
STATE OF IOWA DEPARTMENT OF

Health ^{AND} Human

SERVICES

Health Home Learning Collaborative

Pediatric Services and Resources

September 26th, 2023

This training is a collaborative effort between the Managed Care Organizations and Iowa Medicaid

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Objectives

- Introductions
- Pediatric Supports and Services.....Veronica Jandura, AGP
- Small Group Discussion.....All
- Questions.....All

- Coming Up
 - *October 16th, 2023: Behavioral Health Continuum*
 - *November 20th, 2023: Person Centered Thinking Training*
 - *December 18th, 2023: 2022 Data Analysis*

Agenda

- Provide resource referrals or coordinate access to recovery or social health services available in the community which includes understanding eligibility for various healthcare programs, disability benefits, and identifying housing programs.
- Review how to assist members in accessing other Medicaid services, collaborating with schools, and for members transitioning out of Medicaid, identifying supports and resources.

Children's Mental Health Waiver

Available Services and Suggestions for Reported Barriers

Children's Mental Health Waiver Services

- Environmental Modifications and Adaptive Devices
 - Smoke alarms
 - Window or door alarms
 - Pager supports
 - Motion sensors
- Family and Community Support Services
 - Supporting member and family to build therapeutic and long-lasting coping skills
 - Developing a crisis support network for member and family
 - Establishing coping strategies for family members and natural supports
 - Encouraging relationship building with peers and community members
 - Developing personal hygiene, grooming, and medication management skills

Children's Mental Health Waiver Services

- In-Home Family Therapy
 - Family therapy services provided in the child's home
 - Supports the continued development of skills of member and their family to work together and build strong relationships
 - Does not replace individual or family therapies, but provides additional support
- Respite
 - Supports provided to member by someone other than their usual caregiver
 - Specialized Respite: 1:1 staff to member ration for those with specialized medical needs that require supervision by licensed registered nurse, or licensed practice nurse
 - Group Respite: respite provided to those who do not require specialized medical support, staff-to-member ratio of less than 1:1
 - Basic Individual Respite: respite provided to those who do not require specialized medical support, staff-to-member ratio or 1:1 or higher
- [Comm. 512 Home- and Community-Based Services Children's Mental Health Waiver Information Packet \(iowa.gov\)](#)

Children's Mental Health Waiver Services – Barriers

- Provider Availability
 - Expand search to nearby counties
 - Ensure members are put in waitlists
 - Explore other services applicable to their needs
- Respite
 - Discuss the possibility of family or trusted natural supports providing respite
- Limited family involvement
 - Facilitate discussions with family members to encourage them to participate in member's treatment
 - Share resources with parents or guardians on coping skills and de-escalation
 - Encourage school supports and extracurricular activities

Evidence-Based Behavioral Health Supports

Behavioral Health Intervention Services (BHIS)

- Require a psychological disorder diagnosis and need for behavioral intervention
- Skill-building services provided to members and their families
- Promotes coping, de-escalation, emotional regulation skills
- Can be provided in home, school, or community setting
- Includes individual, group, and family support
- Intended to supplement other forms of mental health care like medication management and outpatient therapy
 - [Behavioral Health Intervention Services \(iowa.gov\)](https://www.iowa.gov)

Applied Behavioral Analysis (ABA)

- Therapeutic strategies centered on supporting people diagnosed with Autism Spectrum Disorder
 - Emphasis on early-intervention and found to be most successful when supports begin earlier in life
- Supports the development of social, verbal, and communication skills
- Utilizes positive reinforcement, identification of triggers, and compensatory strategies
- Goal-oriented and focused on skill-building
 - [Applied Behavior Analysis \(apa.org\)](http://apa.org)

Assertive Community Treatment (ACT)

- Community-based model to support people with severe and persistent mental illnesses
- Sometimes referred to as “training in community living”
 - Emphasis on supporting people to be independent, healthy, and safe in their community
- Goal is to reduce psychiatric hospitalizations by using preventative and skill-based treatments
 - [Assertive Community Treatment \(hhs.gov\)](https://www.hhs.gov/act/)

Suicide Prevention

- 988
 - Suicide and Crisis Lifeline
 - Calls or texts to 988
 - Online chat through
 - [988 Lifeline Chat and Text : Lifeline](#)
- Iowa Department of Health and Human Services Suicide Prevention
 - Resources
 - Links
 - Information for children and adults who are struggling, along with caregivers
 - [Prevention Priorities - Suicide | Iowa Department of Health and Human Services](#)

Crisis Services

- Iowa Department of Health and Human Services Crisis Services
 - [Crisis Services | Iowa Department of Health and Human Services](#)
- Your Life Iowa: Statewide crisis line including referrals, counseling, crisis services coordination, crisis screenings, and mental health services
 - Available 24/7
 - Call: 855-581-8111
 - Text: 855-895-8398
 - Chat: www.yourlifeiowa.org
- Warm Line: Statewide resources operated by people with lived experiences for people experiencing a crisis
 - Call: 844-755-WARM (9276)
- 23-Hour Observation Services: Psychiatrically supervised treatment environment up to 23 hours
- Community-Based Crisis Stabilization Services: Short term community-based intervention, including medication management, counseling, referrals, and peer support

Crisis Services

- Child Crisis Stabilization Residential Services: Short-term living arrangement for children 18 and under following a mental health crisis
 - [Microsoft Word - MHDS-CMHC-Map.doc \(iowa.gov\)](#)

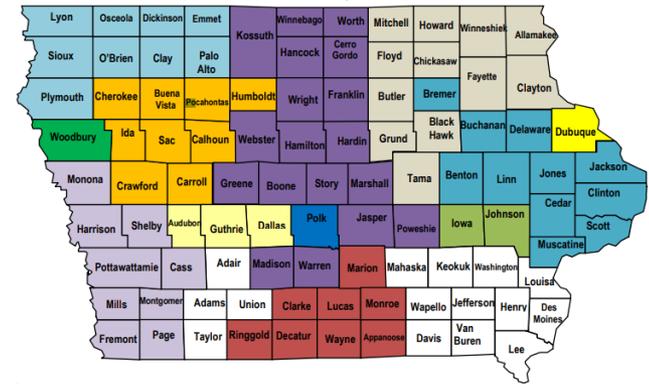
	Children's Crisis Stabilization Residential Services Provider	Location	Contact Information
★	Youth Shelter Care of North Central Iowa, Inc. (Ages 12-18)	Fort Dodge/Webster County	515-955-4222
★	YSS Francis Lauer (Ages 12-18)	Mason City/Cerro Gordo	641-423-7362
★	YSS Rosedale (Ages 12-18)	Ames/Story County	515-233-2330
★	American Home Finding Association	Ottumwa/Wapello County	641-937-5272
★	Easterseals Iowa	Des Moines/Polk County	515-288-0818
★	North Iowa Regional Services	Waterloo/Black Hawk County	319-229-2240

Crisis Services

■ Mobile Crisis Response

- On-site crisis service
- [Microsoft Word - MHDS-CMHC-Map.doc \(iowa.gov\)](#)

- Elevate began serving Keokuk, Washington, Louisa, Jefferson, Henry, Des Moines, Van Buren and Lee counties August 2nd



	Mobile Crisis Provider	Counties Served	Contact Information
	Broadlawns*	Polk	911
	CommUnity	Iowa, Johnson	855-800-1239
	Infinity Health	Appanoose, Clarke, Decatur, Lucas, Marion, Monroe, Ringgold, Wayne	641-342-1742
	Elevate	Allamakee, Black Hawk, Butler, Chickasaw, Clayton, Fayette, Floyd, Grundy, Howard, Mitchell, Tama, Winneshiek	855-581-8111
	Eyerly Ball	Boone, Cerro Gordo, Franklin, Greene, Hamilton, Hancock, Hardin, Jasper, Kossuth, Madison, Marshall, Poweshiek, Story, Warren, Webster, Winnebago, Worth, Wright	855-581-8111
	Foundation 2	Cedar, Clinton, Jackson, Muscatine, Scott	844-430-0375
		Benton, Bremer, Buchanan, Delaware, Jones, Linn	855-581-8111
	Heartland Family Service	Cass, Fremont, Harrison, Mills, Monona, Montgomery, Page, Pottawattamie, Shelby	911
	Hillcrest	Dubuque	563-583-7357
	Plains Area Mental Health Center	Buena Vista, Calhoun, Carroll, Cherokee, Crawford, Humboldt, Ida, Pocahontas, Sac	888-696-2896
	Zion Integrated Behavioral Health	Audubon, Dallas, Guthrie	911
	Seasons Center	Clay, Dickinson, Emmet, Lyon, O'Brien, Osceola, Palo Alto, Plymouth, Sioux	844-345-4569
	Siouxland Mental Health Center	Woodbury	888-696-2896

How to Find Providers and Care

- Amerigroup
 - [Find Doctors & Locations | Amerigroup Iowa Medicaid \(myamerigroup.com\)](https://myamerigroup.com)
- Iowa Total Care
 - [Find a Provider for Iowa Medicaid Members | Iowa Total Care](#)
- Molina
 - [Home \(sapphirethreesixtyfive.com\)](https://sapphirethreesixtyfive.com)
- Iowa Compass
 - [Contact – Iowa Compass](#)

Community Supports

School Supports

- Individualized Education Programs (IEPs)
 - Can include speech, occupational, or physical therapies, counseling, and regular meetings with interdisciplinary team
 - May include transportation to and from services depending on school district
- Section 504
 - Can address behavioral concerns
 - Protects children from arbitrary disciplinary removal, school may need to provide additional testing before issuing removal
 - [Section 504 Discipline Fact Sheet \(PDF\) \(ed.gov\)](#)

School Supports Continued

- School psychologist, counselor, or social worker
 - Can support children in the school setting and facilitate additional parental involvement
 - Identify school-specific crisis plan and work with teachers to recognize warning signs or triggers
 - Refer to other specialized providers
 - [Who Are School Psychologists \(nasponline.org\)](https://www.nasponline.org)
- School-based therapy: support provided by community-based mental health professionals if the school itself cannot provide those services
 - Orchard Place: [School-Based Mental Health Services | Orchard Place in Iowa](#)
 - [School-Based Therapy in Akeny Iowa - LifeWorks \(lifeworksdm.com\)](#)

Food Pantries

- Central Iowa
 - [Food Pantry Locations – DMARC United](#)
- State-wide
 - [Home - Food Bank of Iowa Food Bank of Iowa \(foodbankiowa.org\)](#)
- Free and Reduced Price School Meals
 - [Applying for Free and Reduced Price School Meals | Food and Nutrition Service \(usda.gov\)](#)

Translation Services

- Department of Health and Human Services
 - [Medicaid Provider Services | Iowa Department of Health and Human Services](#)
- Amerigroup
 - [IAIA_InterpreterServicesDesktopReference.pdf \(amerigroup.com\)](#)
- Iowa Total Care
 - [Language Assistance | Iowa Total Care](#)
- Molina
 - [Cultural and Linguistic Services Provider Resources \(molinahealthcare.com\)](#)
- Refugee Health – Resources
 - [Refugee Health - Resources | Iowa Department of Health and Human Services](#)

Transportation

- Non-Emergency Medical Transportation (NEMT)
 - Available for members with full Medicaid benefits
 - Can include travel reimbursements or scheduled transportation to medical appointments
 - Each MCO has their own NEMT process and broker
 - [Non-Emergency Medical Transportation \(NEMT\) | Iowa Department of Health and Human Services](#)
 - [Benefits and Services | Medicaid \(molinahealthcare.com\)](#)

Transportation Continued

HOW DO I KNOW IF I CAN GET NEMT SERVICES?

If you have questions about your eligibility status:

1. Contact your Income Maintenance (IM) Worker at your local HHS office by calling the HHS IM Call Center at **1-877-347-5678**.
2. Contact the Iowa Medicaid Member Services at **1-800-338-8366**, Monday through Friday, 8 a.m. to 5 p.m.
3. If you are in the Iowa Health Link managed care program, you may contact your MCO directly at:

- **Amerigroup Iowa, Inc.**

Phone: 1-800-600-4441

- **Iowa Total Care**

Phone: 1-833-404-1061

Molina:

Transportation Benefits

You can get free rides to and from your medical visits. Just call Access2Care at (866) 849-2062 (TTY:711). Please call at least 48 hours in advance before your appointment to schedule a ride.

- Appointments can be in or out of the community where you live.
- Callers should be age 16 or older.
- Members ages 11 and younger must ride with a parent or guardian.
- Members ages 12–16 must ride with a parent or guardian unless Access2Care has a signed Minor Consent form on file. Call Access2Care for a copy of the Minor Consent form.
- Pregnant members of any age and emancipated minors can ride without a Minor Consent form.
- Rides must be set up at least 48 hours prior to the appointment.

State and Local Assistance

- [Iowa Government Grants \(usgrants.org\)](https://usgrants.org)
- Dubuque County
 - [General Assistance | Dubuque County, IA \(dubuquecountyia.gov\)](https://dubuquecountyia.gov)
 - Rent Payment Assistance
 - Utility Service Assistance
- Central Iowa
 - [Prairie Meadows Scholarship Program](#)
 - \$2,500 in scholarships to 700 central Iowa students to pay for college in Iowa
- Educational and Training Voucher
 - [Education and Training Voucher \(ETV\) | Iowa College Aid](#)

Local and State Services and Programs

Bureau of Family Health

- Sector of Iowa Department of Health and Human Services
 - Bureau of Family Health - Home | Iowa Department of Health and Human Services
- Family-based supports and intervention to provide access to healthcare services
- Extensive resources for families and children



Bureau of Family Health

- Includes Iowa Family Support Network

- [Bureau of Family Health - Family Support | Iowa Department of Health and Human Services](#)
- Collaboration between Early ACCESS and Maternal Infant Early Childhood Home Visitation Program
 - Early ACCESS: no-cost program supporting caregivers with infants and toddlers to promote learning and developmental skills
 - MIECHV: Home visits completed with contractors using evidence-based practices to support and evaluate maternal and child health, injury prevention, community resource coordination, and more
- Includes a state-wide resources directory
 - Searches based on category, keyword, organization, and location
 - Topics such as health and nutrition services, transportation, legal assistance
 - Printable, comprehensive directory available including 1,614 pages of local resources
 - [Program Directory \(iafamilysupportnetwork.org\)](http://iafamilysupportnetwork.org)

Boys & Girls Club of Central Iowa

- After-school program to include academic, social, healthy-living, leadership, and future employment supports
- 8 sites located in Central Iowa
- Provided at low-or-no cost to families and their children
- Can include support during traditional school year and also during the summer
- Snack and dinner provided during school year
- Breakfast, lunch, and snack provided during summer
- Locate a club: [Boys & Girls Clubs of Central Iowa \(bgcci.org\)](http://bgcci.org)

Mentor Iowa

- Mentoring organization in central Iowa to provide mentoring and additional support to children who have court involvement
 - [Programs | Mentor Iowa - Every Child Deserves a Future](#)
- Collaborates with Polk County Juvenile Court, Polk County Health and Human Services
- Local events each year to raise funds and awareness of needs of this population of children and adolescents
- Scholarships available for mentees for higher education, clothing, extracurricular activities, employment, and other needed items

Mentor Iowa Continued

- One-on-One Program: matching a volunteer with a child in need of assistance (CINA)
- Early Services Project: Mentoring services to children ages 4-11 to have committed a minor delinquent act
- Transition Program: Mentoring services to children ages 14 and up who are re-entering the community after an out of home placement due to a crime they committed
- Truancy Court: Support for middle school students who have a history of truancy
- Girl Power: Mentoring program and peer sharing forum for females ages 11-16 to discuss career exploration, substance use and abuse, gangs and violence, sexuality and healthy decision making

Value-Added Benefits and Services

- Additional supports, services, or benefits available to qualifying members at no cost to them
- Examples
 - \$100 in gas cards
 - Kindle e-reader
 - Yearly youth club membership
 - Hypoallergenic pillow and mattress cover for those with asthma
 - Member Connections Community Outreach program
- [Member Handbook, Manuals, & Forms | Iowa Medicaid PDL | Iowa Total Care](#)
- [IA Health Link - Iowa Medicaid Program | Amerigroup Iowa Medicaid \(myamerigroup.com\)](#)
- [Benefits and Services | Medicaid \(molinahealthcare.com\)](#)

Dental and Vision

- Iowa Medicaid manages dental benefits for MCO members
 - [Dental Plans | Iowa Department of Health and Human Services](#)
- Two Dental options available
 - Delta Dental of Iowa
 - MCNA Dental
- [Dental Care \(iowatotalcare.com\)](#)
- [Member Handbook Iowa \(myamerigroup.com\)](#)
- [Benefits and Services | Medicaid \(molinahealthcare.com\)](#)

- MCO's do not directly manage vision benefits, they are sourced through the below companies
- Amerigroup:
 - Superior Vision: 800-879-6901
- Iowa Total Care
 - Evolve Vision: 833-564-1205
- Molina
 - March Vision: 844-469-2724

Transitioning to Adult Services

- Discuss the transition of adult services with members and their families
- Could explore Habilitation, or HCBS waivers depending on diagnoses
 - [Home- and Community-Based Services \(HCBS\) Waiver Program | Iowa Department of Health and Human Services](#)
 - [Comm. 531 Home- and Community-Based Services Habilitation Information Packet \(iowa.gov\)](#)
- Connect with Iowa Medicaid to confirm if any action is needed once member turns 18 to maintain eligibility
 - Applying or re-applying for SSI
 - Applying for Medicaid if members will be aging out of foster care
- HHS includes supports for youths transitioning out of child services
 - [Transitioning into Adulthood | Iowa Department of Health and Human Services](#)
 - Transitional Information Packet (TIP): practical guide for youths to prepare for adulthood
 - [Comm475.pdf \(iowa.gov\)](#)

Supports for Parents/Caregivers

Links and Resources

- Responding to Challenging Behaviors
 - [Responding to Challenging Behaviors | Childcare.gov](#)
- How to Talk About Mental Health For Parents and Caregivers of Children
 - [For Parents and Caregivers of Children | SAMHSA](#)
- Resources for Families Coping with Mental and Substance Use Disorders
 - [Resources for Families Coping with Mental and Substance Use Disorders | SAMHSA](#)
- Learning How to Help Your Child and Your Family
 - [Family Members and Caregivers | NAMI: National Alliance on Mental Illness](#)
- Self-Care for Parents of Children with Mental Health Needs
 - [Self-Care for Parents of Children with Mental Health Needs \(nationwidechildrens.org\)](#)
- MHDS Regions
 - [Resources - Iowa MHDS Regions](#)
- Iowa Department of Health and Human Services Adolescent Health
 - [Adolescent Health | Iowa Department of Health and Human Services](#)

Support Groups and Classes

- Can be useful for parents or caregivers who may need additional assistance
- NAMI Family Support Group
 - [NAMI Family Support Group | NAMI: National Alliance on Mental Illness](#)
- ChildServe Community Education Series
 - [Community Education Series – ChildServe](#)
- Broadlawns Classes and Events
 - [Classes & Events | Broadlawns Medical Center](#)
 - [STEPPS for Teens | Broadlawns Outpatient Mental Health](#)
- Caravel Autism Health
 - [Caravel Parenting Webinars | Caravel Autism Health](#)

Interactive Activity

Group Discussion

- Form small groups with those around you, preferably from a different health home
- Share a recent challenge or barrier you and your team encountered while supporting a children and/or their family
 - Discuss the steps you took to meet member's needs
- Discuss as a group what other resources or options may have been utilized
- Share
 - Each small group will share with large group the challenge and what your group discussed as possible interventions

Questions