC) follows-up with DFCS every two weeks and the Care Coordinator will communicate with the providers on the status of the application. Please contact Care Coordinator first for Medicaid status update. We depend on DFCS to give us updates on where they are in processing the applications. If clients receive these, they are encouraged to contact us to let us know so we can assist/guide if further steps are needed.

Medicaid applications can now be done when LOC is returned, instead of waiting for first date of service.

As of July 1, 2018, clients have the option of waiting for Medicaid approval before starting services. This is because Case Management is now a billable service. The choice to begin services or not in the absence of a Medicaid approval is the client’s choice. Clients who go for very long periods of time with only Case Management as a service are still at risk for termination.

Email address for Medicaid of Visiting Nurse CCSP is [ccspmedicaid@vnhs.org](mailto:ccspmedicaid@vnhs.org). Please allow 5 business days for a reply.

We are sending lists to each District regularly to highlight cases that are over the 60-day mark.

**Billing:**

Karen Davis is the Billing Specialist. Please make sure everyone who conducts billing at your agency is aware of this form and process. Indicate which service you are asking about specifically if your company has more than one service they can bill for. This process **only exists for the Atlanta Region**; do not sent billing requests about other regions. Please remember you cannot bill for a PMAO client. You are able to check the portal to see the Medicaid status for each Client. Once the request is sent, we have 5 business days to respond. Always include name for Client in email (also helpful to include Case number or Medicaid Number if you have either).

Please do not email Karen Davis directly about any billing request. Send all billing request to [ccspbilling@vnhs.org](mailto:ccspbilling@vnhs.org) with the request form. Other staff are now assisting in processing billing requests. Sending your request to [ccspbilling@vnhs.org](mailto:ccspbilling@vnhs.org) ensures that it will be processed in the shortest amount of time.

SAFs are now being built at the time the Provider confirms acceptance of the CL. Please make sure you are responding within 24 hours when you get the brokering paperwork.

**Brokering:**

Patricia Gratereaux is the new Brokering Specialist. She is handling Initial Brokers and Rebrokering.

Before rebrokering occurs, a case conference should be offered to the family, in order to discuss concerns with the providers. Client or Caregiver can decline, but this must be offered to the family by the CC. Rebokering will not occur unless this is offered. You should be notified by the Care Coordinator of last date of service.

When brokering packet is sent, you have 24 hours to accept or deny, then the family will be asked to choose a new Provider.

There is no more rotation list. Clients have to choose their provider for all services. Randomized lists are given to the Clients in order for the Provider to be chosen. If a Provider made a referral

to the ARC, the ARC will note this if confirmed by Client, and then that Provider will be sent the brokering packet. Please note, sometimes multiple Providers refer the same client. Client will confirm of Provider choice at the time of assessment with VNHS staff.

**Contacting VNHS/CCSP:**

Please make sure you are keeping up with needed documentation timely, as we continue to get requests of multiple CPRS needed at one time from various time periods. Make sure you have all recent CPRs/CCNFs. Past documentation will not be sent past 6 months prior, unless Care Coordinator did not follow process correctly originally. If you are having issues getting documentation please reach out to the team leads to explore why this is occurring.

**Care Coordinators by Team Lead**:

Sean Stankovich – Molly Cannington, Yelena Adkison, Erica McCoy, Brittany Rice, Rachel Christian, Paulette Slawson, Delorse Mathews, Laquisha Atkinson, Kristen Roland, Keeva Granger

Andrea Ellison- Santosh Jhanji, Tamara Green, Edna Lockett, Bukie Adenugba, Steve Vale, Christine Lindie, Cathy Wilson, Eboni Woodson, Yasmin Ceacal-Releford, Janay Thompson

Holly Owens – Adekunle Adebayo, Kala Baker, Demetria Donald, Sonny Fyneface, Erica Phillips, Ben Smith, Jason Slaughter, Shaneji Ward, Peggy Hawk, Tyvishia King

**Census Changes:**

October 2018 active clients 2053

November 2018 active clients 2084

December 2018 active clients 2075

Terminations: Discharging average of 62 clients per month from October 2018-December 2018