



State of New Jersey
Department of Human Services
Children's System of Care Initiative

Volume 2 No. 1

February 2002

TO: Hospitals, Physicians, Certified Nurse Practitioners/Clinical Nurse Specialists, Federally Qualified Health Centers, Mental Health Clinics, Residential Treatment Centers, Psychologists, Partial Hospitalization/Partial Care Providers, Care Management Organizations – **For action**
Health Maintenance Organizations – **For information**

SUBJECT: **The Contracted Systems Administrator (CSA) for the Children's System of Care Initiative (CSOCI)**

EFFECTIVE: January 15, 2002

PURPOSE: To introduce the CSA to providers enrolled in the Medicaid/NJ FamilyCare/CSOCI programs.

BACKGROUND: The CSOCI was developed by the Department of Human Services (DHS), and represents the collaborative efforts of the Division of Youth and Family Services (DYFS), the Division of Mental Health Services (DMHS) and the Division of Medical Assistance and Health Services (DMAHS). The purpose of the CSOCI is to redirect and refocus the current structure of mental health services and develop a complement of support services to effectively meet the needs of emotionally and behaviorally disturbed children and their families/caregivers. For more information related to the CSOCI, please refer to CSOCI Newsletter Vol. 1, No. 1, dated March 2001. As discussed in that Newsletter, there are three significant components of the CSOCI: the Contracted Systems Administrator (CSA), the Care Management Organization (CMO) and the Family Support Organization (FSO). The delivery of services, depending upon the level of care needed by the child, will be managed through these entities at the community level.

ACTION: The Department of Human Services (DHS) has awarded a contract to ValueOptions to serve as the Contracted Systems Administrator (CSA) for the Children's System of Care Initiative (CSOCI). The contract term is from September 11, 2001 through September 10, 2004, with an option to extend for a fourth and fifth year. As the CSA,

ValueOptions will provide technical and administrative support for the CSOCI services, including electronic recordkeeping, information management, financial tracking and care utilization management. Initially, this will include only those children who receive CMO services. As CSOCI services expand throughout the State, the responsibilities of the CSA will include the coordination of mental health services for those children who present less severe needs than those children in need of CMO services.

Although ValueOptions will perform a wide range of system management, technical support and quality improvement functions essential to the effectiveness of CSOCI services, the DHS retains all service dollars and full authority and management responsibility for all CSOCI operations. As the CSA, ValueOptions will gather and organize data for the DHS and its Divisions to use to track and monitor the success of the CSOCI. This function shall include providing the DHS and all systems partners with the information needed to manage the Individual Service Plan (ISP) process, helping to ensure the successful treatment of the beneficiary in the most efficient and least restrictive manner suitable to meet the needs of the child and family involved. The management and quality improvement functions of the CSA will help promote the best practices and ensure that the most comprehensive and effective mental health services are delivered to the children, adolescents, young adults and their families who are receiving CSOCI services. This function will assist the DHS in assuring that the CSOCI complies with all state and federal guidelines.

ValueOptions' main office for New Jersey are centrally located in Mercer County, at 3705 Quakerbridge Road, Hamilton, NJ 08619, facilitating a close working relationship with the DHS, its Divisions, and Unisys, the fiscal agent for Medicaid/NJ FamilyCare. Medicaid/NJ FamilyCare enrolled providers who render services to a child enrolled in the CSOCI shall continue to submit requests for reimbursement to Unisys.

As we move forward in the CSOCI, we will be conducting provider forums and advising providers through Newsletters of the activities of the CSA. Stay tuned for further developments.

Attached to this Newsletter are a fact sheet that describes the primary functions of the CSA and a CSOCI Directory that includes contact information for the CSA and the CMOs. Please keep both for your reference.

Questions?

If you have any questions regarding this Newsletter or would like additional information about ValueOptions, please contact ValueOptions at (609) 689-6200, or visit their website at <http://www.valueoptions.com>.

For more information regarding the CSOCI, please visit our website at <http://www.njkidsoc.org>.

**RETAIN THIS NEWSLETTER BEHIND THE NEWSLETTER TAB
(BLUE TAB MARKED "5")**

**New Jersey System of Care Initiative for
Children with Emotional and Behavioral Disturbances and their Families**

Functions of a Contracted Systems Administrator (CSA)

Fact Sheet

- ✓ Assists the Department of Human Services (DHS) to organize services and funding into a single system where child welfare, mental health, juvenile justice, and Medicaid/NJ FamilyCare work together so there is one access route to receive services for the target population
- ✓ Allows the DHS to hold one entity accountable for ensuring all children and their families have equal access to mental health services
- ✓ Provides 24 hour assistance to help families locate and access appropriate community based services
- ✓ Establishes access to the same high quality of services across the State
- ✓ Facilitates a single way to pay providers regardless of whether the child is Medicaid/NJ FamilyCare eligible or not
- ✓ Tracks eligibility to ensure more children gain access to Medicaid/NJ FamilyCare services
- ✓ Tracks eligibility to ensure New Jersey maximizes Federal dollars to pay for the services
- ✓ Connects care across providers and levels for all children, rather than just for children with the most severe disturbances
- ✓ Provides a systematic way to ensure children and their families receive appropriate treatment, in the least restrictive environment, for an appropriate length of time while remaining as close to home as possible
- ✓ Keeps all children and family information in one record for all systems partners to access as needed
- ✓ Identifies the different intensity of services given by providers and assists DHS to adjust rates to reflect these differences
- ✓ Reports on effectiveness of services and child and family satisfaction, complaints and grievances to the DHS and its Divisions
- ✓ Reviews children placed in psychiatric hospitals to assure appropriate discharge planning and aftercare services are in place so that the child is linked to a community network of care
- ✓ Tracks and reports on a system of outcome measurements so that the State can determine and measure the improvements made by the CSOCI and plan for future refinements to the service delivery system if indicated



Children's System of Care Initiative
Directory

January 2002

Contracted System Administrator

ValueOptions
3705 Quakerbridge Rd., Suite 116
Hamilton, NJ 08619

(609) 689-6200 or
1-877-652-7624 (1-877-NJ CSOCI)

Angelo McClain, Executive Director

Care Management Organizations

Burlington County

Partners for Kids and Families
122B Burrs Road
Mt. Holly, NJ 08060

(609) 518-6800

Sue Ryan, Executive Director

Monmouth County

Monmouth Cares
Vantage Point, Suite 1 E
100 Route 36 East
West Long Branch, NJ 07764

(732) 222-8008

Kathy Collins, Executive Director

Union County

Families and Community Together (FACT)
3 Monroe St.
Union, NJ 07083.

(908) 686-9090

Richard Hlavacek, Executive Director