

**West Volusia Hospital Authority
Primary Care Application/Prescreening Services/Fee-For-Service
Workshop
WVHA BOARD OF COMMISSIONERS
June 15, 2017 4:00 p.m.
DeLand City Hall Commission Chamber
120 S. Florida Avenue, DeLand, FL**

AGENDA

1. Call to Order
2. Approval of Proposed Agenda
3. Primary Care Applications for Funding FY 2017-2018
 - A. Good Samaritan Primary Care and Dental Services
 1. Questions and Answers
 - B. Family Health Source Primary Care, OB/GYN and Pharmacy Services
 1. Questions and Answers
 - C. Global Healthcare Systems of Florida Primary Care
 1. Questions and Answers
4. WVHA Pre-screening Funding Requests FY 2017-2018
 - A. Stewart-Marchman-Act (SMA) Psychiatric Services to Homeless/Eligibility-Certification
 - B. The House Next Door (see email dated 5/26/17 attached)
 1. Questions and Answers
 - C. Rising Against All Odds Case Management/Prescreening Services FY 2017-2018
 1. Questions and Answers
5. Applications for Outreach, Case Management or Educational Services/Fee-for-Services Disparity Discussion
 - A. The Neighborhood Center (see email dated 5/24/17 attached)
 - B. Healthy Start Coalitions of Flagler & Volusia (HSCFV) WIS/NOS Services
 - C. HSCFV Family Coordinator Services
 - D. Hispanic Health Initiative
 - E. Rising Against All Odds
6. New Applications for Outreach, Case Management or Educational Services/Fee-for-Services Disparity Discussion
 - A. Community Life Center
 - B. Affordable Financial Services
 - C. HSCFV Family Services Coordinator (2)
7. Commissioners Comments
8. Adjournment

WVHA Prescreening Services for HealthCard Applications 2017-2017

Agency Name	Requested Amount	Fee-for Service	Unit of Service
Stewart-Marchman-Act (SMA) Psychiatric Services to Homeless	\$14,000.00	\$48.00	1 hour increment for Eligibility/Certification
The House Next Door (THND) HealthCard prescreening Services	\$191,292.00	\$50.34	average cost per WVHA HealthCard prescreening application submitted to POMCO
Rising Against All Odds HealthCard Prescreening Services to THND	\$34,005.00	\$192.00	cost per application/Case Mgmt for WVHA prescreening applications for submittal to THND
WVHA Funded Agencies Providing Outreach Services Applying Fiscal year 2017-2018			
The Neighborhood Center Outreach Services	\$100,000.00	\$30.00	30 minutes outreach referrals to other community agencies including WVHA funded agencies fro medical care
HSCFV WIS/NOS Services	\$73,500.00	\$35.34	1 hour to provide outreach for health services needed for healthy pregnancy and birth outcomes; post partum care; interconception care; and pediatric follow up for high risk, medically needy and vulnerable women and infants
HSCFV Family Services Coordinator	\$68,861.68	\$564.44	Ensure access to health insurance and healthcare for women that are pregnant, post-partum, or infants under 36 months and children 5 and under- propose to serve up to 1,200 which equals \$57.38 per client rate of reimbursement
Hispanic Health Initiative Outreach-Educational Services	\$191,000.00	\$100.00	per each health risk assessment
		\$50.00	flat fee for 1/2 hour behavioral education
		\$25.00	30 mins direct case management/follow up phone calls to check on clients progress
Rising Against All Odds HIV/AIDS Outreach Services	\$280,265.00	\$88.76	per hour of active street outreach, venue based outreach or comprehensive case management services - no time limit
WVHA New Applicants Applying For Outreach Services 2017-2018			
Agency Name	Requested Amount	Fee-for Service	Unit of Service
Community Life Center Outreach Servcies	\$40,000.00	\$25.06	30 minutes outreach referrals to other community agencies including WVHA funded agencies for medical care
Affordable Financial Services	\$65,500.00	\$88.00	unit of service not defined
Healthy Start Coalition of Flagler & Volusia (HSCFV) (2)	\$49,274.97	\$138.13	1 Family Services Coordinator proposed to serve 360 clients or \$136.87 per unit of service
Total dollars requested		1,107,698.65	

2017-2018 Funding Applications received by date and time

Agency name-CAC Review	Date		Amount		Difference	FYE 2016 Budget	YTD Actual 2016	Difference +/-
	Received	Time	Requested	Last Year	+/-			
Community Legal Services of Mid-Florida (CLSMF)	3/23/2017	4:37 PM	76,931.00	80,000.00	-3,069.00	0.00	0.00	0.00
Florida Department of Health Dental Services	3/27/2017	11:40 AM	300,000.00	300,000.00	0.00	145,000.00	7,446.00	137,554.00
SMA Baker Act Services	4/5/2017	4:55 PM	425,000.00	425,000.00	0.00	400,000.00	400,000.00	0.00
SMA Residential Treatment Beds	4/5/2017	4:55 PM	650,000.00	450,000.00	200,000.00	450,000.00	450,000.00	0.00
SMA Homeless-Psychiatric Services	4/5/2017	4:55 PM	110,257.00	78,336.00	31,921.00	78,336.00	78,336.00	0.00
SMA ARNP @ THND	4/5/2017	4:55 PM	7,000.00	7,000.00	0.00	7,000.00	3,856.00	3,144.00
The House Next Door Therapeutic Services	4/6/2017	1:45 PM	181,975.00	181,975.00	0.00	181,975.00	76,727.00	105,248.00
The Neighborhood Center Outreach Services	4/6/2017	2:55 PM	100,000.00	70,000.00	30,000.00	50,000.00	50,000.00	0.00
Healthy Start Coalition of Flagler & Volusia (HSCFV) Family Services	4/7/2017	8:11 AM	68,862.00	68,900.00	-38.00	68,918.00	40,076.00	28,842.00
HSCFV WIS/NOS Services	4/7/2017	8:11 AM	73,500.00	73,500.00	0.00	73,566.00	58,290.00	15,276.00
Global Healthcare Systems Urgent Care	4/7/2017	9:34 AM	200,000.00	324,000.00	-124,000.00	313,600.00	18,866.00	294,734.00
Hispanic Health Initiative Outreach-Educational Services	4/7/2017	10:20 AM	191,000.00	100,000.00	91,000.00	0.00	0.00	0.00
Rising Against All Odds HIV/AIDS Outreach Services	4/7/2017	11:09 AM	280,265.00	210,000.00	70,265.00	176,012.00	176,012.00	0.00
Totals			2,664,790.00	2,368,711.00	296,079.00	1,944,407.00	1,359,609.00	584,798.00

New Agency Applicants	Date		Amount		Difference
	Received	Time	Requested	Last Year	+/-
Community Life Center Outreach Services	4/6/2017	1:40 PM	40,000.00	0.00	40,000.00
Affordable Financial Services	4/7/2017	9:48 AM	65,000.00	0.00	65,000.00
Checkmate Services International	4/7/2017	10:48 AM	163,600.00	0.00	163,600.00
Healthy Start Coalition of Flagler & Volusia (HSCFV) Outreach Proposal (2)	4/7/2017	11:38 AM	49,725.00	0.00	49,725.00
Deltona Firefighters Foundation Access to Healthcare Services	4/7/2017	11:40 AM	104,410.00	0.00	104,410.00
Sub-Total			422,735.00	0.00	422,735.00

Primary Care/Administrative Applications-Board of Commissioner Review	Date		Amount		Difference	FYE 2016 Budget	YTD Actual 2016	Difference +/-
	Received	Time	Requested	Last Year	+/-			
Healthy Communities Outreach Services	3/15/2017	2:39 PM	72,036.00	72,036.00	0.00	72,536.00	68,238.00	4,298.00
Good Samaritan Clinic	4/5/2017	11:35 AM	79,747.00	82,712.00	-2,965.00	110,000.00	65,512.00	44,488.00
The House Next Door HealthCard Prescreening Services	4/6/2017	1:45 PM	189,742.00	143,737.00	46,005.00	143,737.00	136,252.00	7,485.00
Family Health Source	4/7/2017	9:11 AM	1,608,362.00	1,448,938.00	159,424.00	1,545,606.00	1,437,247.00	108,359.00
Global Health Care Systems Primary Care	4/7/2017	9:34 AM	150,000.00	313,600.00	-163,600.00	313,600.00	18,866.00	294,734.00
Rising Against All Odd HealthCard Prescreening Services	4/7/2017	11:09 AM	34,005.00	36,359.00	-2,354.00	3,900.00	576.00	3,324.00
Sub-Total			2,133,892.00	2,097,382.00	36,510.00	2,189,379.00	1,726,691.00	462,688.00

Combined Totals			5,221,417.00	4,466,093.00	755,324.00	4,133,786.00	3,086,300.00	1,047,486.00
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Eileen Long

From: Gail Hallmon <ghallmon@thehnd.com>
Sent: Friday, May 26, 2017 12:23 PM
To: Eileen Long
Subject: Health Card Application Process at The House Next Door
Attachments: Health Card Application Process at The House Next Door.docx

Hi Eileen,

Here is the description of our health card process. I think this is what they wanted. Please let me know if there is any other information they need.

Thanks.

Gail

Gail Hallmon
Operations Director
The House Next Door
804 N. Woodland Blvd.
DeLand, FL 32720

phone: 386.734.6691 Ext. 108
fax: 386.734.0252

The House Next Door nurtures and empowers families to help build stronger communities.

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Health Card Application Process at The House Next Door

Amount Requested: \$189,742

Expected # of Applications Processed: 4,288 (based on 1st quarter of 2017)

Cost per Application: \$44.25

Steps in the Process

- 1) Applications are kept stocked in both English and Spanish, with some left in a box on the door for easy pick up. They are distributed to other agencies on request.
- 2) An agency developed check list is included in the application that identifies the federal poverty levels, the eligible zip codes and all items required to apply. As time allows, staff will go over the required documentation when the individual picks up the application.
- 3) Client makes an appointment to review the document with the Application Specialist. As needed the Application Specialist will:
 - a) Assist in completing the ACA application
 - b) Print the ACA application and Medicaid denials
 - c) Print bank statements
 - d) Print utility bills and food stamp benefits
- 4) As needed the Application Specialist will problem solve with the client how to obtain needed documentation, what is acceptable and what is not.
- 5) As needed the Application Specialist will notarize documents at no charge.
- 6) Each site keeps a log of all applications uploaded to track status.
- 7) Each site uploads the applications at the end of the day.

Outreach Efforts

- 1) An Application Specialist is based in Pierson one day a week at the Farm Workers office.
- 2) HND staff participate in community fairs and distribute health card information.
- 3) Any WVHA eligible client that comes in for Therapy Services is required to apply for the health card.
- 4) Assisting other providers in understanding the process and helping them successfully submit applications for their clients.
- 5) The application tracker is updated daily and the client is called when:
 - a) The application has been pended. Staff will let the client know why and what they need to gather. This allows the client to be pro-active in getting the information together and results in better compliance with the 21 day window to resubmit, as that clock starts when the notification letter is mailed, not when the client receives it. Often the missing information or clarification can be gathered over the phone and resubmitted the same day.
 - b) The client is nearing the end of his/her window to resubmit for a pended application to remind them they only have a short time left.

- c) When a client is approved, if it is known they are waiting on approval for a medical procedure. We will then print the card out for them to take to the medical provider to expedite their getting service.

Description of the Process

- Appointments are available in under a week. We have Spanish speakers at all sites.
- All clients are asked to make appointments. However, if they come in without an appointment and staff have had a cancelation or no show, they will see clients on a walk in basis.
- Clients often have to come in more than once to complete the application as they are often missing documentation or mis-understood what documentation was required.
- All copying/printing is done at no cost to the client.
- WVHA applications are printed by HND.

Statistics

Number of schedule appointments January – March was **1,276**

Number of walk ins that were served for January – March was **88**

Total number of appointments for the quarter was 1,364

Number of applications competed through HND Pierson outreach: 49

Number of applications submitted by other providers in the quarter:

SMA/Stone Street	18
SMA/Out Pt	22
SMA/Project Warm	1
RAAO	14

Number of submitted applications first quarter of 2016 vs. 2017

2016 January 335; February 266; March 293 **(894 total)**

2017 January 389; February 365; March 318 **(1,072 total)**

Average approval rate for year: 2016 82.28%; 2017 84.09%

While serving an increased number of individuals, our approval rates increased by almost two percent.

Program Budget

Position Title	Salaries	Fringe
Operations Director	12,482	2,743
Site Supervisor	2,080	555
Health Card Specialist	25,180	9,055
Health Card Specialist	24,747	9,001
Health Card Specialist	24,574	8,980
Health Card Specialist	24,574	8,980
	<u>\$113,636</u>	<u>\$39,314</u>

Fringe Benefits: Fringe benefits are calculated at the following rates:

FICA @ 7.65%; Unemployment Tax @ 1.36%;

Workers Compensation @ 1.86% x Employee Wage

Health and Life Insurance @ \$484.18/full time FTE; and 3% Pension Match

	Proposed
Rent: Deltona Office - 2 offices at 64.68/Month, 200sqft @ 7.76/sqft plus Pierson Rent \$50/month. Storage and Shredding	3,152
Travel: Mileage expense @ .50/mile, and travel, to and from Pearson once a week	
Staff Training	500
Equipment Rental: Copy/Sacr/Fax machines rental expense at the DeLand and Deltona locations, plus maintenance agreement fees	5,500
Professional Fees: Audit fees and licensed Psychiatrist fees	
Membership and Dues	
Insurance: Property and D&O	1,200
Telephones: Local, Long Distance, Cell Phones, Internet at DeLand and Deltona locations	2,500
Utilities: Electric and Water at DeLand and Deltona locations	3,000
Repairs & Maintenance: Expenses related to building and equipment at DeLand and Deltona locations	800
Supplies: Office, Housekeeping, Educational and Client Supplies	1,200
Equipment - Laptop for mobile sites	1,200
Licenses & Permits	0
Depreciation	0
In-Kind Rent: DeLand and Pierson locations	1,550

Miscellaneous Expense: Background checks, Postage, Application pickup & Disposal	350
Administrative & Quality Assurance: Based on Revenue Distribution	<u>17,390</u>
Total Other Expense	38,343
Total Personnel and Other Expense	\$191,292

Eileen Long

From: Susan Clark <susan.clark@nhcww.org>
Sent: Wednesday, May 24, 2017 1:17 PM
To: Eileen Long
Cc: Waylan Niece
Subject: Neighborhood Center of West Volusia

Follow Up Flag: Follow up
Flag Status: Flagged

Eileen, after the CAC application review meeting last evening we wanted to follow up with an email to clarify to the WVHA Board and the CAC what may seem like an under-utilization of 2017 funds (\$70k)year to date and the increase request identified in to 2018 WVHA Application (\$100k)

- 1) The CAC ranked the NHC application with 2 members recommending Full Funding at \$100k for 2018 and 2 members recommending at the current 2017 award amount (\$70k)(2 CAC members did not participate)
- 2) The Neighborhood has utilized _ 47% of the 2017 award through April 2017 and we are expected to reach 60% utilization by the end of May 2017.which will actually put us at the right utilization rate within this grant cycle.
- 3) The 2018 Neighborhood Center application reflected an increase of \$30k related directly to the significant increase in clientele in need of the WVHA card and the 2018 forecasted notable increase resulting from the additional housing components serving individuals and families that will most certainly will be in need of WVHA Referral services.

Please share this with the WVHA Board Members and the Citizen Advisory Committee members in advance of the next WVHA Board meeting.

Respectfully,
Susan

Susan Clark, CAP, ICADC
Executive Director
The Neighborhood Center of West Volusia
Susan.clark@nhcww.org