

Frew Corrective Action Orders

As a result of the Frew vs. Hawkins class action lawsuit, 11 court ordered corrective action plans (CAPs) have been developed and agreed to by the State. This class action suit was brought on behalf of Medicaid eligible children due to underutilization of preventive health care services. The CAPs address various issues related to adequate children's access to providers of check-ups, specialty care, transportation, dentistry, and medical case management. Below is a summary of the CAPs. Full text of the CAPs can be found at <http://www.hhs.state.tx.us/MotionCorrectiveActions/index.shtml>.

Frew Corrective Action Orders	Plan or State Requirements	Plan Action
Case Management	<ul style="list-style-type: none"> • Provide case management services • Coordinate services provided by Plans and State programs • Make appropriate referrals to Case Management for Children & Pregnant Women Program 	<ul style="list-style-type: none"> • Plan will provide medically appropriate case management services to all members who qualify • Plan will identify services and refer to Case Management for Children & Pregnant Women as appropriate
Check Up Reports and Plans for Lagging Counties	<ul style="list-style-type: none"> • State will provide analysis to show counties that “lag” behind state average for medical/dental checkups 	<ul style="list-style-type: none"> • Plan will report data to ensure accurate State report • Plan will focus education efforts on “lag” counties if they are in our service area
Check Ups (Completeness Study)	<ul style="list-style-type: none"> • Plan will emphasize to members the importance of THSteps visit within first 90 days of plan effective date • Plan providers must cooperate with medical records studies to monitor completeness of THSteps exams 	<ul style="list-style-type: none"> • Plan will encourage members to schedule complete THSteps exam with first 90 days on plan • Plan will educate providers on the necessary requirements for “completeness” of THSteps exam & proper documentation • Plan will coordinate with State in review of medical records to determine “completeness” of THSteps visit
Health Outcomes Measures and Dental Assessment	<ul style="list-style-type: none"> • State required to conduct independent study 	<ul style="list-style-type: none"> • Plan will assist as required
Managed Care	<ul style="list-style-type: none"> • Plan must provide THSteps visits within first 90 days of plan effective date • Plan must provide “accelerated services” to migrant farm workers • Plan must have adequate network of THSteps providers 	<ul style="list-style-type: none"> • Plan will educate providers on the necessary requirements for “completeness” of THSteps visit & proper documentation • Plan will coordinate with State in review of medical records to determine “completeness” of THSteps visit • Plan will coordinate with State and other

Frew Corrective Action Orders	Plan or State Requirements	Plan Action
		<ul style="list-style-type: none"> entities to identify migrant farm workers and coordinate “accelerated services” Plan will have adequate network of THSteps providers
Outreach & Informing	<ul style="list-style-type: none"> State required to conduct independent survey 	<ul style="list-style-type: none"> Plan will report methods it uses to outreach members; including direct mail -postcard, phone – Health Risk Assessment, etc.)
Prescription & Non-Prescription Medications; Medical Equipment & Supplies	<ul style="list-style-type: none"> Provide member education regarding access to 72 hour supply of emergency medication 	<ul style="list-style-type: none"> Plan will utilize Nurse Line to educate members on emergency medications (72 hour supply) Plan will encourage pharmacies to enroll as DME providers
Adequate Supply of Health Care Providers	<ul style="list-style-type: none"> Plan must maintain adequate network to allow members to choose between 2 PCP’s who are appropriate to meet their needs. 	<ul style="list-style-type: none"> Plan will provide member access to 2 PCP’s who are accepting new patients, age appropriate, and within time and distance standards
Health Care Provider Training	<ul style="list-style-type: none"> Plan required to educate network providers about available THSteps training 	<ul style="list-style-type: none"> THSteps training opportunities via State (i.e., online)
Toll Free Numbers	<ul style="list-style-type: none"> State required to provide monthly telephone service data on member and provider toll-free helpline numbers 	<ul style="list-style-type: none"> Plan has dedicated toll free phone numbers for members and providers for all plans Plan will provide accurate monthly reports to the state regarding telephone service data
Transportation Program	<ul style="list-style-type: none"> State required to conduct an independent study. 	<ul style="list-style-type: none"> Plan will educate members and provider on medical transportation programs and encourage utilization