



TEXAS
Health and Human
Services Commission

Foster Care Health Passport

**Medicaid Multi-State Collaboration on
Health System Transformation
1st Annual Summit**

January 4-7, 2009

Health Passport Background

- In 2005, the 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 for the STAR Health program
 - Superior contracted with Cerner for development of the Passport

Health Passport Background

- Operational on April 1st for access to state staff, network providers and medical consenter
- Serves about 30,000 children statewide
- STAR Health is a partnership with HHSC's Medicaid/CHIP Division and the Department of Family and Protective Services
- 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

- **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
- **Electronic Documentation:** Providers can document Texas Health Steps, dental, and behavioral health assessments within the Passport
- **Vital Signs:** Providers can record vital signs at the point of care (optional)
- **Allergies:** Providers can record allergies at the point of care; Passport checks the allergy for medication interactions (optional)

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

Search Example User, Texas

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 Print

Facesheet Recent Activity

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

» Show: From 6/2/2006 To 6/2/2007

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

Expected Benefits

1st – Reduction in the duplication of services

Example: Case worker avoided duplication of dental services for a large family because the claim records of previous services were in the Passport

2nd – Improved monitoring of compliance with prescription regimens

Example: In a pre-adoption review, DFPS case worker intervened when a pattern of non-compliance with behavioral health treatments was noticed

3rd – Enhanced preventive care through improved documentation of Texas Health Steps exams

Health Passport

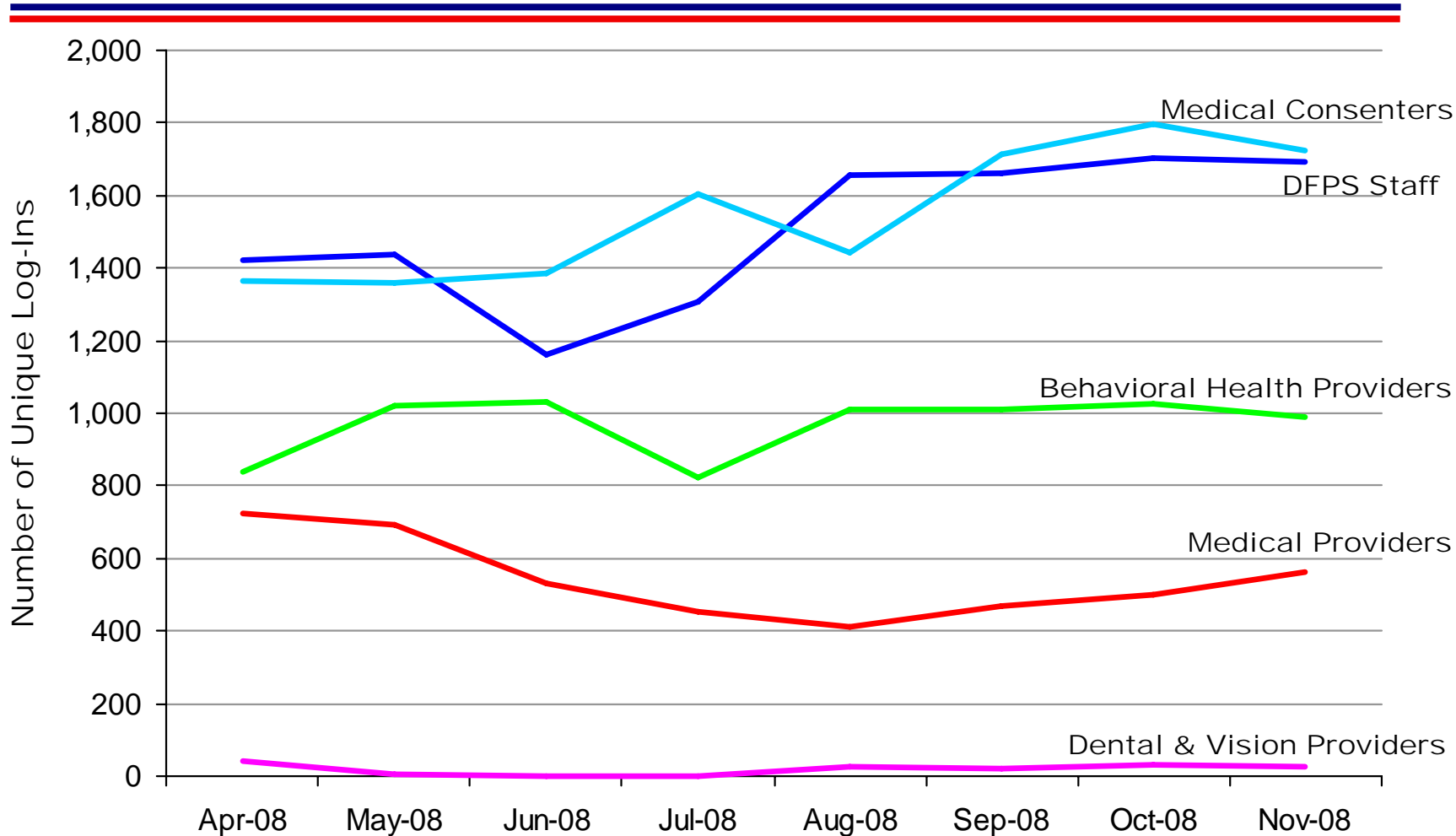
Expected Benefits

4th – Improved care coordination and data sharing among a child’s health care providers and DFPS staff

Example: 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

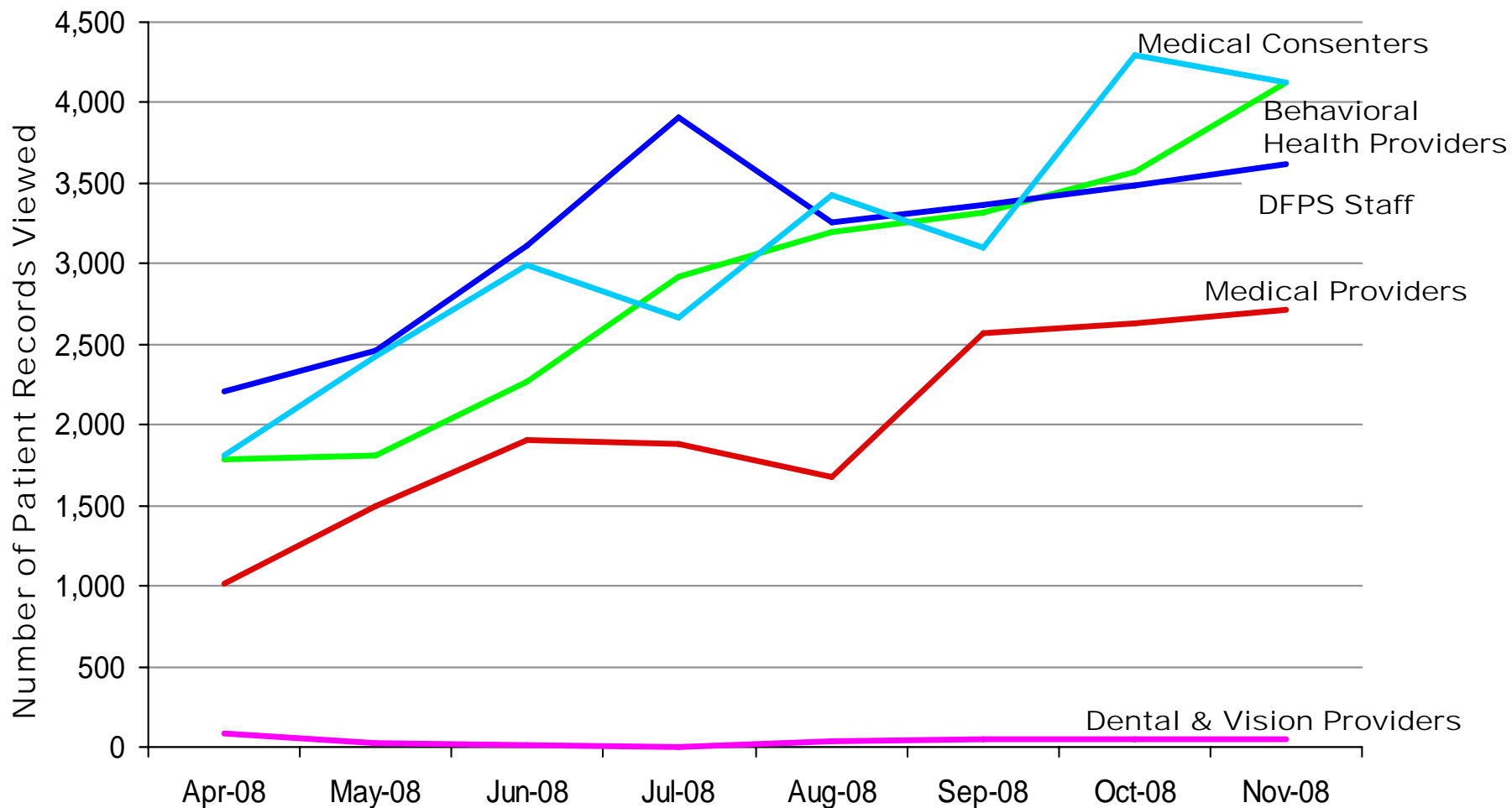
Example: In a kinship placement, relative of a diabetic child did not know about the medication needs of the child, the care coordinator used the Passport to identify the child’s previous physician to obtain medication dosage information

Health Passport System Use by Role



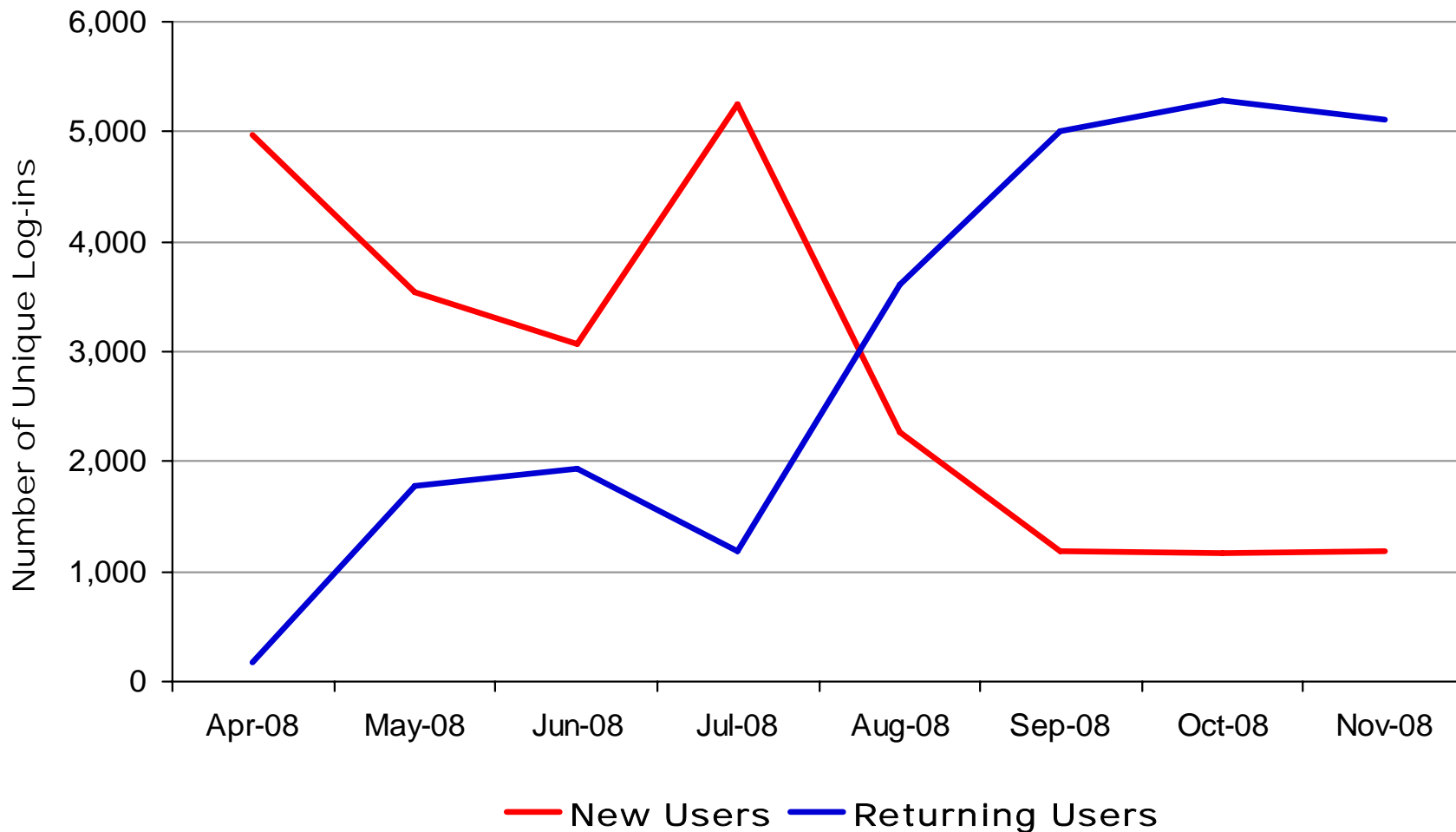
Health Passport

Unique Patients Viewed

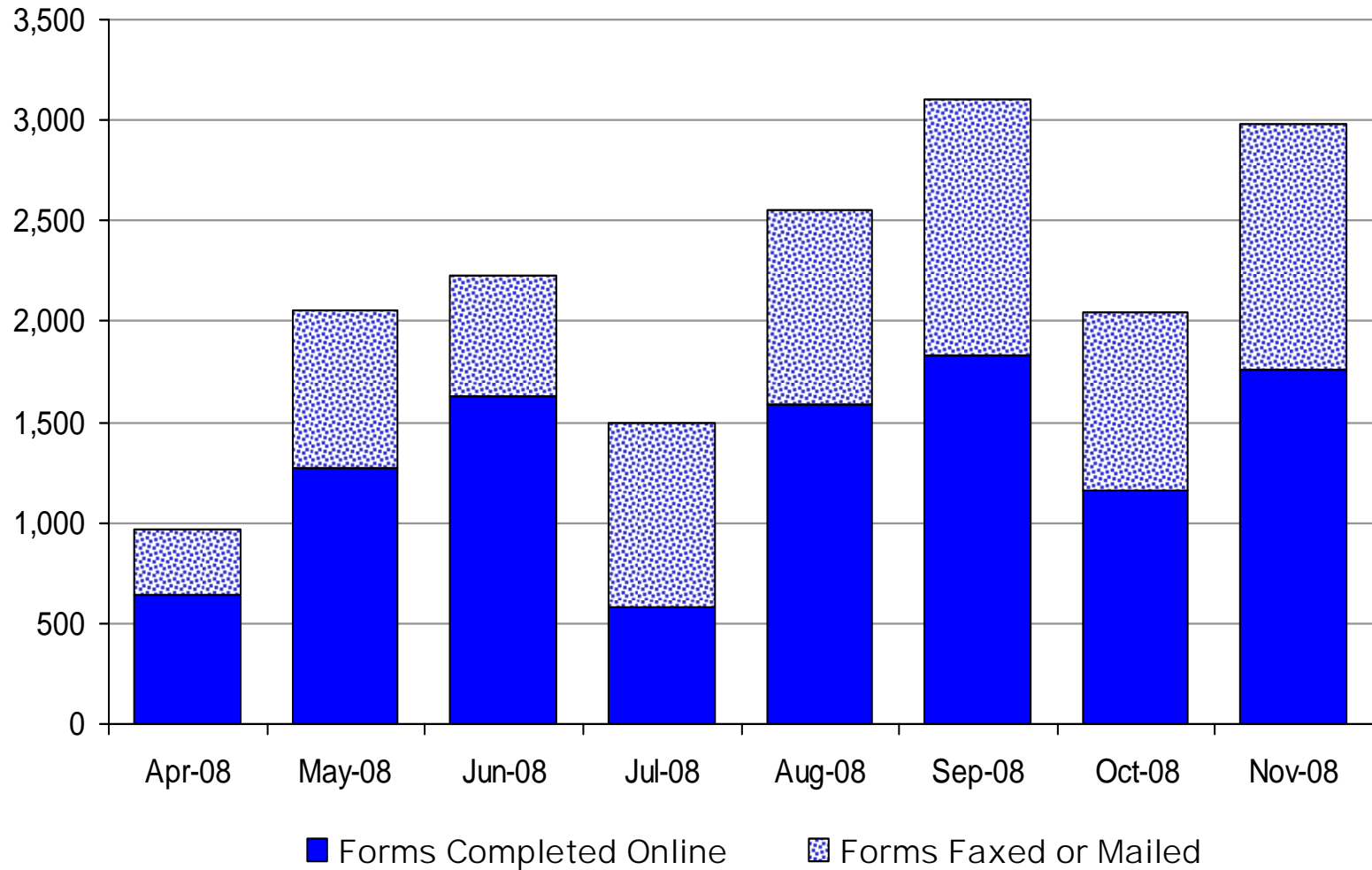


Health Passport

New vs Returning Users

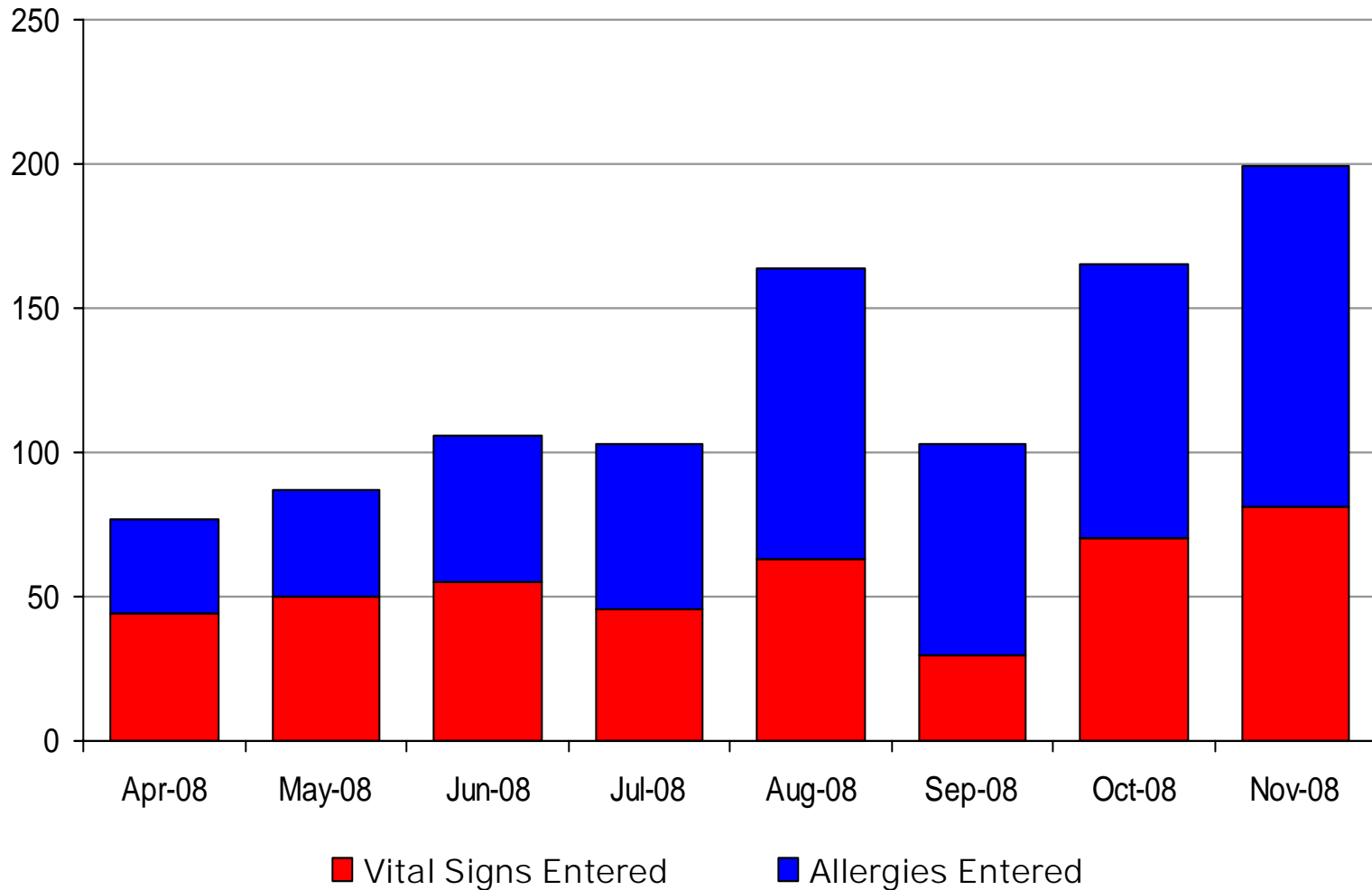


Health Passport Completion of Forms



Health Passport

Data Entry of Allergies & Vital Signs



Health Passport Lessons Learned

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
- Maintained the project scope

Health Passport

Lessons Learned

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

- HHSC was awarded \$4 million in Medicaid transformation grant funds to develop and enhance the Foster Care Health Passport
- Transformation grant used to pay for initial development and for the following system enhancements:
 - 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 Texas Health Steps lab results
 - Post-implementation modifications to the Passport
- Currently evaluating the option of adding electronic prescribing to the Passport

Health Passport

Future Plans

- Per a legislative mandate in the 2007 session, HHSC is currently evaluating the feasibility of implementing the Passport to all CHIP and Medicaid beneficiaries
 - Medicaid-wide feasibility study is due to the Legislature in January 2009
 - Study also addresses the feasibility of implementing electronic prescribing
- HHSC in early stages of procurement for the Medicaid Eligibility and Health Information Project, which includes electronic verification and access to health information
- Medicaid/CHIP Division has established a governance group to:
 - coordinate efforts within HHSC and external stakeholders,
 - develop a strategy for encouraging the use of IT that supports improvements in the quality of care for Medicaid clients

Health Passport

For additional information, contact:

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