



*Your Potential. Our Support.*

JEREMIAH W. (JAY) NIXON, GOVERNOR • BRIAN KINKADE, INTERIM DIRECTOR

MO HEALTHNET DIVISION

P.O. BOX 6500 • JEFFERSON CITY, MO 65102-6500

WWW.DSS.MO.GOV • 573-751-3425

Terry Edwards, Platte County Public Administrator  
Missouri Association of Public Administrators  
415 3rd Street, Suite 90  
Platte City, MO 64079

Dear Ms. Edwards:

The Missouri Department of Social Services, MO HealthNet Division and the Department of Mental Health are collaborating with Community Mental Health Centers throughout the state to serve as Healthcare Homes. We believe that helping people lead healthier lives can greatly reduce the devastating impacts of living with long-term mental illness, substance abuse, and negative medical conditions. A core component of the Healthcare Home initiative is a Care Team of qualified healthcare professionals, including a nurse care manager, who can assist in identifying healthcare needs and in facilitating patient achievement of wellness goals.

The Departments have identified approximately 15,000 individuals currently receiving care in the Community Mental Health Centers with high medical care needs and costs. Some of the identified individuals have Public Administrators. On or about November 15, 2011, letters will be mailed to the address of the MO HealthNet participants identified to inform them of their opportunity to participate in the Healthcare Home initiative. There will be an option for declining such services or transferring to another Healthcare Home provider if there is an alternative provider in their area. When such participants are the ward of a Public Administrator, the letter may come to you should your address be listed in MO HealthNet's database. However, some of your wards may receive letters directly, while others may be received by the residential provider housing such individuals.

In any event, the Community Mental Health Centers will be reaching out to these individuals to answer any questions or concerns they may have between November 15, 2011 and February 1, 2012. In addition, the Department will be maintaining the following toll free line, beginning November 15, 2011, to answer any questions they may have: 1-855-282-0790 (Monday through Friday from 9:00 am to 4:00 pm, excluding holidays). Should one of your wards request to exercise the options listed in the letters, they will be reminded that this decision is the Public Administrator's to make and to confer with you accordingly. In addition, you will be contacted when a request has been received from a ward.

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We are interested in working closely with the Missouri Association of Public Administrators and its members to collaborate on the care coordination. We would like to discuss with you the possibility of informing your membership about the project and encouraging them to work closely with the local Community Mental Health Center. We are willing to work with you in composing a letter for distribution to your members.

***What a Healthcare Home can do for your clients (wards):***

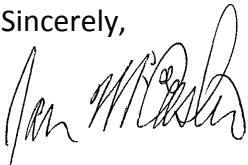
- Assisting individuals in finding a family doctor if they don't already have one
- Assisting individuals in obtaining mental health and/or substance abuse treatment or any type of special medical care they might need
- Assisting individuals in taking medication as prescribed and scheduling and keeping appointments with healthcare providers
- Providing individuals access to health education opportunities addressing smoking cessation, nutrition and physical activity.

Research has shown that people with a Healthcare Home receive a higher quality of care and achieve healthier outcomes. The services individuals receive from their Healthcare Home are covered under their current MO HealthNet plan and participation in this program is voluntary. The individuals already enrolled and receiving services from a particular Community Mental Health Center will be served as a Healthcare Home by that Community Mental Health.

Sharing healthcare information for purposes of treatment and care coordination is explicitly permitted by HIPAA and does not require patient consent. We believe the new care management services and collaboration between Public Administrators and the Community Mental Health Centers will produce positive outcomes for your wards' health.

Felix Vincenz, Ph.D., Project Coordinator, will be available at your next Missouri Association of Public Administrators meeting for a discussion and dialogue about Healthcare Homes. We are interested in collaborating with you to assure the best quality of care for individuals we jointly serve.

Sincerely,



Ian McCaslin, M.D., M.P.H.  
Director, MO HealthNet Division  
Department of Social Services



Joseph Parks, M.D.  
Chief Clinical Officer  
Department of Mental Health