

DUAL ENROLLED PARTICIPANTS

In order to meet their needs, a participant may be enrolled in more than one SHS Program at a time.

The Healthy Children and Youth (HCY) Program authorizes medically necessary in-home services, such as private duty nursing, personal care aide and skilled nurse visits, that enable individuals to remain safely in their homes with their families. To be eligible for HCY, a participant must be birth to age 21, require in-home services as described above, and be enrolled in MO HealthNet (Fee for Service).

If a CYSHCN participant meets these criteria, they may also be enrolled in HCY. When this occurs the participant is said to be dual enrolled and has a Service Coordinator (SC) assigned to them for each program. Outlined below are the responsibilities of each Service Coordinator for these dual enrolled participants.

HCY SC Responsibilities (as the lead SC):

- All HCY Program requirements.
- Referral to and collaboration with the regional CYSHCN SC as appropriate.
 - Referral to CYSHCN is warranted when a need is identified that MO HealthNet does not cover and CYSHCN can provide financial assistance with.
 - ***To avoid duplication of service, CYSHCN cannot provide service coordination only if the participant is already receiving service coordination through HCY.***
- SCA interview and entry (notify the CYSHCN SC of visit date/location and when SCA entry has been completed).
- If there is a HCY closure, notify the CYSHCN SC so they are aware of the situation and can assume the lead SC responsibilities.
- Participant/family questions, concerns, complaints regarding the HCY Program or services.

CYSHCN SC Responsibilities:

- All CYSHCN Program requirements.
- Referral to and collaboration with the regional HCY SC as appropriate.
 - Referral to HCY is warranted when a need for in-home service (PDN, PCA, Skilled Nurse Visits) is identified and the participant has MO HealthNet (Fee for Service).
- AFER (Annual Financial Eligibility Review) requirements.
- CYSHCN Prior Authorizations (including obtaining MO HealthNet denials and letters of medical necessity) and Service Plan entry.
- One annual face to face visit.
 - This visit may be in conjunction with the HCY SC visit; however, it is not required to be. The most optimum time would be in conjunction with the HCY SCA home visit.
- Annually print new SCA, review, and retain a copy for the CYSHCN file. (HCY SC will notify the CYSHCN SC when the SCA entry is completed.)

- Ensure insurance information is updated in the SHS Information System.
- Do not conduct or enter a separate SCA from the HCY SCA.
- If there is a CYSHCN closure, notify the HCY SC before the closure takes place to ensure all current needs/requests of CYSHCN have been satisfied.
 - There must be a current or ongoing financial need that CYSHCN is addressing for a HCY participant to remain dually enrolled in CYSHCN.
- Participant/family questions, concerns, complaints regarding the CYSHCN Program or services.

***The CYSHCN Program Manager and Regional Coordinator should be copied on all email correspondence with HCY Service Coordinators.