



# BHH Services for Children, Adolescents, and Families



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Centra Wellness  
NETWORK

CHRISSEY IVERSON

BHH RN CARE MANAGER



A program offered by Centra Wellness Network

A benefit for Medicaid, Healthy Michigan Plan, and MICHild enrollees



#### What is the Kids Count! Health Home?

The Kids Count! Health Home is not a place to stay, but rather, a benefit for Medicaid, Healthy Michigan Plan, or MI Child enrollees. Our team of health care providers will work with you and your child to coordinate, support, and help manage health care and social needs. With this extra support, you can take control of your child's care.

#### Benefits Include:

- ✓ Comprehensive care management
- ✓ Coordinated care tailored to your child's specific needs
- ✓ Health promotion education and resources
- ✓ Transitional care assistance among various healthcare settings
- ✓ Individual and family support
- ✓ Referrals to appropriate community and support services
- ✓ Access to a team of healthcare professionals
- ✓ Assistance in healthcare decision-making

Program Objectives: Through the delivery of core health home services, the program seeks to:

- ✓ Improve your child's health outcomes
- ✓ Coordinate and provide support for your child's healthcare needs
- ✓ Increase access to care
- ✓ Increase hospital and post-discharge follow-up
- ✓ Reduce unnecessary hospital and emergency room visits

#### Who's Part of your child's team?

- ✓ Case Manager
- ✓ Medical Consultant
- ✓ Registered Nurse Care Manager
- ✓ Psychiatric Consult
- ✓ Certified Medical Assistant



# Kids Count!

- Implemented May 2021.
- Name given to avoid confusion. This is a benefit, not a building.
- Still a work in progress.

# How are Services Tailored?

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ESTABLISHING BUY-IN.



PROMOTING PARENT-STAFF RELATIONSHIP.



TEAM APPROACH.

# Providing Outreach

## Initial vs. ongoing

- F2F for first enrollment meeting. Health assessment, SDH screening, and care plan completed.
- Monthly contact via phone with parents/guardian, may be multiple households.

## Behind the scenes

- Obtaining and reviewing medical records.
- Medication reconciliation.
- Assisting other team members. Often get questions about DME, financial concerns, or to communicate needs with psych provider or PCP.

## Support person

- Dependent on maintaining relationship with parent/guardian.
- Support during crisis and transition periods.



## Quarterly Health Promotions

- Developed by RN Care Manager.
- Focus on client-centered training, healthy lifestyle interventions, and promoting routine preventative care.
- Past examples
  - Summer Sun Safety
  - Diabetes Awareness
  - Heart Disease Awareness
- Include tangible item
  - Sunscreen packet
  - Fridge Magnet
  - Blood pressure tracker

Providing  
Outreach

**Understanding FOOD LABELS**

**1 Start Here**  
Begin by checking the serving size on the label. Measure out portions to make sure you are eating the amount that matches the values on the label. Many containers hold more than one serving.

**2 Check Calories**  
A low amount of calories per serving is 40, moderate is 100, and high is 400 or more.

**3 Limit These Nutrients**  
Too much of any of these can raise your risk for heart disease, some cancers, and other problems.

**4 Protein**  
Eating protein helps our bodies function properly; too little of it can cause weakness and fatigue.

**5 Total Carbohydrate**  
Total carbohydrate is measured in grams. The grams of fiber and sugar are included in the total carbohydrate number. Fiber is beneficial for digestion and helps you feel full. Too much sugar is harmful to your health and can lead to diabetes and heart disease.

**6 Quick Guide to % DV**  
• 5% or less is low  
• 20% or more is high

**Nutrition Facts**  
14 servings per container  
Serving Size 2 tbsp (32g)  
Amount Per Serving  
Calories **190**

	% Daily Value*
Total Fat 12g	15%
Saturated Fat 2.5g	13%
Trans Fat 0g	
Cholesterol 0mg	0%
Sodium 110mg	5%
Total Carbohydrate 8g	3%
Dietary Fiber 3g	12%
Total Sugars 3g	
Incl 2g of Added Sugars	
Protein 7g	

Ingredients: Peanuts, flaxseed, peanut oil, agave syrup, palm fruit oil, salt.

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# Target Population



- Consider Risk score–high risk scores may indicate a need
  - Multiple hospitalizations/ER Visits
  - Multiple comorbidities
  - Multiple specialty providers r/t comorbidities
- Consider referral directly from inpatient and/or crisis
- Consider case holder consult
- Also consider MDHHS and PIHP PIPs as a possible target population (e.g., the ADHD follow up care PIP).



# Lessons Learned & Considerations

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Requires team approach. Much of RN Care Management is "behind the scenes".

Challenge for kiddos who live between households/blended households.

Specialty coordination for complex kiddos.

Important to have parent "buy in" and good parent relationships.

Coordination with schools for Individualized Educational Program (IEP) development.

Potential change and effort from whole family, help or hinder.

Potential impacts go beyond the kiddo and focuses on whole family approach.

Greater success with enrollments during summer months

Questions may be directed to:

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