Optum

Supporting care for at-risk minors

A scalable, cloud-based system streamlines foster care services

For one Northeastern state, the department that oversees foster and adoption services is charged with ensuring children are safe and protected. The department investigates allegations of abuse and helps families receive needed treatment and services.

Case workers, nurses and other care coordinators are responsible for monitoring the care provided to at-risk minors who are currently foster children or are undergoing the foster-family placement process. These professionals were relying on an existing legacy application that was no longer supported, out of compliance and did not support data encryption. System failure was also a risk that could impact enrollment as well as the foster-care placement process.

To address this issue, the state partnered with Optum to replace the legacy application with a modern solution to further the department's child protection and welfare efforts.
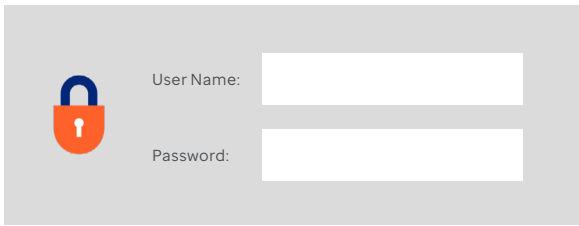
The solution: HealthFocus

In 2 months' time, HealthFocus was up and running. HealthFocus is a state-of-the-art, scalable, cloud-based system. It leverages the state's enterprise data warehouse (EDW), a powerful tool for aggregating vast amounts of data for analysis.

The state's system for foster-family placement system was no longer supported and out of compliance.
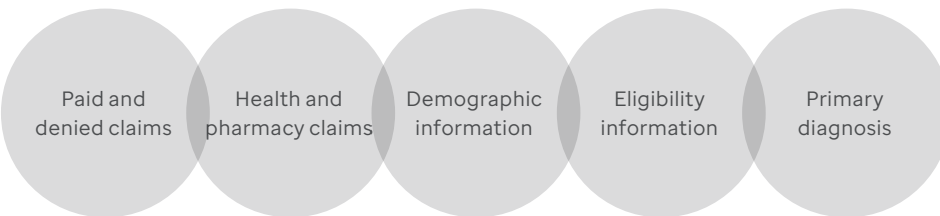
Features and benefits of HealthFocus

Secure Access

The secure login portal limits access to the state network to comply with HIPAA requirements.

🔒	User Name: [ ]
	Password: [ ]

A broad range of data

Using encryption technology, HealthFocus allows approved users to access:

- Paid and denied claims
- Health and pharmacy claims
- Demographic information
- Eligibility information
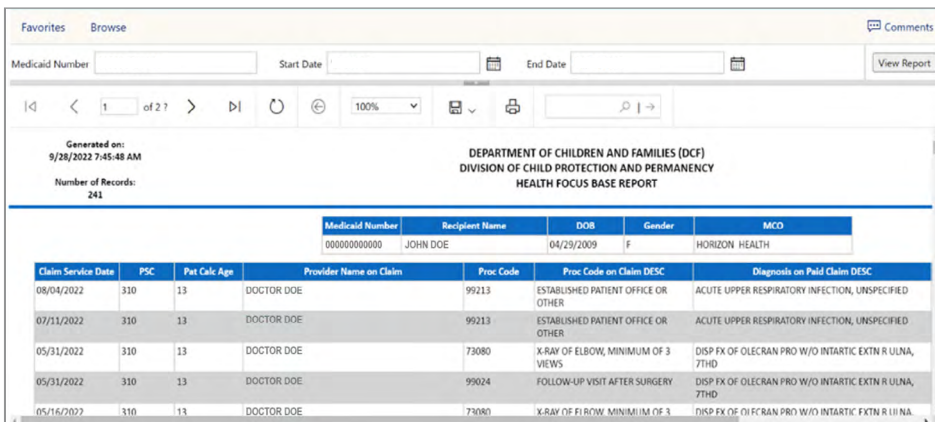- Primary diagnosis

Simple user-experience

The application provides a simplified user experience through:

- Intuitive search functionality based on Medicaid ID
- Data for Medicaid recipients <=18 years of age and claims up to 84 months
- Easily exported information

Cost-effective, scalable and quickly deployable

HealthFocus provides a cost-effective, lightweight alternative to more robust and costly care management applications. And while the solution was developed for foster and adoption services, it can be scaled for other recipients, quickly augmented and deployed to include additional capabilities such as:

- Behavioral health services
- Comorbidities
- Risk scores
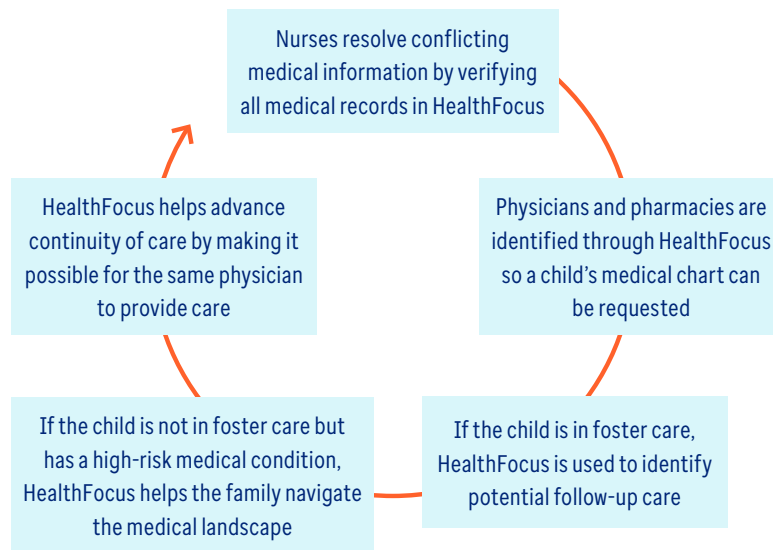- Immunizations
- Food/cash assistance

Improving care for children

In partnership with the state, nurses working within 2 units of a local university nursing school have access to HealthFocus.

Child Health Unit
(approximately 100 nurses are in this unit)

- When a child enters foster care, conflicting information may exist about the child's medical care.

- HealthFocus verifies information such as the last provider(s) the child may have seen and medications prescribed.

- Nurses also can determine necessary follow-up care and any ongoing needs.

Child and Family Nurse Program
(12 nurses are in this unit)

- This is a voluntary program for families with a child who is not in foster care but is a high-risk medical case.

- The unit uses HealthFocus to identify the last physician(s) seen by the child to provide continuity of care.

- HealthFocus also helps determine if the child has Medicaid and any medications prescribed.

Supporting quality, consistency and continuity of care

Nurses resolve conflicting medical information by verifying all medical records in HealthFocus

HealthFocus helps advance continuity of care by making it possible for the same physician to provide care

Physicians and pharmacies are identified through HealthFocus so a child's medical chart can be requested

If the child is not in foster care but has a high-risk medical condition, HealthFocus helps the family navigate the medical landscape

If the child is in foster care, HealthFocus is used to identify potential follow-up care

Learn how Optum can help your state streamline workflow. Contact us at optum.com/stategovcontact.

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