

11.1st Health

1st Health was a contracted provider for AHCA in the area of prior authorization for children's mental health services. As part of the contract, 1st Health was to make a determination on a request of children services within 24 hours of receipt. It was determined that many children were being denied services, due to 1st Health's inability to respond to request for services within the contracted period of 24 hours. Once this problem was brought to the attention of AHCA, vast improvements have been made and authorizations are now being handled timely, for the most part, due to AHCA's enforcement of the contract.

12.Children in Crisis Stabilization Units (CSU)

An article in the Orlando Sentinel stated that children were being held in CSUs for long periods of time. At the request of the Florida Senate, SAC and LAC members reviewed CSUs statewide to determine the current status. Out of the 141 records that were reviewed, 128 children spent ten days or less in the CSU. Only four out of the 13 that were over ten days were considered extreme. All four of them were removed within a few days of SAC/LAC notification. It was determined that children are not being held for excessive periods of time in CSUs. However, SAC/LACs did discover that many of the children placed in a CSU by the Department of Children and Family Services are not receiving the proper hearing prior to admission.

13.Home and Community-Based Waiver (HCBW) for the Developmentally Disabled Provider Application

SAC received numerous complaints from LACs that the HCBW application process was very long and cumbersome for providers and actually served as a disincentive to become a provider. With the assistance of AHCA and DCF, the application was shortened considerably for current Medicaid providers applying for the waiver process.

14.Telephone Listings

SAC listed the 1-800-324-0825 in the public service portion of all but a couple of telephone books statewide at no expense Florida's taxpayers.

15.Florida Mental Health Institute's Study on State Hospital Continuity of Care

SAC requested that AHCA fund a study on the continuity of care for clients that are discharged from state hospitals. This report was completed and released in FY 2001-2002. The study raised many questions on effectiveness of community care and a follow up study is being conducted.