# Indiana Choices Foster Parent Manual

Prepared by: Choices Coordinated Care Solutions (for Cross System Care Coordination)

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# **GENERAL INFORMATION**

### Introduction to Choices

### Who We Serve

Youth enrolled with Indiana Choices may receive services from different state programs. Choices youth may have a behavioral health or mental health diagnosis and may be at risk of placement away from their parents or guardians.

### What We Do

Indiana Choices helps youth and families in your community. Youth signed up with Indiana Choices are referred by the Department of Child Services (DCS) or Juvenile Probation.

### Services We Provide

When a youth and their family are referred to Indiana Choices, they get individualized, culturally competent, strengths-based care coordination. Care is coordinated by a single Indiana Choices team member called a care coordinator. This care coordinator works with the youth and their family to create a Child and Family Team focused on supporting the youth's mental, emotional, and behavioral health care needs.

### Child and Family Teams

Child and Family Team meetings are the key element of care coordination. In these meetings, a care coordinator supports the youth, family, providers, and other team members through steps that include:

- Identifying the strengths of the youth and family.
- Using culturally competent practices.
- A team-based, individualized approach.
- Working together with clear communication.
- Full support.
- Focusing on the results.

Teams are the most important part of how we work. We help families build strong teams that last even after care coordination ends.

### Choices and Foster Care

When placing a youth out of home is found to be the best option, foster care is one of many services that youth referred to Choices can receive. Choices is a longstanding provider to the State Department of Child Services where youth are referred for Cross System Care Coordination. Some of the youth who are enrolled with Choices are placed in foster care.

Once a youth is referred to Choices, the Choices care coordinator becomes the main contact for foster parents. Foster parents are asked to submit invoices for reimbursement to Choices which include special occasion allowances, per diem, and mileage. The care coordinator and Child and Family Team are always available to help foster parents with specific needs while fostering a Choices youth.

### Cross System Care Coordination

### What does Choices cross-system care coordination do?

Choices care coordinators are trained to be experts in community-based resources. They assist family case managers, probation officers, teachers, and all team members to streamline services and supports with the goal of achieving permanency and decreased need for formal system-supports. Care coordinators assist family case managers by:

- Accessing resources outside of the state approved service standards such as mentoring and supervision.
- Expanded access to flexible funding for purchases such as housing, utilities, transportation, and childcare (flexible funding must be tied to treatment goals and approved by the team).
- Monitoring progress reports and outcomes on a monthly basis and reporting that information back to all team members via the Child and Family Team.
- Seeking safety, stability, and permanency for every child and family.
- Increasing family-driven care to ensure individualized treatment planning.

### What types of services and supports does Choices typically coordinate?

- Crisis and safety planning
- Parent-to-parent support and mentoring
- Therapy with a focus on improved client/therapist matching
- Respite
- Tutoring
- Mentoring and independent living skills building for youth
- Behavior health and psychiatric services
- Community supervision

- Substance abuse treatment and monitoring
- Residential or group home placement
- Foster care/therapeutic service
- Other individualized youth and family specific services through a diverse provider network

### Who does Choices coordinate services and supports for?

- Youth with a case type of Informal Adjustment (IA) with moderate to high levels of risk and service needs according to the Department of Child Services (DCS) assessment matrix.
- Children with a status of CHINS, including CHINS VI, and/or a juvenile delinquency/juvenile status.
- Youth that need placement stability.
- Youth challenged by issues such as substance abuse, running away, sexually maladaptive behavior, anger control, or defiance disorders.

# FOSTER PARENT REIMBURSEMENT

### Foster Care Categories of Supervision

### **Basic Information**

Choices is responsible to pay for the foster parent per diem, travel reimbursements, and special occasion allowances once the Department of Child Services (DCS) refers the youth to Cross System Care Coordination (CSCC). The level of care and all per diem rates are decided through the Child & Adolescent Needs and Strengths (CANS) assessment and by DCS. Guidelines for the categories of supervision are listed below as defined in the DCS Managed Foster Parents Provider Manual.

### Foster Care

This option is for a child 0-18 years old that scores at a "1-Foster Care" on the CANS placement decision model. The child's needs can be met in a family and community setting with access to school, friends, and community-based resources. The child may have a history of mild behavior/emotional needs that require a low level of service (such as outpatient therapy).

### Foster Care with Services

This option is for a child 0-18 years old who scores at a "2-Foster Care with Services" on the CANS placement decision model. For children 0-5 years, the child has moderate developmental needs. For children 5-18 years old, the child has moderate behavioral/emotional needs. In addition to foster care in the community, the child, family, and foster family may be supported with treatment and support services to address and manage identified needs.

### Therapeutic Foster Care

This option is primarily for a child 5-18 years old who scores at a "3-Therapeutic" on the CANS placement decision model. At this level of care, the child has either a medical developmental or behavioral/emotional need or a high-risk behavior that is moderate to severe. In addition to foster care in the community, the child, family, and foster family are supported with treatment and support services to address and manage identified needs. (Note: the child may also have a combination of any of the needs above.) This also may be an option for a child 0-5 years old in appropriate circumstances as determined by DCS.

### Therapeutic Plus Foster Care

This option is primarily for a child 5-18 years old who scores either at the group home or residential placement on the CANS (i.e., 4 and higher on the CANS placement decision model) but can be supported in a foster home with intensive services. This also may be an option for a child 0-5 years old in appropriate circumstances as determined by DCS.

### Invoicing and Billing Information

Choices requires that a foster parent submit an invoice for all services. The foster parent must complete and submit a specific Choices invoice form depending on billing needs.

### Invoicing the Per Diem

The Individual Child Placement Referral (ICPR) that the Department of Child Services (DCS) provides to the foster parent will assist Choices with establishing the per diem. For purposes of reimbursement by Choices, foster parents should bill under the service code **5390**.

### Invoicing Mileage Reimbursement

According to the DCS Managed Foster Parents Provider Manual, the foster parent per diem includes travel up to 5.3 miles a day. Once the foster parent exceeds the monthly mileage allowance (determined by the number of days in foster care, refer to **page 15** in this manual), foster parents should bill under the service code **5571**.

The foster parent must track and log all travel information from the start of the month, including travel that is accounted for in the per diem.

Choices honors the same expectations and reimbursement guidelines as DCS in relation to mileage. According to the DCS Foster Parent Manual, "Each entry on the Travel Invoice must include the purpose of the trip as indicated by the reason code on the invoice, the date of the travel, the point of origin, and destination and the total number of miles for the one way trip."

### Invoicing Special Occasion Allowance

As referenced in the DCS Foster Parent Manual, "The foster parent may seek reimbursement for the special occasion allowance by including a receipt for item(s) purchased. This is entered on an invoice separate from the regular placement invoice at the end of the month of the child's birthday or after the December holiday. The foster parent should note "birthday allowance" or "holiday allowance" on the invoice and list the reimbursement amount that matches the attached receipt.

An original receipt is preferred, but a copy of the receipt is acceptable if it is marked "copy." Please retain a copy of the receipt for your records. A referral is **not** needed to submit the request for reimbursement, but it is highly recommended that the foster parent discuss the item(s) with the care coordinator prior to the purchase. This is a \$50 allowance that is given on the child's birthday and during the month of December. The child must be in the care of the foster parent on the day of their birthday and/or on December 25<sup>th</sup> to receive this reimbursement. Choices follows the DCS standards to define an eligible reimbursement.

For purposes of reimbursement by Choices, foster parents should bill under service code 5385.

### Instructions for Invoicing Per Diem

### Top of Form

- 1. Indicate whether this is a new claim (you have not previously billed for the services) or a resubmission of previous claims (payment was not received for services submitted on a previous invoice).
- 2. If this is a resubmission, write in the invoice number from the previous claim.

### Vendor Information

- 1. **Vendor ID#** Choices will assign a vendor number to you (different from your tax ID number). Leave this item blank on your first invoice. When you receive your check, look for your vendor number on the copy of the attached invoice and use this number on all subsequent invoices.
- 2. Change of Address Check this box only when you have identified a new address in the Address section.
- 3. Name Enter the name of the individual to whom the check will be written.
- 4. Address Enter the complete address to which the check will be mailed (street address, city, state, and zip code).
- 5. **Telephone** Enter the telephone number. This is the phone number we will call in case there are questions regarding your invoices.

### For Internal Use Only

1. Leave this field blank.

### Main Section

To bill for the month's services, do the following:

- For continuous placement services (foster care, group home, residential, or respite), fill in the Begin and End Dates of Service as a range, i.e., 5/1/2010 – 5/31/2010. If the client is discharged during the billing period, the End Date should reflect the actual date of discharge. NOTE: The End Date reflects the actual date the client left the home.
- 2. Fill in the **Client Name**.
- 3. Fill in the **Client ID#**. Foster parent may obtain this number from the care coordinator.
- 4. Fill in the **Service Code**. The code must match the code authorized by the care coordinator (example: 5390).

- 5. Fill in the Individual Provider Name (foster parent's name).
- 6. Write in the number of contact Units (Billing Qty) and the Type of unit (month, day, hour, or \$1/unit). For all placement services (residential, foster care, group home, daily respite), you may bill for the day of admission but not the day of discharge.
- Fill in the Unit Cost (cost per unit billed) and calculate the Line Total (Billing Qty times the Unit Cost). The Unit Cost is determined from the Per Diem on the Individual Child Placement Referral (ICPR).
- 8. Repeat Step (1) for each client (for continuous placement services) or for each contact (for intermittent services).
- 9. Once all lines are completed, calculate the **Page Total**. Attach additional invoice sheets, as necessary.
- 10. All services on an invoice must fall within the same month.
- 11. Sign on the **Provider Signature** line and date it.

### Hints for Facilitating the Payment Process

- 1. Fill out all columns. Incomplete or illegible invoices will be considered "in dispute" and may result in delayed payment or returned invoices.
- 2. Make certain that the Service Codes you list on the invoice match the authorized Service Codes. Also, the rate you bill Choices must match your contracted rate except when negotiated for special circumstances.
- 3. Use separate invoices for different months.
- 4. Use the same invoice for multiple clients within a given month.
- 5. Submit your invoice promptly. Invoices received later than 90 days after the last day of service may not be honored.
- 6. Upon request, Choices can provide you with an invoice form for your use.
- 7. Choices will not pay for services in advance of service provision.

## Sample Per Diem Invoice

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ame:	10010			_	PI	EASE SUBMIT INVOICE TO	):			RNAL USE ONLY
	12345	-	Change of Add	dress		aims Department			Invoice No.	
dress:	Foster Paren 1234 Foster F					ioices Coordinated Care Solu 941 Castleway Dr.	tions		1	1 of 1
A	Indianapolis,				Inc	dianapolis, IN 46250			Total Invoic	9 =
elephone:	317-123-1234									
e Date(s)	of Service	1		0	Service		Uni	ts	Unit	Line
. Begin	End		Client Name	Client ID#	Code	Individual Provider Name	Billing Qty	Type*	Cost	Total
1/1/2016	1/15/2016	John Doe		98765	5390 5390	Foster parent Name	15	\$ \$	\$65.88	988.20
					5390			\$		2.0
l1					5390			\$		
					5390		1 1 1	\$		
					5390 5390			\$ \$		2
					5390			S		
		1			5390			\$		÷
)					5390			\$		÷
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2		-			5390 5390		-	\$ \$		
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5					5390		4	\$		
5					5390			\$		
3					5390 5390			\$ \$	-	+
, 1			*1	ype: M=per month	1.	per hour, \$=one dollar per unit			e Total	\$ 988.20
ster Parent	Signature					CHECK (FOR INTERNAL USE C		_	Pr	OSTED
ovider Signa			D	ate	DATE	NUMBER	AMOU	NT	DYN	TCM
v. 3-3-16										

### Instructions for Invoicing Mileage Reimbursement

### Top of form

- 1. Indicate whether this is a new claim (you have not previously billed for the services) or a resubmission of previous claims (payment was not received for services submitted on a previous invoice).
- 2. If this is a resubmission, write in the invoice number from the previous claim.

### Vendor Information

- 1. **Vendor ID#** Choices will assign a vendor number to you (different from your tax ID number). Leave this item blank on your first invoice. When you receive your check, look for your vendor number on the copy of the attached invoice and use this number on all subsequent invoices.
- 2. Name Enter the name of the individual to whom the check will be written.
- 3. Address Enter the complete address to which the check will be mailed (street address, city, state, and zip code).
- 4. **Telephone** Enter your telephone number. This is the phone number we will call in case there are questions regarding your invoices.

### For Internal Use Only

1. Leave this field blank.

#### Main Section

To bill for the month's services, do the following:

- 1. Fill in the **Date** of travel.
- 2. Add the **Starting Address** and **Destination Address**. Each date and location should be placed on separate lines.
- 3. Fill in the **Client ID#.** You may obtain this number from the care coordinator.
- 4. Fill in the **Client Name** with the youth's full legal name.
- 5. Fill in the **Service Code**, if not already provided for you on the matching invoice.
- 6. Fill in the **Purpose of Trip** with a brief description.
- 7. Fill in the **Miles Driven** between the starting address and the destination address.
- 8. Add up all of the mileage = **Total Miles Driven**. All travel from the beginning to the end of the month must be accounted for including those from the **Per Diem**.

- 9. Subtract the Miles Paid in Per Diem; refer to the DCS table on the following page.
- 10. Fill in the Total Reimbursable Miles with the amount from step 8.
- 11. To attain the **Total Reimbursed Amount**, multiply the **Total Reimbursable Miles** by the unit rate of \$0.38.
- 12. All services on an invoice must fall within the same month
- 13. Sign on the **Provider Signature** line and date it.

#### Hints for Facilitating the Payment Process

- 1. Fill out all columns. Incomplete or illegible invoices will be considered "in dispute" and may result in delayed payment or returned invoices.
- Make certain that the Service Codes you list on the invoice match the authorized Service Codes. Also, the rate you bill Choices must match your contracted rate except when negotiated for special circumstances.
- 3. Use separate invoices for different months.
- 4. Use the same invoice for multiple clients within a given month.
- 5. Submit your invoice promptly. Invoices received later than 90 days after the last day of service may not be honored.
- 6. Upon request, Choices can provide you with an Invoice form for your use.
- 7. Choices will not pay for services in advance of service provision.

The following chart is from the DCS Managed Foster Parents Provider Manual.

Day(s) in Care	Mileage Paid in Per Diem
1	5
2	11
3	16
4	21
5	27
6	32
7	37
8	43
9	48
10	53
11	59
12	64
13	69
14	75
15	80
16	85
17	91
18	96
19	101
20	107
21	112
22	117
23	122
24	128
25	133
26	138
27	144
28	149
29	154
30	160
31	165

### Table 1. Mileage Paid in Per Diem by Day(s) in Care

# Sample Mileage Invoice

	es.						
	LUTIONS		Mileage For				
	VENDOR INFORMA	TION				PLEASE SUBMIT INVOICE TO:	
ndor ID#:	12345					Claims Department	
_	Foster Parent					Choices Coordinated Care Solution	s
_	1234 Foster Parent Lane					7941 Castleway Dr.	
_	Indianapolis, IN 46235 317-123-1234					Indianapolis, IN 46250	
lephone: <u>:</u> nail:	317-123-1234						
i i	1	-	e e	07.107	Service		Units
Date	Starting Address	De	estination Address	Client ID#	Code	Individual Provider Name	Miles Driven
5/1/2020	123 Foster Parent Lane, Indianapolis, IN	9876 Thera	apy Road, Indianapolis, IN	45678	John Doe	Provider 1	5
	9876 Therapy Road, Indianapolis, IN		arent Lane, Indianapolis, IN	45678	John Doe	Provider 1	5
5/14/2020	123 Foster Parent Lane, Indianapolis, IN		apyRoad, Indian apolis, IN	45678	John Doe	Provider 1	5
	9876 Therapy Road, Indianapolis, IN		arent Lane, Indianapolis, IN		John Doe	Provider 1	5
5/28/2020	123 Foster Parent Lane, Indianapolis, IN		apy Road, Indianapolis, IN	45678 45678	John Doe	Provider 1	5
	9876 Therapy Road, Indianapolis, IN	123 Foster P	arent Lane, Indianapolis, IN	400/8	John Doe	Provider 1	• •
						Total Miles Driven	30
						Miles Paid in Per Diem	
vider Signa	ture					Total Reimbursable Miles	30
		I				Unit Rate Total Reimbused Amount	\$0.38 \$11.40
	FOR INTERNAL USE ONLY: Invoice No.					Total Reinibused Anount	\$11.40
	involce No.	CHE	CK (FOR INTERNAL USE ON	Y)		POSTED	
ŀ	1 of 1	DATE	NUMBER	AMOUNT		DYN TCM	-
1	Total Invoice =						-
-							

### Instructions for Invoicing Special Occasion Allowances

### Top of Form

- 1. Indicate whether this is a new claim (you have not previously billed for the services) or a resubmission of previous claims (payment was not received for services submitted on a previous invoice).
- 2. If this is a resubmission, write in the invoice number from the previous claim.

### Vendor Information

- Vendor ID# Choices will assign a vendor number to you (different from your tax ID number). Leave this item blank on your first invoice. When you receive your check, look for your vendor number on the copy of the attached invoice and use this number on all subsequent invoices.
- 2. Name Enter the name of the individual to which the check will be written.
- 3. Address Enter the complete address to which the check will be mailed (street address, city, state, and zip code).
- 4. **Telephone** Enter your telephone number. This is the phone number we will call in case there are questions regarding your invoices.

### For Internal Use Only

1. Leave this field blank.

### Main Section

To bill for the month's services, do the following:

- 1. Service Date: If the child spent their birthday in your home, input their actual date of birth for the Service Date. If the child was in your home on December 25, list December 25th as the Service Date.
- 2. Write Birthday or Holiday in designated box.
- 3. Fill in the **Client Name**.
- 4. Fill in the **Client ID#.** You may obtain this number from the care coordinator.
- 5. Fill in the **Service Code**, if not already provided to you on the matching invoice.
- 6. Fill in a brief **Description of Purchase**.
- 7. Fill in the number of **Units**, both birthday and holiday allowances have a max dollar amount of \$50.
- 8. Sign on the **Provider Signature** line and date.
- 9. An itemized receipt must be included for any items purchased.

# Sample Special Occasion Allowance Invoice

ddress: 1	12345 Foster Paren 1234 Foster I Indianapolis, 317-123-1234	t Parent Lane IN 46235	ge of Address		0	PLEASE SUBMIT INVOIC Claims Department Choices Coordinated Care			FOR INTER Invoice No.	NAL USE ONLY	
ddress: 1	1234 Foster I Indianapolis,	Parent Lane IN 46235			c	Choices Coordinated Care	Solutions				
1	Indianapolis,	IN 46235			1.17					1 of 1	
			Indianapolis, IN 46235			7941 Castleway Dr. Indianapolis, IN 46250					
					1	ndianapolis, IN 46250			Total Invoice	-	
1 1		1						_			
ne Service	Birthday or	Client Name		Client ID#	Service	Description of Purchase	e Uni	s	Unit	Line	
o. Date	Holiday	July Dee		09705	Code	Tur- 08.0	Billing Qty	Type"	Cost	Total	
1/12/2016	birthday	John Doe		98765	5385 5385	iTunes Gift Card	1	\$ \$	\$50.00 \$50.00	50.00	
3	1				5385			5	\$50.00	-1	
1	Section 4				5385			\$	\$50.00		
5		2 A			5385			\$	\$50.00		
5					5385 5385	· · · · · · · · · · · · · · · · · · ·		\$ \$	\$50.00 \$50.00	-	
3					5385			\$	\$50.00	-	
)	-				5385			\$	\$50.00		
0					5385			\$	\$50.00		
1					5385			\$	\$50.00		
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4	-				5385			э \$	\$50.00 \$50.00	->	
5					5385			\$	\$50.00		
			*Type: N	l=per month,	D=per day, H	i=per hour, \$=one dollar per un	it Page To	tal	3	50.00	
				- I		CHECK (FOR INTERNAL	USE ONLY)		PO	STED	
rovider Signat	ture		Date		DATE	NUMBER	AMOU	T	DYN	TCM	
ev. 7.27.16				ų,	8 . I						

# ADDITIONAL INFORMATION

### Definitions

### Care Coordinator

A Choices employee responsible for assisting family case managers, probation officers, teachers, and all team members to streamline services and supports with the goal of achieving permanency and decreased need on formal system-supports. Care coordinators:

- Help families identify strengths and needs to develop plans.
- Are trained to be expert facilitators.
- Partner with families to build a team of community supporters and services.
- Help families track their progress.
- Stay in regular contact with youth and families with face-to-face meetings and phone calls.
- Organize Child and Family Teams.
- Conduct Team Meetings.
- Provide crisis support.
- Educate, empower, and encourage youth and caregivers.

### Plan of Care

A written document developed by a Choices care coordinator describing the type, frequency, and duration of the covered services that are to be provided to the participant or participant's family by direct service provider. The Plan of Care includes interventions and supports that are centered on the strengths of the child, family, and community.

### Child and Family Team (CFT)

A Child and Family Team (CFT) is an inter-disciplinary team who meets regularly and whose main purpose is to develop and approve a highly individualized Plan of Care. Family members are encouraged to help choose team members and serve as the "driver" of the team process. They participate actively on the team and share successes and concerns regarding the strengths and needs of the child.

### Child and Family Team Meeting (CFTM)

An initial Child and Family Team meeting may be held within 10 days of the referral, and again every 30 days, or more frequently as needed. This may also vary by state, program, and child.

### **Claims Specialist**

An individual who is responsible for processing vendor invoices, generating payment, and maintain records for offsite offices, monthly financial analysis and reporting, and a variety of tasks that support the fiscal operations department.

### Frequently Asked Questions

### How do I contact my care coordinator?

You may contact the main office at Choices to receive the name and number of your care coordinator. The main office phone number is 317-726-2121

### Who do I contact if there is an error with my billing?

Contact Tammy Bates, Lead Claims Specialist at TBates@choicesccs.org or Claims@ChoicesCCS.org.

### How do I receive my payment?

Foster parents will receive payment by check through the United States Postal Service or by Electronic Funds Transfer (EFT). The Direct Deposit Form will be provided to you separate from this manual.

### When will I receive my payment?

You will receive payment 15 days from the date on the receipt of the invoice.

### Do I need to send invoices to DCS still?

No, once the youth is enrolled with Choices, Choices becomes responsible for the foster care per diem, mileage reimbursement, and special occasion allowance.

### What is a Vendor ID?

A vendor ID is the number used to identify you in the billing system and will be provided to you by Choices. This number is different from any DCS ID number.

### How do I get the Client ID number?

This ID number will be provided to you by the care coordinator who is assigned to serve your youth.

### Do I need a referral for reimbursable items?

No, Choices does not require a referral for reimbursable items. It is recommended that the foster parent discuss items with the care coordinator prior to any purchases. Please refer to the DCS Managed Foster Parents Provider Manual for their list of reimbursable items.

Do I use the same service codes that I used with Indiana Department of Child Services (DCS)?

No, please refer to the appropriate Choices service code(s).

5390 5385 5571