




HEALTH CARE
AUTHORITY

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Letter of Direction #21

Date: October 8, 2024

To: Turquoise Care Managed Care Organizations

From: Dana Flannery, Director, Medical Assistance Division 

Subject: MCO Requirements for Comprehensive Well Child Check Up for Children in State Custody (CISC) Within 30 Days

Title: Comprehensive Well Child Checkups for Children in State Custody (CISC) Within 30 Days

This Letter of Direction (LOD) outlines requirements for the Turquoise Care Managed Care Organizations (MCOs) to ensure that a comprehensive well child checkup takes place within 30 days of a child coming into state custody. This LOD also outlines reporting requirements regarding the implementation of and ongoing monitoring of comprehensive well child checkups monthly.

The MCO shall utilize available internal resources such as the Member's assigned care coordinator, a community health worker, care worker or tribal liaison to contact the Member's caregiver to ensure that the well child visit is scheduled within the 30 days. These efforts must be in collaboration with the child and the child's legal custodian (CYFD PPW), caregiver/resource parent, and parent/guardian (where appropriate) to avoid scheduling conflicts and to ensure that barriers such as transportation and language access have been addressed. The care coordination efforts must be documented.

1. The MCO must issue a Member Identification card to the identified Resource/Foster Family or child's caregiver within 7 days of contact with the Member's assigned CYFD Permanency Planning Worker
2. **EDUCATION AND ACCESS ASSISTANCE:** The MCO must also provide education and assistance with accessing transportation, including Non-Emergency Medical Transportation (NEMT), if needed to attend a comprehensive well child checkup, including providing support in scheduling transportation.
 - a. **Education and Access Assistance Required Documentation:** MCO must maintain documentation of education and efforts to assist with obtaining a well child checkup for the following:

- i. The MCO must document that CISC PPW/Care Giver were offered education on the importance of the well child checkup and the specific support provided as well as outcome of support.
 - ii. The MCO will document when the child and/or caregiver/resource parent is difficult to engage, refuses care coordination, and/or declines assistance with scheduling the appointment and all efforts to engage the child and/or caregiver/resource parent.
 - iii. The MCO and CYFD will also document instances in which the child’s caregiver/resource parent is not able to make appointments within 30 days due to a scheduling issue in the household and will document all efforts made to accommodate any such scheduling issue.
 - b. **Follow up Education and Assistance:** When the child and/or the child’s caregiver/resource parent declines assistance with scheduling the appointment, the MCO will be required to follow up with the child and/or child’s caregiver/resource parent within 10 days of the declination. If the appointment has still not been scheduled, the MCO will once again offer assistance to the child and/or the child’s caregiver/resource parent.
 - c. **Provider Education:** MCOs must also provide communication, education, and training to providers to ensure that these visits take place within the 30 days that the Member has been taken into custody. The MCOs must utilize available provider resources, including the child’s Primary Care Provider (PCP), School Based Health Centers (SBHCs), Federally Qualified Health Centers (FQHCs), Rural Health Clinic (RHCs), and/or tribal providers to schedule the comprehensive Well-Child Checkup.

3. BILLING AND REIMBURSEMENT FOR CISC 30 DAY WELL CHILD CHECKUP

MCO provider education and training must include billing and reimbursement allowances for CISC 30 day well child checkup as follows: for CISC. The procedure codes and diagnosis codes to document the receipt of an initial or periodic screening are as follows:

- a. Well Child Check Procedure and Diagnosis Codes:

CPT Codes: Preventive Services*	Description
99381	New Patient under one year
99382	New Patient (ages 1-4 years)
99383	New Patient (ages 5-11 years)
99384	New Patient (ages 12-17 years)
99385	New Patient (ages 18-39 years)
99391	Established patient under one year
99392	Established patient (ages 1-4 years)
99393	Established patient (ages 5-11years)
99394	Established patient (ages 12-17 years)
99395	Established patient (ages 18-39 years)
99460	Initial hospital or birthing center care for normal newborn infant
99461	Initial care in other than a hospital or birthing center for normal newborn infant

*These CPT codes do not require use of a "Z" code.

CPT Codes: Evaluation and Management Codes**	Description
99202-99205	New Patient
99213-99215	Established Patient

**The above CPT codes must be used in conjunction with at least one of the following "Z" diagnosis codes: Z00.00 through Z00.129, Z00.8, Z02.89, and Z76.1 – Z76.2

- b. **Additional Diagnosis Code:** For identification and tracking purposes diagnosis code Z62.21 Child in Welfare Custody must accompany required diagnosis codes for initial or periodic screenings.
- c. **System Edits:** MCO must edit systems, provide education and training to allow reimbursement of Well Child Checks for members who have been taken into custody and have had a Well child Check in less than 12 months before custody date. This will ensure reimbursement and the ability to demonstrate that these visits taken place within the 30-day period that the member is taken into custody.

4. REPORTING CISC 30 DAY WELL CHILD CHECKUP

MCOs must submit monthly reporting of how many CISC are identified and what date the comprehensive well child checkup took place on a monthly basis. The reports are due on the 15th of each month.

This LOD will sunset when direction is provided in one or more of the following: Turquoise Care Managed Care Services Agreement, Managed Care Policy Manual, NMAC, Systems Manual, or BHSD Billing and Systems Manual. The LOD may also sunset upon HCA notification or completion of the Turquoise Care Program.