



Department of  
Medicaid



Resilience through  
Integrated Systems and Excellence

## Bridges Regional Meeting

# OhioRISE (Resilience through Integrated Systems and Excellence) Overview

6/20/23

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# Summary of OhioRISE Objectives

Improve design, delivery, and timeliness of care coordination and supports kids need to thrive



# OhioRISE New & Improved Services

## Intensive Home-Based Treatment (IHBT)

### Limited, Moderate and Intensive Care Coordination

### Mobile Response Stabilization Service (MRSS)

If you or someone close to you is experiencing a mental health or behavioral health crisis, call 1-888-418-MRSS (6777).

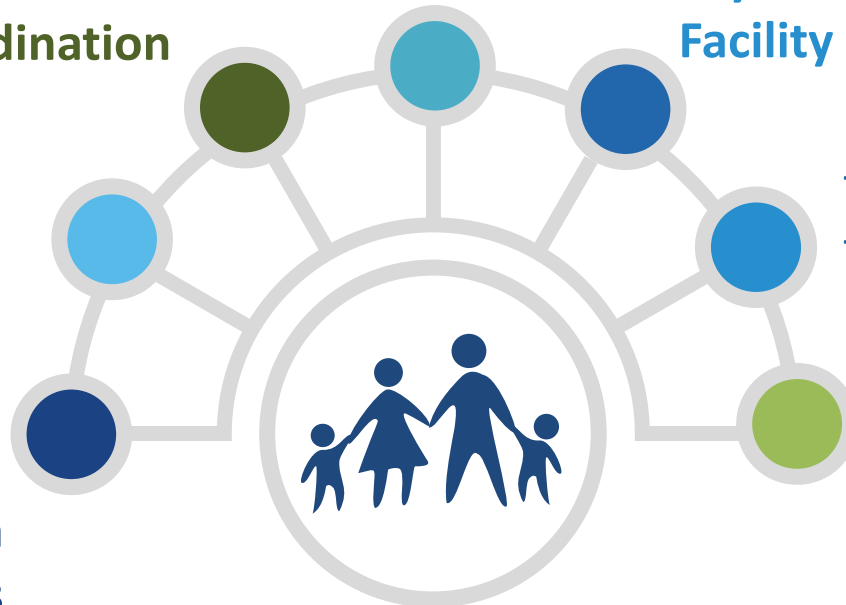
### Existing Behavioral Health Services

## Psychiatric Residential Treatment Facility (PRTF)

- Behavioral Health Respite
- Primary Flex Funds

### New OhioRISE Waiver

- Unique waiver services & eligibility
- Out-of-Home Respite
- Transitional Services and Supports
- Secondary Flex Funds



\*Youth in OhioRISE will have their behavioral health benefits covered by Aetna Better Health of Ohio, the OhioRISE specialized managed care program and their physical health benefits covered by their current managed care program. 3

# OhioRISE Eligibility

## Children must meet all of the criteria below

### Medicaid Eligible

- Fee for service or managed care
- May also have an existing 1915(c) waiver – Intellectual/Developmental Disability, Ohio Home Care, etc.

### Age 0-20 at time of enrollment

### Require Significant and Intensive Behavioral Health Treatment

- Meet Functional Needs Criteria as assessed by the Child and Adolescent Needs and Strengths (CANS); or
- An inpatient in a hospital for mental illness or Substance Use Disorder (SUD); or
- An inpatient in a Psychiatric Residential Treatment Facility (PRTF)

# What is a CANS Assessment?

The **Child and Adolescent Needs and Strengths (CANS)** is a functional assessment tool that:

- Assesses both child and family **needs and strengths**
- Provides **decision support** to identify appropriate approaches
- Used to make OhioRISE **program eligibility determinations**
- Used to support OhioRISE **care planning**



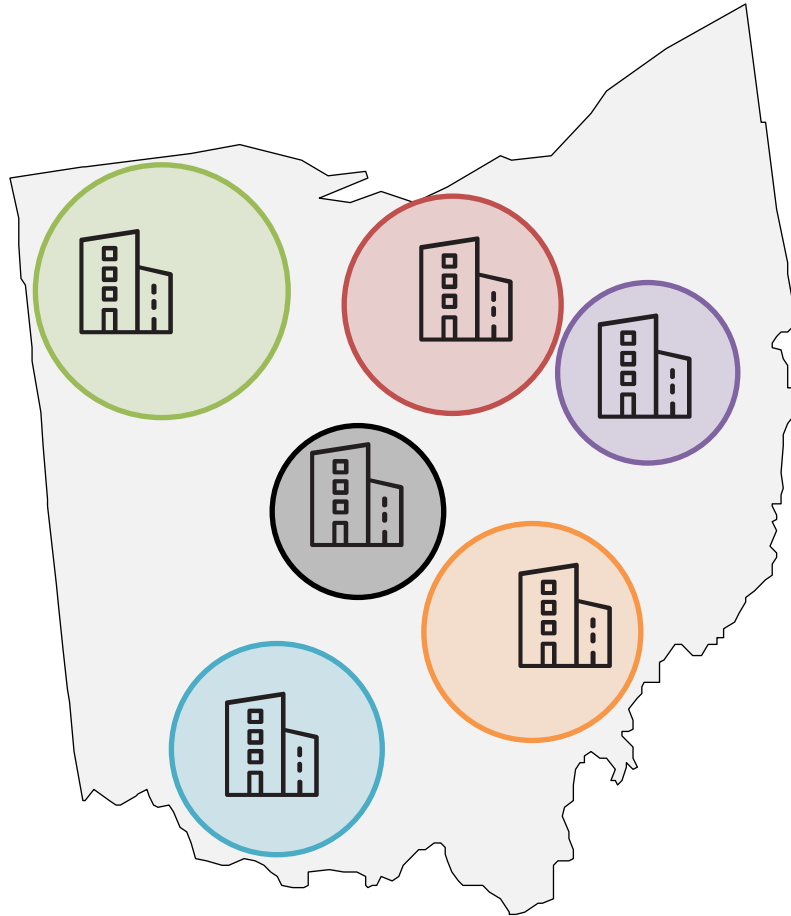
## CANS for OhioRISE purposes

OhioRISE will use CANS to:

- 1. Determine program eligibility**
- 2. Assist with determining OhioRISE 1915(c) waiver Inpatient Psychiatric Level of Care eligibility**
- 3. Recommend a tier of care coordination:**
  - Tier 1: Limited Care Coordination
  - Tier 2: Moderate Care Coordination
  - Tier 3: Intensive Care Coordination
- 4. Recommend out of home treatment settings:**
  - Mental Health Residential Treatment
  - Assists in Identifying SUD Needs
  - **ICF with Intensive Behavioral Support (IBS) Rate Add-On**
  - Psychiatric Residential Treatment Facility (PRTF)

# Care Management Entities and Care Coordination

# What is a Care Management Entity (CME)?



A **Care Management Entity (CME)** is a community-based organization that serves as the “**locus of accountability**” for delivering the Wraparound Model for a catchment (geographic) area of Ohio to serve children and youth enrolled in OhioRISE. They are a “go-to” place to help families, providers, and other community partners to navigate the multisystem environment.

## CMEs’ Primary Responsibilities:

- **Care Coordination:** provide wraparound-driven care coordination services to OhioRISE enrollees living in the catchment area
- **Community Resource Development:** ground and grow the System of Care within the CME’s catchment area



Care Management Entity (CME)



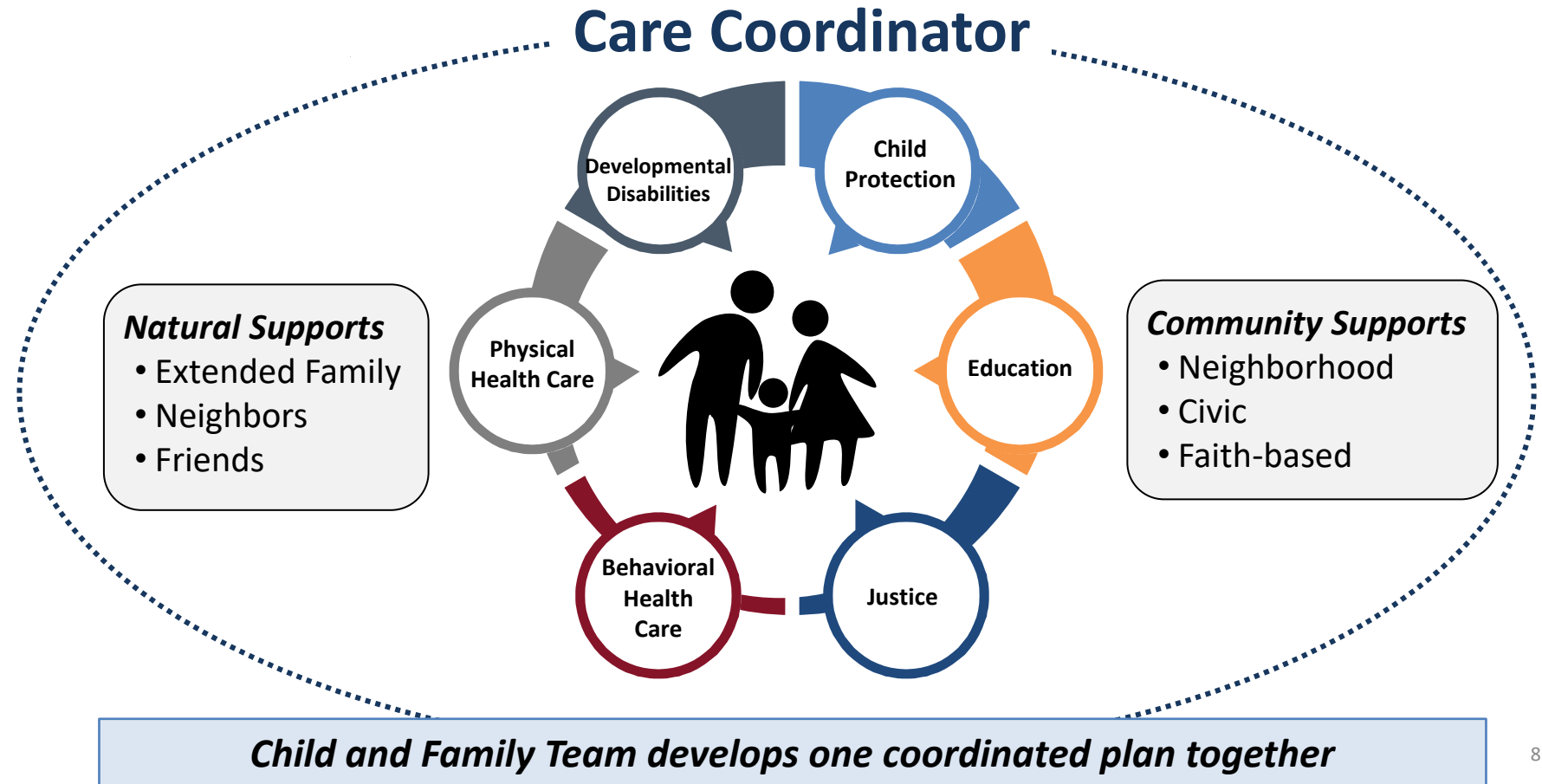
CME's Catchment Area

# OhioRISE Offers Systems More Resources

## High Fidelity Wraparound Model

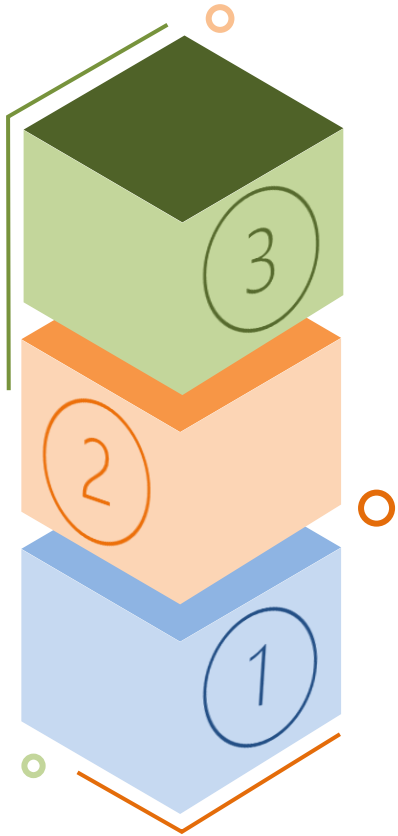
*In Wraparound, a dedicated Care Coordinator coordinates the work of system partners and other natural helpers so there is one coordinated plan.*

- Immediate access to care coordination to assist with accessing services and supports
- Deep dive into what kids and families need, based on each child/youth's CANS and use of the wraparound process
- A team. Liaisons, providers, advocates, and other community partners aren't alone, and they have resources to help.





# Tiers of Care Coordination



## Tier 3: Intensive Care Coordination (ICC) - delivered by a care management entity (CME)

- Uses a High-Fidelity Wraparound approach for members that have **significant behavioral health challenges**.
- **Greater intensity** and frequency of planning and monitoring.
- **Plan innovation and customization**.
- **Youth and Family needs are more complex and diverse than the available service menu**

## Tier 2: Moderate Care Coordination (MCC) - delivered by a CME

- Uses a Wraparound-informed model for members with **moderate behavioral health challenges**.
- **Moderate level** of frequency of planning and monitoring.
- Organizing the **helping network**
- Coordination of existing services and supports: **right service, right amount, at the right time.**

## Tier 1: Limited Care Coordination – delivered by OhioRISE Plan

- Targeted to members **who need lower intensity care coordination** that is driven by wraparound principles, or those **who may not want to participate in Tiers 1 and 2.**

# How to Refer Youth to OhioRISE

# Which CMEs will serve Ohio's CME catchment areas?



CME Provider	Counties	Area
Unison Health	Defiance, Fulton, Henry, Lucas, Mercer, Paulding, Putnam, Van Wert, Williams	A
Harbor	Crawford, Erie, Hancock, Huron, Marion, Ottawa, Sandusky, Seneca, Union, Wood, Wyandot	B
National Youth Advocate Program*	Allen, Auglaize, Champaign, Clark, Darke, Hardin, Green, Logan, Madison, Miami, Shelby	C
Choices Coordinated Care Solutions	Montgomery, Preble	D
CareStar	Butler, Clinton, Warren	E
Lighthouse Youth and Family Services*	Hamilton (West)	F
Cincinnati Children's Healthvine	Adams, Brown, Clermont, Hamilton (East), Lawrence, Scioto	G
Integrated Services for Behavioral Health	Athens, Fayette, Gallia, Jackson, Highland, Hocking, Meigs, Pickaway, Pike, Ross, Vinton	H
Integrated Services for Behavioral Health	Coshocton, Fairfield, Guernsey, Morgan, Muskingum, Noble, Perry, Washington	I
Jefferson Co. Educational Service Center	Belmont, Carroll, Columbiana, Harrison, Jefferson, Monroe, Stark, Tuscarawas,	J
The Village Network*	Franklin (West)	K
The Buckeye Ranch	Franklin (East)	L
I Am Boundless, Inc.	Delaware, Knox, Licking, Morrow	M
Wingspan Care Group	Lorain, Medina	N
Coleman Health Services	Ashland, Holmes, Richland, Wayne	O
OhioGuidestone	Cuyahoga (West)	P
Positive Education Program	Cuyahoga (Central)	Q
Ravenwood Health	Ashtabula, Cuyahoga (East), Geauga, Lake	R
Coleman Health Services	Portage, Summit	S
Cadence Care Network*	Mahoning, Trumbull	T

\* In Partnership with the Child and Family Health Collaborative

# CME Contact Information

CME Provider	Area	Color	Online Referral Portal Link	Direct Email	Direct Phone Number	Phone Number for Issues or Concerns
Unison Health	A		<a href="https://www.unisonhealth.org/forms/ohiorise-referrals/">https://www.unisonhealth.org/forms/ohiorise-referrals/</a>	<a href="mailto:ejay@unisonhealth.org">ejay@unisonhealth.org</a>	419-214-4673	419-214-4673
Harbor	B		<a href="https://harborhelps.wufoo.com/forms/w1v0ftfg1hwh028/">https://harborhelps.wufoo.com/forms/w1v0ftfg1hwh028/</a>	<a href="mailto:kmollenkopf@harbor.org">kmollenkopf@harbor.org</a>	800-475-4449	800-475-4449
National Youth Advocate Program*	C		<a href="https://form.jotform.com/221865738579171">https://form.jotform.com/221865738579171</a>	<a href="mailto:OHRiseCANS@nyap.org">OHRiseCANS@nyap.org</a>	419-221-2821	419-810-6240
Choices Coordinated Care Solutions	D		<a href="https://form.jotform.com/222503651849054">https://form.jotform.com/222503651849054</a>	<a href="mailto:OhioRISE@ChoicesCCS.org">OhioRISE@ChoicesCCS.org</a>	937-373-7848	937-271-9714 or 937-739-8940
CareStar	E		N/A	<a href="mailto:CANS@carestar.com">CANS@carestar.com</a>	614-729-6323	614-729-6323 or 614-384-8110
Lighthouse Youth and Family Services*	F		N/A	<a href="mailto:ohiorise@lys.org">ohiorise@lys.org</a>	513-475-7122	513-475-7122 or 513-213-0396
Cincinnati Children's Healthvine	G		N/A	<a href="mailto:OhioRISE@cchmc.org">OhioRISE@cchmc.org</a>	513-636-5007	513-803-6292
Integrated Services for Behavioral Health	H		N/A	<a href="mailto:Ohiorise-h@isbh.org">Ohiorise-h@isbh.org</a>	740-300-0339	740-300-0339
Integrated Services for Behavioral Health	I		N/A	<a href="mailto:Ohiorise-i@isbh.org">Ohiorise-i@isbh.org</a>	740-300-0338	740-300-0338
Jefferson Co. Educational Service Center	J		<a href="https://icesc.jotform.com/222078114063043">https://icesc.jotform.com/222078114063043</a>	<a href="mailto:ltrushel@icesc.org">ltrushel@icesc.org</a>	740-406-0440 or 740-792-4011	740-406-0440 or 740-792-4011
The Village Network*	K		<a href="https://intakeq.com/new/Yr9sj">https://intakeq.com/new/Yr9sj</a>	<a href="mailto:TVNOhioRISEcme@thevillagenetwork.com">TVNOhioRISEcme@thevillagenetwork.com</a>	614-253-8416 ext. 8416	330-201-2300
The Buckeye Ranch	L		<a href="https://intakeq.com/new/Yr9sj">https://intakeq.com/new/Yr9sj</a>	<a href="mailto:Family_Resources_Questions@buckeyeranch.org">Family_Resources_Questions@buckeyeranch.org</a>	614-384-7798	614-384-7798
I Am Boundless, Inc.	M		<a href="https://iamboundless.org/ohiorise-referral">https://iamboundless.org/ohiorise-referral</a>	<a href="mailto:acarriker@iamboundless.org">acarriker@iamboundless.org</a> <a href="mailto:kszabo@iamboundless.org">kszabo@iamboundless.org</a>	740-276-5500	740-276-5500 ext. 2497 or ext. 2258
Wingspan Care Group	N		N/A	<a href="mailto:CMEIntake@wingspancg.org">CMEIntake@wingspancg.org</a>	440-723-5504	440-723-5504
Coleman Health Services	O		<a href="https://www.colemanservices.org/services/ohiorise/">https://www.colemanservices.org/services/ohiorise/</a>	<a href="mailto:ohiorise@colemanservices.org">ohiorise@colemanservices.org</a>	888-475-RISE	234-703-9934
Ohio Guidestone	P		N/A	<a href="mailto:carecoordinationreferral@ohioguidestone.org">carecoordinationreferral@ohioguidestone.org</a>	1-866-502-RISE (Option #3)	440-666-4301
Positive Education Program	Q		N/A	<a href="mailto:pepohiorise@pepcleve.org">pepohiorise@pepcleve.org</a>	216-361-2441	216-361-9100
Ravenwood Health	R		N/A	<a href="mailto:cookd@ravenwoodcme.org">cookd@ravenwoodcme.org</a>	833-382-1576	440-477-5309
Coleman Health Services	S		<a href="https://www.colemanservices.org/services/ohiorise/">https://www.colemanservices.org/services/ohiorise/</a>	<a href="mailto:ohiorise@colemanservices.org">ohiorise@colemanservices.org</a>	888-475-RISE	330-676-6906
Cadence Care Network*	T		N/A	<a href="mailto:Lori.shelby@cadencecare.org">Lori.shelby@cadencecare.org</a>	888-245-3340 or 330-544-8005	330-544-8005

# CANS Referral for Counties with 2+ CMEs

## Cuyahoga County

### East

44022, 44040, 44090, 44117, 44119, 44123, 44124, 44132, 44139, 44143, 44146

### Central

44101, 44102, 44103, 44014, 44106, 44108, 44110, 44112, 44114, 44118, 44120, 44121, 44122, 44127, 44128, 44137, 44144, 44199, 44191, 44192, 44195

### West

44017, 44070, 44105, 44107, 44109, 44111, 44113, 44115, 44116, 44125, 44126, 44129, 44130, 44131, 44133, 44134, 44135, 44136, 44138, 44140, 44141, 44142, 44145, 44147, 44149, 44181, 44188, 44190, 44193, 44194, 44197, 44198

## Hamilton County

### East

45014, 45069, 45111, 45140, 45174, 45201, 45202, 45203, 45204, 45205, 45206, 45207, 45208, 45209, 45212, 45213, 45226, 44227, 45230, 45236, 45241, 45242, 45243, 45244, 45249, 45250, 45255, 45254, 45262, 45263, 45264, 45269, 45270, 45271, 45273, 45280, 45298, 45299

### West

45001, 45002, 45030, 45033, 45039, 45041, 45051, 45052, 45211, 45214, 45215, 45216, 45217, 45218, 45219, 45220, 45221, 45222, 45223, 45224, 45225, 45229, 45231, 45232, 45233, 45234, 45235, 45237, 45238, 45239, 45240, 45246, 45247, 45248, 45251, 45252, 45253, 45258, 45267, 45268, 45274, 45296

\* Franklin County CANS referrals direct to The Buckeye Ranch.

# Options for Initiating a Referral to OhioRISE/CANS Assessment

- ❖ Contact the youth’s MCO directly.
  - MCO must ensure an initial CANS assessment appointment for the purpose of determining OhioRISE eligibility is scheduled within 72 hours of referral to the MCO.
  - The MCO must have a process in place to ensure the initial CANS assessment is completed within 10 business days after scheduling.

MCO	Contact Information for Providers		Contact Information for Youth and Families
	Phone Number	Email	Phone Number
AmeriHealth Caritas	1-833-464-7768	<a href="mailto:DL-ACOHCareCoordination@amerihealthcaritasoh.com">DL-ACOHCareCoordination@amerihealthcaritasoh.com</a>	1-833-764-7700
Anthem Blue Cross and Blue Shield	1-844-912-0938	<a href="mailto:ohbhcasemanagement@anthem.com">ohbhcasemanagement@anthem.com</a>	1-844-912-0938
Buckeye Community Health Plan	1-513-630-7189	<a href="mailto:Tiffany.A.Geisler@Centene.com">Tiffany.A.Geisler@Centene.com</a>	1-866-246-4358
CareSource Ohio, Inc.	1-800-488-0134	<a href="mailto:CustomerAdvocacyCommunication@CareSource.com">CustomerAdvocacyCommunication@CareSource.com</a>	1-800-488-0134
Humana Healthy Horizons in Ohio	1-877-856-5707	<a href="mailto:OHMCDOhioRISE@humana.com">OHMCDOhioRISE@humana.com</a>	1-877-856-5702
Molina Healthcare of Ohio, Inc.	1-800-642-4168	<a href="mailto:population_health@MolinaHealthcare.com">population_health@MolinaHealthcare.com</a>	1-800-642-4168
UnitedHealthcare Community Plan of Ohio, Inc.	1-800-600-9007	<a href="mailto:ODMEDI_HELPDESK@uhc.com">ODMEDI_HELPDESK@uhc.com</a>	1-800-895-2017

- ❖ If the child or youth is in fee-for-service Medicaid, contact the Medicaid Consumer hotline at **800-324-8680 (TTY: 800-292-3572)** to identify nearby CANS assessors that can be contacted to schedule a CANS assessment.
- ❖ Contact OhioRISE Member Services at **833-711-0773 (TTY: 711)** from 7 a.m. to 8 p.m. Monday through Friday.
  - Aetna Better Health of Ohio will work with the youth and if applicable, their MCO, to coordinate a referral for a CANS Assessment to determine eligibility for the OhioRISE program.

# Regional Coordinators



## Northeast

Laura Mann - [MannL@aetna.com](mailto:MannL@aetna.com) 330-206-8197

- Wood, Hancock, Ottawa, Sandusky, Seneca, Wyandot, Marion, Union, Huron, Crawford, Lorain, Medina, Cuyahoga, Lake, Erie, Geauga, Ashtabula, Summit, Portage, Trumbull, Mahoning, Stark, Columbiana, Tuscarawas, Carroll, Jefferson, Harrison, Belmont, Monroe



## Central and Southeast

Frank Drago - [DragoF@aetna.com](mailto:DragoF@aetna.com) 614-361-7024

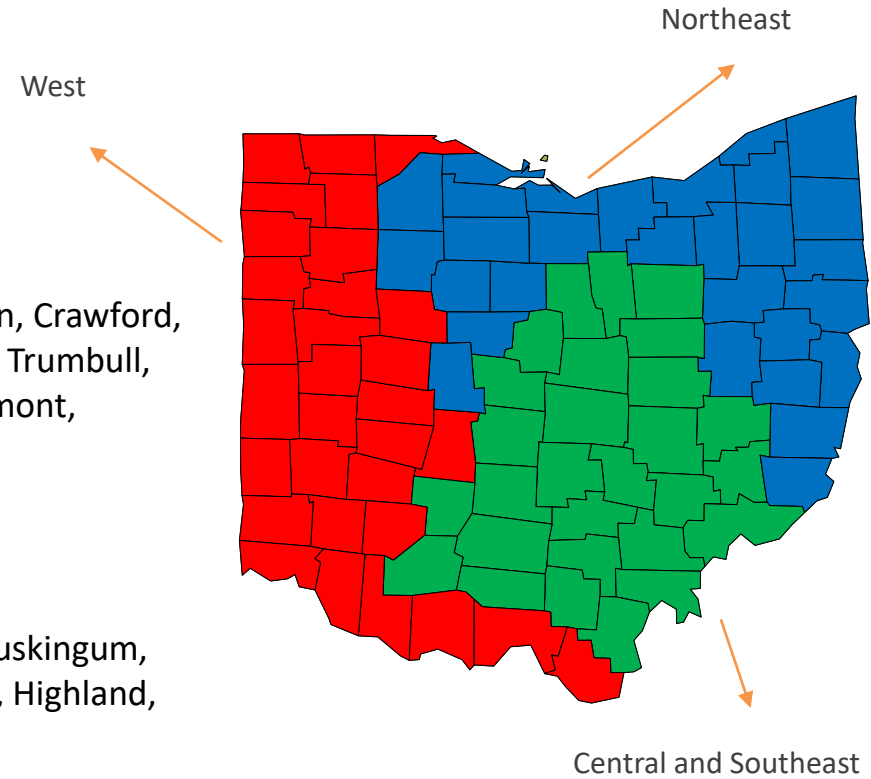
- Richland, Ashland, Wayne, Morrow, Knox, Delaware, Licking, Coshocton, Muskingum, Guernsey, Fairfield, Perry, Morgan, Washington, Franklin, Fayette, Pickaway, Highland, Ross, Pike, Hocking, Vinton, Jackson, Athens, Meigs, Gallia, Holmes, Noble



## West

Nick Miller - [MillerN3@aetna.com](mailto:MillerN3@aetna.com) 937-553-4323

- Williams, Fulton, Lucas, Defiance, Henry, Paulding, Putnam, Van Wert, Mercer, Allen, Auglaize, Hardin, Darke, Shelby, Logan, Miami, Champaign, Clark, Greene, Madison, Preble, Montgomery, Butler, Warren, Clinton, Hamilton, Clermont, Brown, Adams, Scioto, Lawrence\*



## Roles of Regional Coordinators

Reach out to them for anything related to OhioRISE. They can connect you with your local CME, assist with finding out information related to youth in the program, support your community events, and provide information about the OhioRISE program to you and your staff.

# OhioRISE Care Advocate Team



- **Ashley Koontz, LSW, Justice Administrator** [KoontzA@Aetna.com](mailto:KoontzA@Aetna.com)
- Supporting our youth and families as they navigate through the justice system and reenter the community.



- **Ashley Bennett, LISW-S, Child Welfare Administrator** [BennettA@Aetna.com](mailto:BennettA@Aetna.com)
- Supporting the needs of children, youth, and families involved in the child welfare system through education and awareness, consultation, and relationship building.



- **Latasha Brown, MPA, Anti-Human Trafficking Administrator** [BrownL25@Aetna.com](mailto:BrownL25@Aetna.com)
- Serving as an advocate for the prevention of human trafficking and exploitation by providing education, raising awareness and serving as a point of intervention.



- **Melissa Mack, LPCC-S, Young Adult Transitional Administrator** [MackM4@Aetna.com](mailto:MackM4@Aetna.com)
- Helping our transition age youth members access adult services, increase independence, and use their strengths to successfully transition to adulthood.



- **Sarah Stevens, CDCA, CPSS, CFPS, Recovery and Resiliency Administrator** [StevensS1@Aetna.com](mailto:StevensS1@Aetna.com)
- Building awareness, connections, and education to support resiliency and recovery (BH and SUD) for members and their families, empowering them to define and design their own recovery goals and path.

## Roles of the Care Advocate Team

- Subject matter experts with Ohio state specific experience & expertise within their role and have lived or professional experience in children, youth, and young adult serving systems.
- Support Care Coordination staff when complex needs are identified; assist with connection to services, additional resources, and transition planning as needed.
- Provides support statewide.

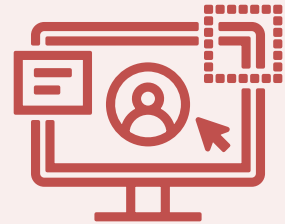


# Implementing OhioRISE

# OhioRISE Metrics

Ohio CANS Assessors Registered in the CANS IT System\*

**2,672**



Children and Youth Enrolled in OhioRISE\*

**21,965**



\*Data collected as of May 25, 2023

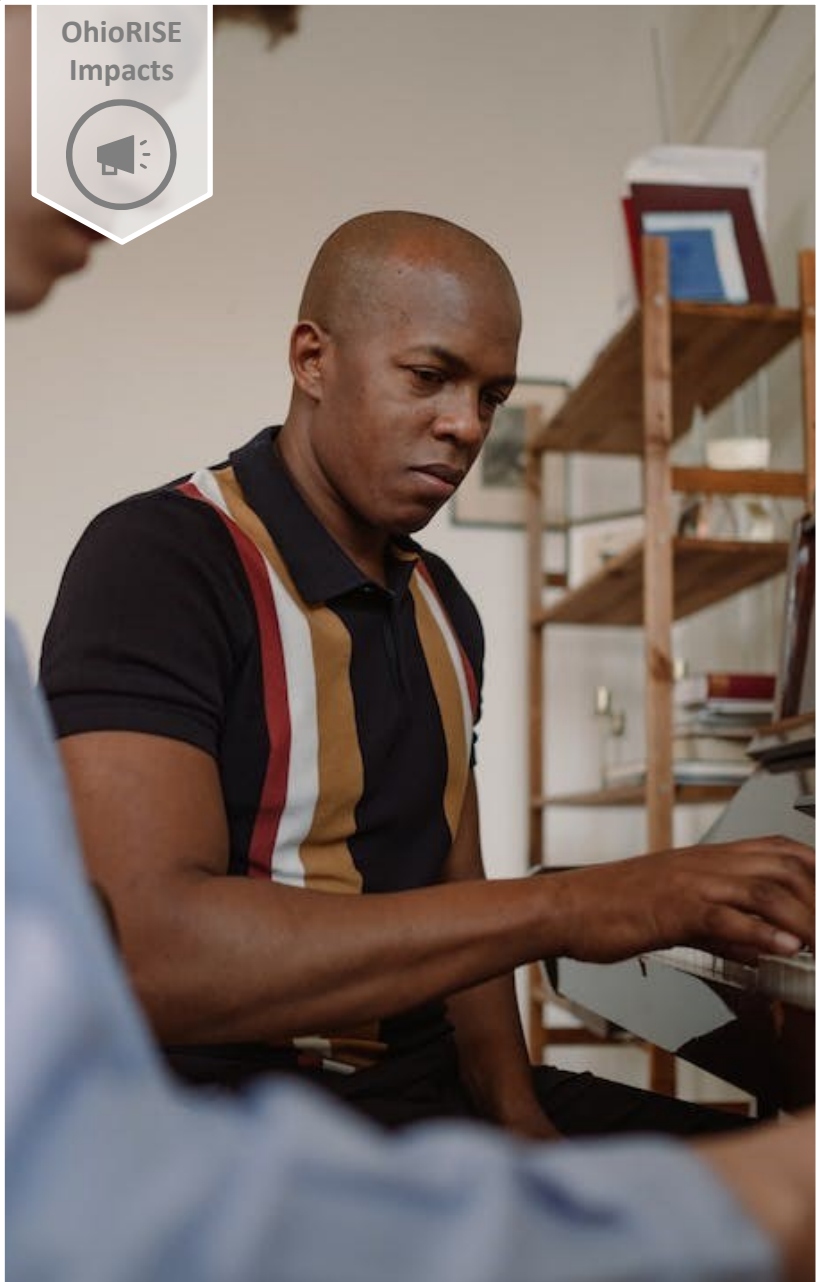
# OhioRISE Youth in Custody Metrics



\*Data collected as of May 20, 2023

\*\*Data collected as of May 31, 2023

OhioRISE  
Impacts



## Youth in Foster Care Gets Support from OhioRISE in Their Transition to Adulthood





- A youth enrolled in OhioRISE nearing the age of 18 was identified as needing support in their transition out of foster care and into adulthood.
- Youth worried that without supports, resources, or additional life skills, they would be forced to be homeless once they turned 18.
- The care coordinator connected with the youth's Child Protective Services (CPS) worker, who had already been working with the youth to identify suitable resources and supports.
- The care coordinator successfully worked with the CPS staff and youth to develop a plan of support for the youth's transition out of foster care and beyond.
- In last 30 days, the youth has not experienced any of the behavioral health challenges they struggled with prior to developing the transition plan.

**Thanks to the teamwork of the care coordinator and CPS worker, this youth is ready to embark on a journey into a safe, healthy, and happy adulthood!**

**"It truly overwhelmed my heart to hear the relief and gratitude in the care coordinator's voice as she shared the youth's journey with me. She was overjoyed to the point of tears and was touched by the youth's sentiments of appreciation for her support."**

Jill Riley, M.ED, LPCC-S, OhioRISE Care Management Manager at Integrated Services for Behavioral Health

## How does OhioRISE support youth involved in multiple systems?

-  New and enhanced services offered through OhioRISE are now Medicaid billable such as care coordination, IHBT, MRSS, respite, and flexible funds
-  Care coordination will be consistent across the state, so children and youth get access to the same care no matter where they live.
-  OhioRISE services and supports are community-based to help keep families together
-  OhioRISE care coordination builds the system of care for youth with multisystem needs.

# Questions and Answers



[OhioRISE@Medicaid.ohio.gov](mailto:OhioRISE@Medicaid.ohio.gov)

# OhioRISE Brochure and Flyer for Youth and Families

## Purpose

Provides high-level information regarding OhioRISE so that youth and their families can understand the program and its major components.

## Distribution

[OhioRISE Brochure](#) and [Flyer](#) can be distributed by CMEs and community partners to youth and families.

## Printing

Instructions available on the [Resources for Community Partners and Providers webpage](#) under 'Educational and Member Materials for Distribution.'

## Topics Covered

- Eligibility
- Covered services
- Coverage provided by OhioRISE vs. a managed care organization or fee-for-service Medicaid
- CANS assessments
  - What is a CANS assessment?
  - How to schedule a CANS assessment
- How to get more information on OhioRISE
- Contact information for questions

## Additional Languages

- Arabic
- Dzongkha
- German
- Haitian (Creole)
- Nepali
- Somali
- Spanish

Front Cover



OhioRISE, Resilience through Integrated Systems and Excellence, is a specialized managed care program that focuses on youth who have complex behavioral health and multisystem needs.

