

Developmental and Cognitive Clinic *(Center of Excellence)*

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Administrator

Business Sustainability

Parkland Health



Parkland

Care. Compassion. Community.

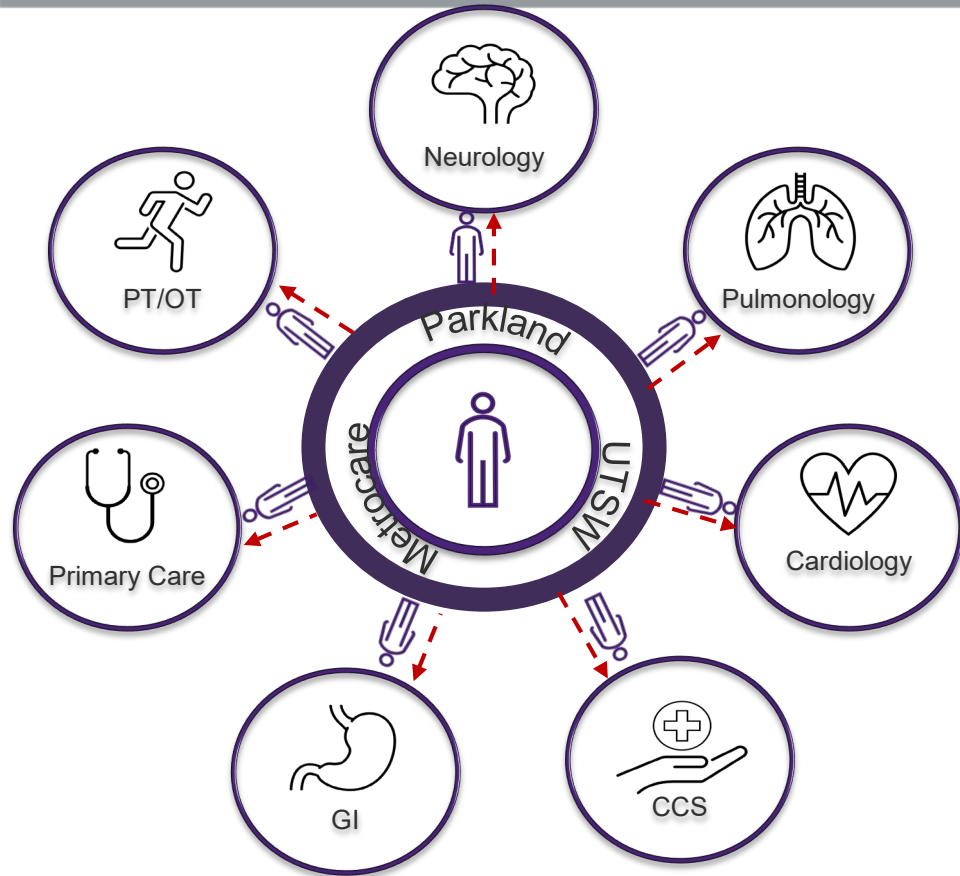


Background

There is a need to provide comprehensive and dedicated care for Developmentally Delayed and Complex patients in Dallas County. Currently, care for these vulnerable patients is fragmented, which results in multiple appointments, decreased coordination & collaboration between providers, avoidable ED visits, and potential financial burden as well. Many children receive dedicated care at the Children's Health Complex Care Clinic but lose that support when they "graduate" and transition to various institutions, e.g.) UTSW, Parkland, etc. There are approximately 9,000 unique Developmentally Delayed Complex Patients at Parkland, Children's, or Metrocare (see below) who could benefit from the proposed Developmental and Cognitive Clinic (DCC):



Current Model of Care



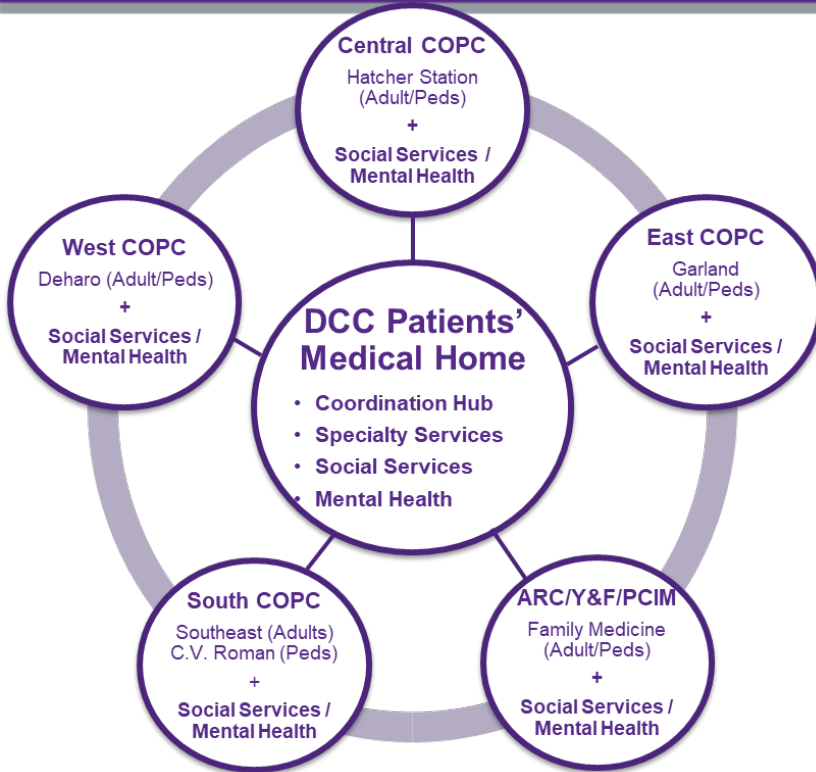
Patients require multiple needs from specialty care, clinical support services, primary care, etc., but receive the care through various appointments in multiple settings.

- For example, an Asperger's patient completed around 100 different visits over three years at 10+ different physical locations at Parkland



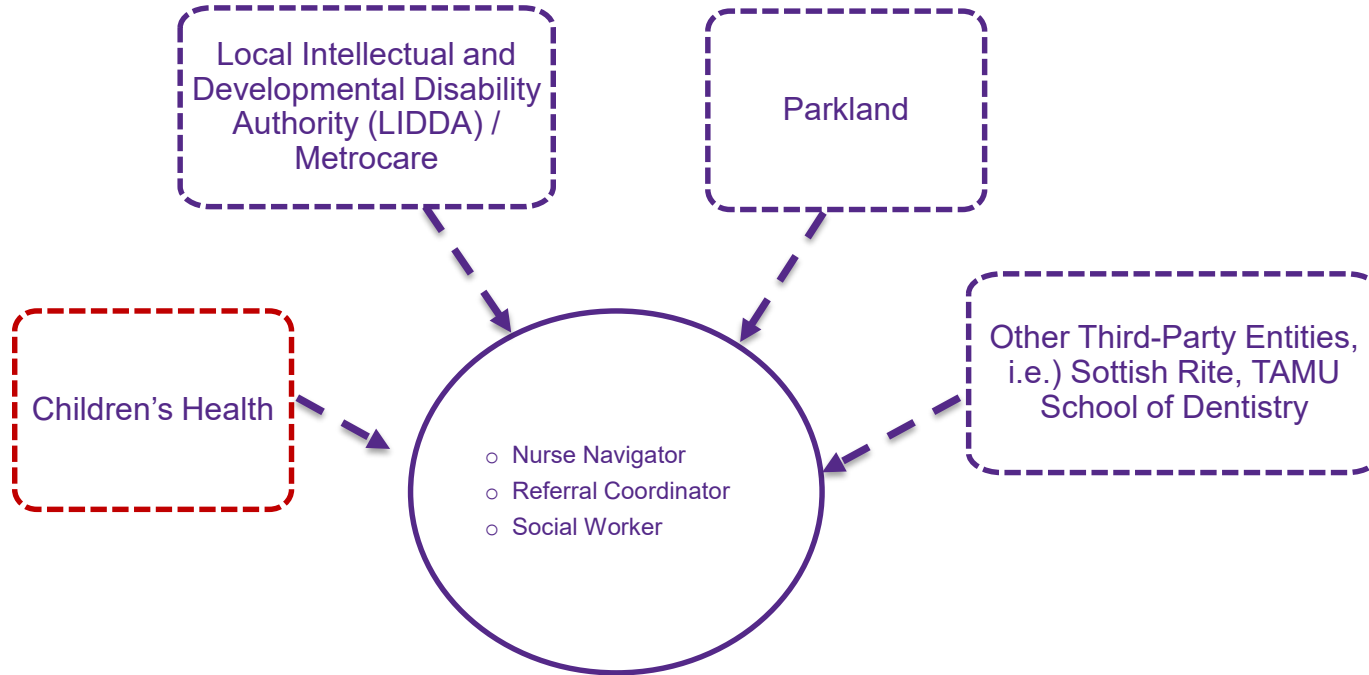
Goal: Overhaul how Parkland cares for patients needing comprehensive care:

1. Patient Medical Home
2. Coordination hub



We propose an integrated care model, with the following service offerings:

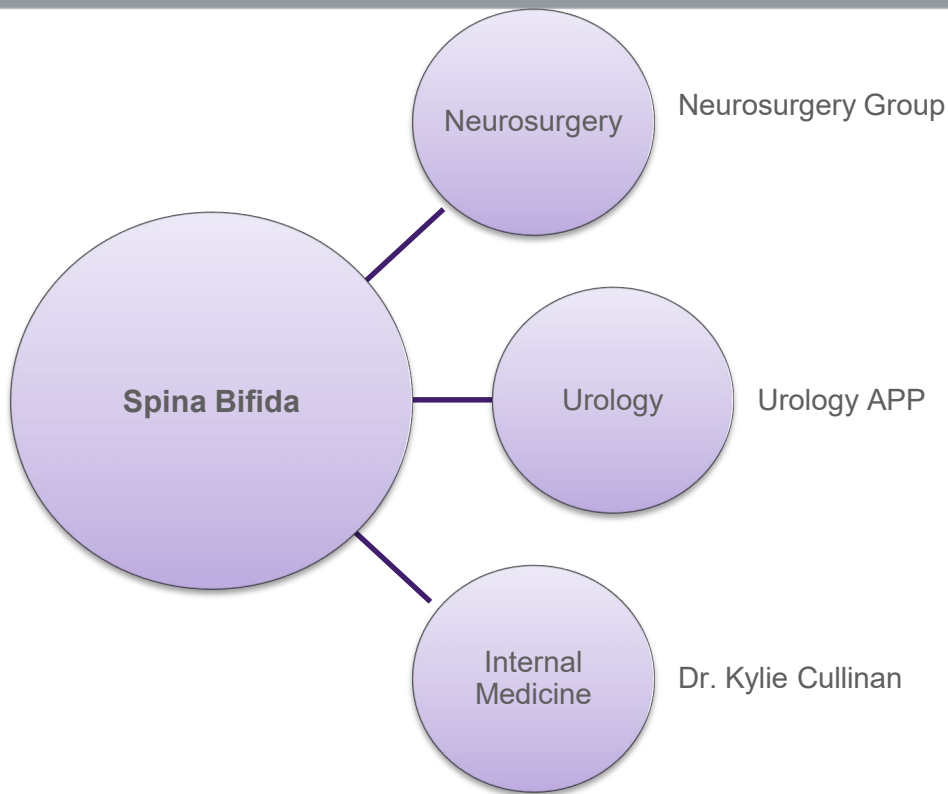
1. **Dedicated team of specialty providers:** one physical location with rotating specialty care providers in an environment that's conducive to their needs.
2. **Coordination hub:** a centralized support team as a point of contact for all patients, family members, and external entities to coordinate care, schedule appointments, provide social needs, and triage acute episodes to determine appropriate level of care
3. **Disease Management Training:** CME and related training for adult and pediatric primary care providers in each COPC region + ARC/Y&F/PCIM/FM
4. **Social Services & Care Management:** dedicated social services and care management teams on-site & each COPC region + ARC/Y&F/PCIM/FM site
5. **Mental Health Services:** Transitional Youth Age Program (TYAP) along with Psychiatry and Psychology support at each COPC region + ARC/Y&F/PCIM/FM site and on-site





Parkland Developmental and Cognitive Clinic Growth

- **The Pilot Phase:** The DCC launched December 2022 in Neurology Clinic treating Neuromuscular patients (Muscular Dystrophy and Spinal Muscular Atrophy) the first Friday of every month.
- **Activation:** October 2023, DCC expanded to include services for Cerebral Palsy as the next disorder and the clinic was activated. Due to the large volume of patients and demand for services, in January 2024 an additional day was allocated for the Cerebral Palsy patient. The DCC began operating 3 days a month (1st Friday of every month for Neuromuscular patients, and 1st and 3rd Thursday for Cerebral Palsy patients).
- **Expansion:** In March 2024 along with partnership with Children's Health Neurosurgery, an additional disorder was added to treat Spina Bifida Patients.



Spina Bifida Services

- **Clinical Support Services**
 - Social Work: Cristian Avellaneda
 - Registered Dietitian: Shakirah Hilaire
- **Durable Medical Equipment (DME) Support**
- **Clinic is Held 3rd Monday of Every Month**

Current DCC Schedule

| MONDAY | TUESDAY | WEDNESDAY | THURSDAY | FRIDAY | SAT/SUN |
|----------------------------|---------|-----------|--|--|---------|
| | | | Cerebral Palsy Clinic • Botox Management | Neuromuscular Clinic • Muscular Dystrophy • Spinal Muscular Atrophy | |
| | | | | | |
| | | | Genetic Epilepsy Syndrome | | |
| | | | | | |
| Spina Bifida Clinic | | | Cerebral Palsy Clinic | | |
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Current Monthly Schedule is:

- Neuromuscular Clinic is the 1st Friday
- Cerebral Palsy Clinic is held the 1st and 3rd Thursdays
- Spina Bifida Clinic is the 3rd Monday of every month
- Genetic Epilepsy Syndrome Clinic will be 2nd Thursday of every month

Getting into the DCC Spina Bifida Clinic



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Due to the high volume of referrals, please note the following instructions:

1. Unfunded patients may call (214) 590-8831 to inquire and apply for financial assistance.
2. Patients may call (214) 590-5601 to complete referral **activation** 3-5 business days after submission (strongly encouraged).
3. Referrals not responded to or activated within 14 business days may be delayed or denied.
4. Referrals having incomplete documentation will be denied. Referring physicians will be notified of denial.
5. A referral is NOT required for Primary Care. Patients may call the primary care appt. line (214) 266-4000.

| | | | |
|---|--|-------------------|--|
| Referral Date: | | Parkland MR#: | |
| Patient Name: | | | |
| DOB: | Sex: <input type="checkbox"/> M <input type="checkbox"/> F | SS#: | |
| Patient Address: | | Patient Tel. No.: | |
| City: | State: | Zip: | |
| Patient's funding source: <i>Include a copy of the funding source document or authorization number.</i> | | | |
| <input type="checkbox"/> Medicare <input type="checkbox"/> Medicaid <input type="checkbox"/> Insurance <input type="checkbox"/> Worker Comp <input type="checkbox"/> Parkland Financial Program <input type="checkbox"/> Indigent Program <input type="checkbox"/> North Texas Behavioral Health Authority (NTBHA) NTBHA ID: _____ Expiration: _____ | | | |
| Parkland <u>may not</u> accept referrals for unfunded / unfunded out of county patients. | | | |

Referring Physician Information: *Please fill all below boxes in order to avoid denial and delay of care.*

| | |
|--|--------------------------------|
| Referring Physician: | Physician Ofc. Contact Person: |
| Physician Ofc. Tel. No.: | Fax No.: |
| Parkland Specialty Clinic requested: Developmental and Cognitive Clinic (DCC) | |
| Chief Complaint / ICD Code(s): | |
| | |
| | |

Attachments Required:

1. Proof of funding (Copy of funding source document or authorization number).
2. Copy of recent and applicable medical records: (Utilizing Divider Pages provided)
 - OSR Form
 - Patient demographic & Insurance Information
 - Recent Progress Note
 - Pathology / Lab / Radiology / Diagnostic testing results
 - List of current / discharge medications
 - Pain Management Information sheet (for Pain Clinic referrals only)
3. Additional referral information may be found at www.parklandhealth.org under Information for Medical Professionals / Specialty Clinic Referral Guidelines.

Where to send referrals:

Email: send OSR form, dividers, and supporting documentation to ReferToParkland@phhs.org

Fax: send OSR form, dividers, and supporting documentation to F:214-266-2569 or F:214-266-2606.

- Referral to DCC:

1. Your Provider needs to email OSR
2. Financial Clearance
3. Nurse Navigator: Saurya Bhattarai
4. Referral Coordinator: Finny Sam

- OSR Form: parklandhealth.org/referral-form

- Email OSR Form to: ReferToParkland@phhs.org

- Patient Financial Services: 214-590-8831

- Guardianship through NTBHA

What to bring to your 1st appointment:

- Latest imaging studies
- Genetic testing, if any
- Last set of Labs
- Medication List

- Any additional information you would like to share with you provider

- Someone from our clinical team, usually our RN navigator Saurya Bhattarai, will touch base with you prior to your appointment.

What to Expect at your 1st appointment:

- You will see all your providers
 - Neurosurgery
 - Urology
 - Internal Medicine
 - Social Worker (case management)
 - Nutritional Service

- **½ Day Visit:**
 - **Expect to be there 3-4 hours**
 - Arrive at Ron J. Anderson (RJA) building
 - Option for Valet or Self Parking in Moody Garage
 - Register at front desk
 - You will be taken back to your room
 - Your providers will see you, **do not** leave your room



| Payor Name | Plan/Network/Product Name |
|--|--|
| Affordable Care Act (ACA) / Health Exchange Plans | |
| Blue Cross Blue Shield of Texas* | Blue Advantage HMO – Gold, Silver, Bronze |
| <small>*Parkland-employed Providers (individual providers) are out-of-network/not contracted under the noted payor</small> | |
| Molina Texas | Gold Silver |
| Wellpoint Texas (formerly Amerigroup) | Gold Silver Bronze |
| Commercial Plans | |
| Aetna Health | Open Choice PPO Aetna Health Network Option Aetna Choice POS II Managed Choice POS Quality Point-of-Service (QPOS) HMO Aetna Health Network Only HMO Aetna Select EPO Open Access Aetna Select EPO Aetna Open Access Elect Choice EPO Meritain Health (Aetna subsidiary) |
| Blue Cross Blue Shield of Texas* | PPO Traditional – POS/ParPlan Federal/FEP Blue Essentials HMO MyBlueHMO |
| <small>*Parkland-employed Providers (individual providers) are out-of-network/not contracted under the noted payor</small> | |
| Cigna Healthcare of Texas (<i>Non-Parkland Employee Plans</i>) | Texas OAP Direct Texas PPO Direct Dallas Local Plus Dallas HMO Dallas Select GWH-Cigna (formerly Great West Healthcare) |



| | |
|-----------------------------------|---|
| <p>United Healthcare of Texas</p> | <ul style="list-style-type: none">PPOSelect EPOSelect Plus HMOSelect Plus POSUMRUHC Core Choice PlusUHC DOCTORS PLAN EPOUHC DOCTORS PLAN PLUS HMOUHC DOCTORS PLAN PLUS POSCharter EPOCharter HMO/HMO PlusCharter POSChoice EPOChoice Plus HMOChoice Plus POSCore EPOCORE HMOER WrapIndemnityNavigate EPONavigate HMO/ HMOPlusNavigate POSNexusACO NR EPONexusACO NR HMONexusACO NR POSNexusACO OA POSNexusACO R EPONexusACO R HMONexusACO R POSNexusACO OA EPONexusACO OA HMO |
|-----------------------------------|---|



| Medicaid Plans | |
|---------------------------------------|--|
| Aetna Better Health of Texas | STAR STAR Kids CHIP CHIP Perinate |
| Wellpoint Texas (formerly Amerigroup) | STAR STAR Plus CHIP CHIP Perinate STAR Kids |
| Cook Children's Health Plan | STAR STAR Kids CHIP CHIP Perinate |
| Molina Texas | STAR STAR Plus CHIP CHIP Perinate Rural Service Area |
| Parkland Community Health Plan | HealthFirst – STAR Medicaid KidsFirst – CHIP KidsFirst – CHIP Perinate |
| Point Comfort Underwriters | Refugees Medical Assistance Program |
| Superior HealthPlan | STAR Plus STAR – Foster Care |



Medicare Advantage & Dual/MMP Plans

Wellpoint Texas (formerly Amerigroup)

Medicare Advantage
Dual – MMP

Molina Texas

Medicare Advantage
Dual – MMP

Superior HealthPlan

Medicare Advantage
Allwell
Dual – MMP
DSNP
MA-PD



TRICARE

TRICARE West

TRICARE West - TriWest Healthcare Alliance

TriWest

TriWest Healthcare Alliance

Community Care Network (CCN)

Behavioral Health Plans

Aetna Health

- Open Choice PPO
- Aetna Health Network Option
- Aetna Choice POS II
- Managed Choice POS
- Quality Point-of-Service (QPOS)
- HMO
- Aetna Health Network Only HMO
- Aetna Select EPO
- Open Access Aetna Select EPO
- Aetna Open Access Elect Choice EPO
- Meritain Health (Aetna subsidiary)

Aetna Better Health of Texas

- STAR
- STAR Kids
- CHIP
- CHIP Perinate



| | |
|--|--|
| Wellpoint Texas (formerly Amerigroup) | STAR STAR Plus CHIP CHIP Perinate STAR Kids Medicare Advantage Dual – MMP |
| Carelon Behavioral Health (formerly Beacon Health Options) | Medicaid CHIP |
| Blue Cross Blue Shield of Texas* <small>*Parkland-employed Providers (individual providers) are out-of-network/not contracted under the noted payor</small> | PPO Traditional – POS/ParPlan Federal/FEP with PPO benefits |
| Cook Children's Health Plan | STAR STAR Kids CHIP CHIP Perinate |
| Molina Texas | STAR STAR Plus CHIP CHIP Perinate Rural Service Area Medicare Advantage Dual – MMP |
| North Texas Behavioral Health Authority | NTBHA - Inpatient Psych |
| Parkland Community Health Plan | HealthFirst – STAR Medicaid KidsFirst – CHIP |



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Questions?





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Appendix



Improved **access** to care

- # of Unique Patients with Developmentally Delayed and Complex Diagnosis
- No Show and Cancellation Rates for appointments and ancillary services
- Median days to schedule a new patient

Improved **coordination & collaboration**

- Number of external referrals by diagnosis and conversion rate
- Adherence to guidelines and best practices (i.e. ensure patients are up-to-date on labs and imagining studies for care management)
- Decreased Cost of Care

Decreased **hospitalization**

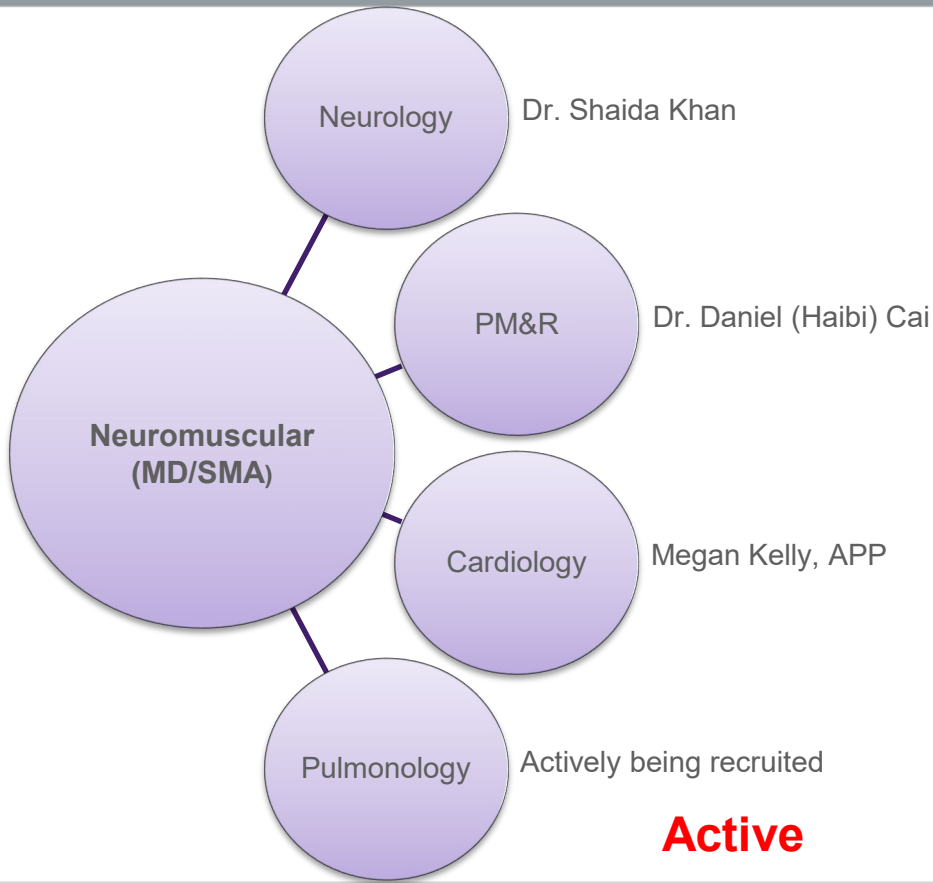
- Number of ED visits in last 30 days
- Number of Hospital Admission

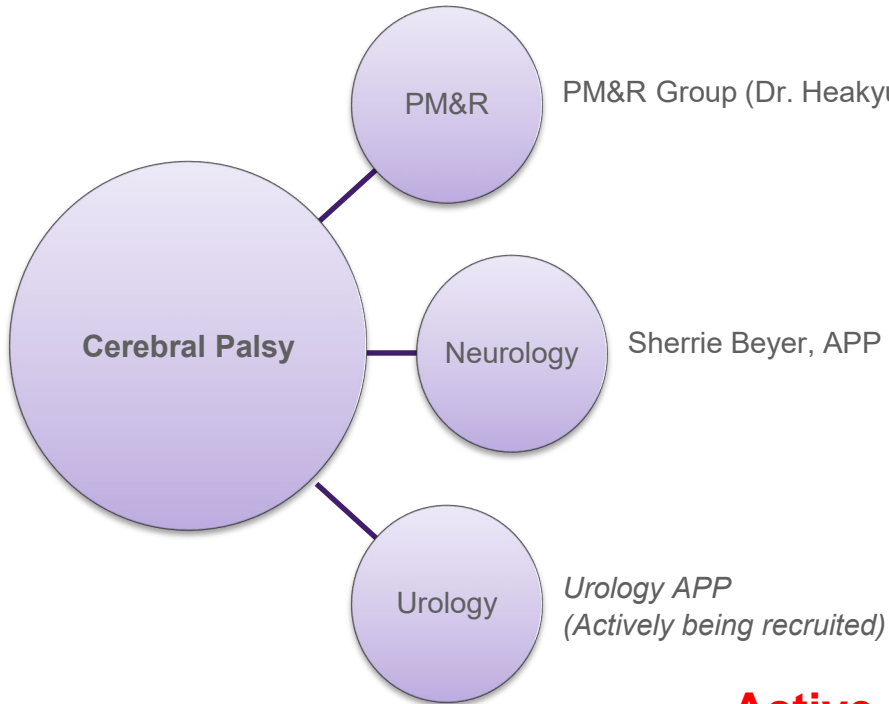
Improved **preventive care**

- Scheduled with a COPC
- Ensure patient population is up-to-date on Immunizations and preventive screening (e.g. mammograms, cancer screening, etc.)

Neuromuscular Services

- **Clinical Support Services**
 - Social Work: Cristian Avellaneda
 - Registered Dietitian: Karina Valadez / Shakirah Hilaire
 - Clinical Pharmacology: Dr. Elizabeth Moss
- **Durable Medical Equipment (DME) Support**

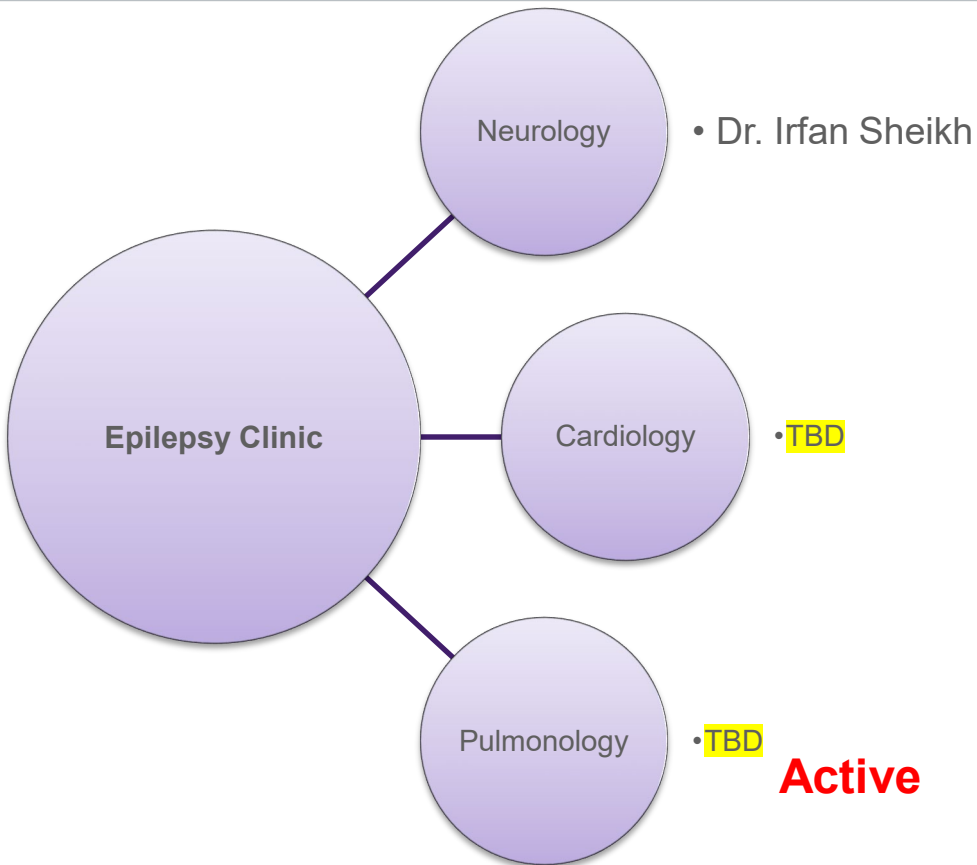




Active

Cerebral Palsy Services

- **Clinical Support Services**
 - Social Work: Cristian Avellaneda
 - Registered Dietitian: Karina Valadez / Shakirah Hilaire
- **Clinic held two days a month**
 - First Thursday: Botox Injection and Management
 - Third Thursday: Missing PM&R
- **Baclofen Pump Management in the future**



Genetic Epilepsy Syndrome

- **Clinical Support Services**
 - Social Work: Cristian Avellaneda
 - Registered Dietitian: Karina Valadez / Shakirah Hilaire
- Clinic launched with Tuberous Sclerosis and will expand to include other genetic epileptic syndromes i.e.) Rett's Syndrome, Angelman Syndrome

Active