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# **Comprehensive Health Homes for Integrated Care (CHIC) Kids Pilot**

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**STAR Kids Managed Care Advisory Committee  
September 13, 2023**

# Background



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- The Comprehensive Health Homes for Integrated Care (CHIC) Kids Pilot is authorized by Senate Bill 1648 from the 87th Legislature, Regular Session, 2021.
- The pilot was designed to improve care coordination for children with complex medical conditions through a health home.
- The pilot officially launched December 1, 2022.
- Participation is voluntary for members, providers, and managed care organizations (MCOs)
- Authorization for the pilot ends September 2025.

# CHIC Kids Pilot

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## Goals

- Improve care coordination for children with medically complex conditions
- Improve access to care
- Improve outcomes
- Improve member and caregiver satisfaction
- Identify opportunities to reduce administrative burden



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# CHIC Kids Pilot cont..

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## Pilot Program

- The CHIC Kids Pilot is unique by focusing on collaboration to enhance care coordination for children with complex medical conditions.
- Each pilot project was co-proposed by a MCO participating in the STAR Kids program and a health home with expertise in caring for children with complex medical conditions.



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# CHIC Kids Pilot Partnerships

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- The pilot has facilitated the creation of new partnerships and expanded existing partnerships.
- Eleven proposed plans were received:
  - Nine pilot projects
  - Two pilot case studies
- Some MCOs and health homes are participating in more than one pilot partnership.



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# CHIC Kids Pilot Partnerships

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## Managed Care Organizations

- Aetna Better Health of Texas
- Amerigroup
- Blue Cross and Blue Shield
- Driscoll Health Plan
- Community First Health Plan
- Cook Children's Health Plan
- Texas Children's Health Plan
- UnitedHealthcare



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# CHIC Kids Pilot Partnerships

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## Health Homes (1 of 2)

- Angels of Care 3Pediatric Home Health
- Children's Health
- Children's Health Complex Care Medical Services
- Coastal Children's Clinic
- Cook Children's Physician Network and Cook Children's Medical Center



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# CHIC Kids Pilot Partnerships

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## Health Homes (2 of 2)

- Dell Children's Comprehensive Care Clinic
- High Risk Children's Complex Care Program at The University of Texas Health Science Center at Houston
- Texas Children's Hospital Complex Care Clinic
- University Medicine Associates



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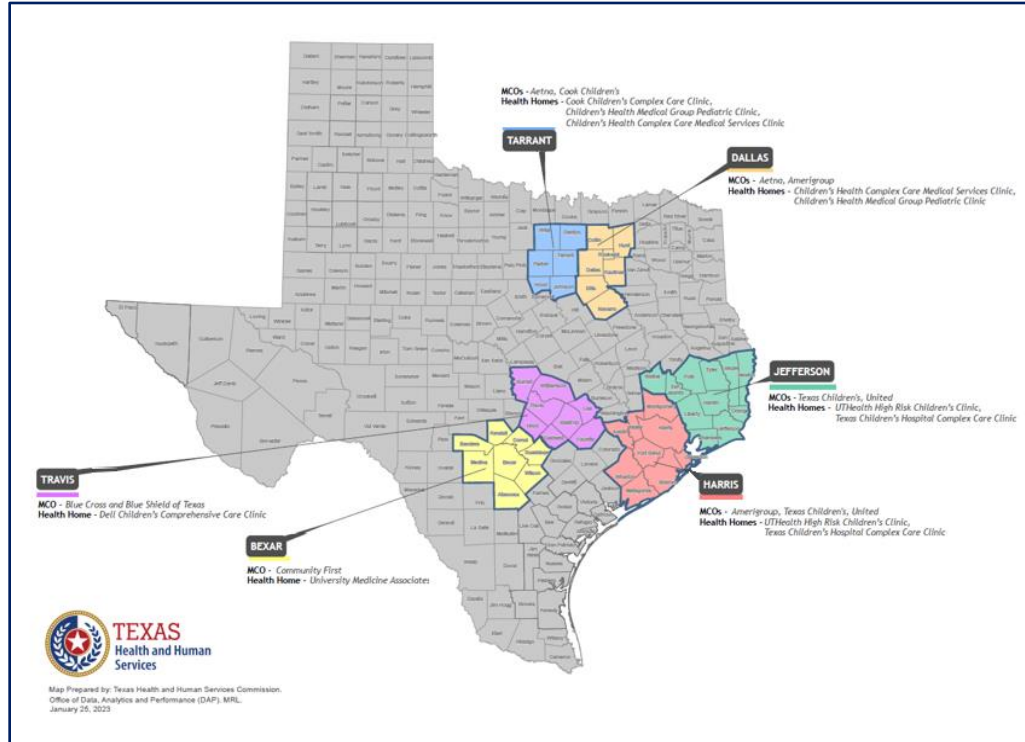


# CHIC Kids Pilot Sites

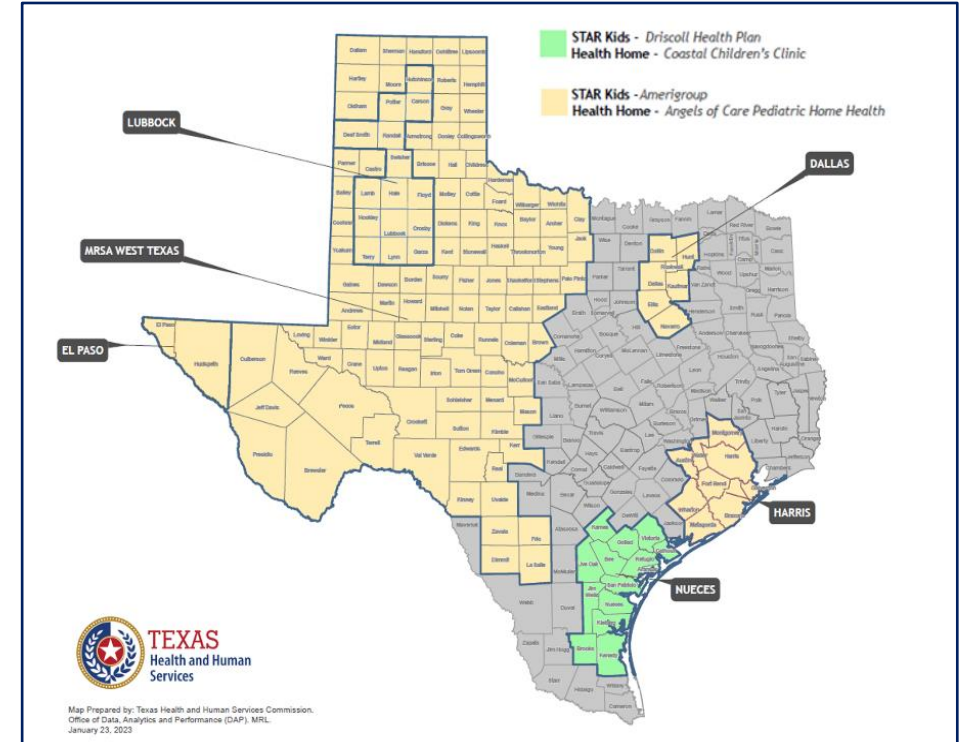


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## Pilot Projects

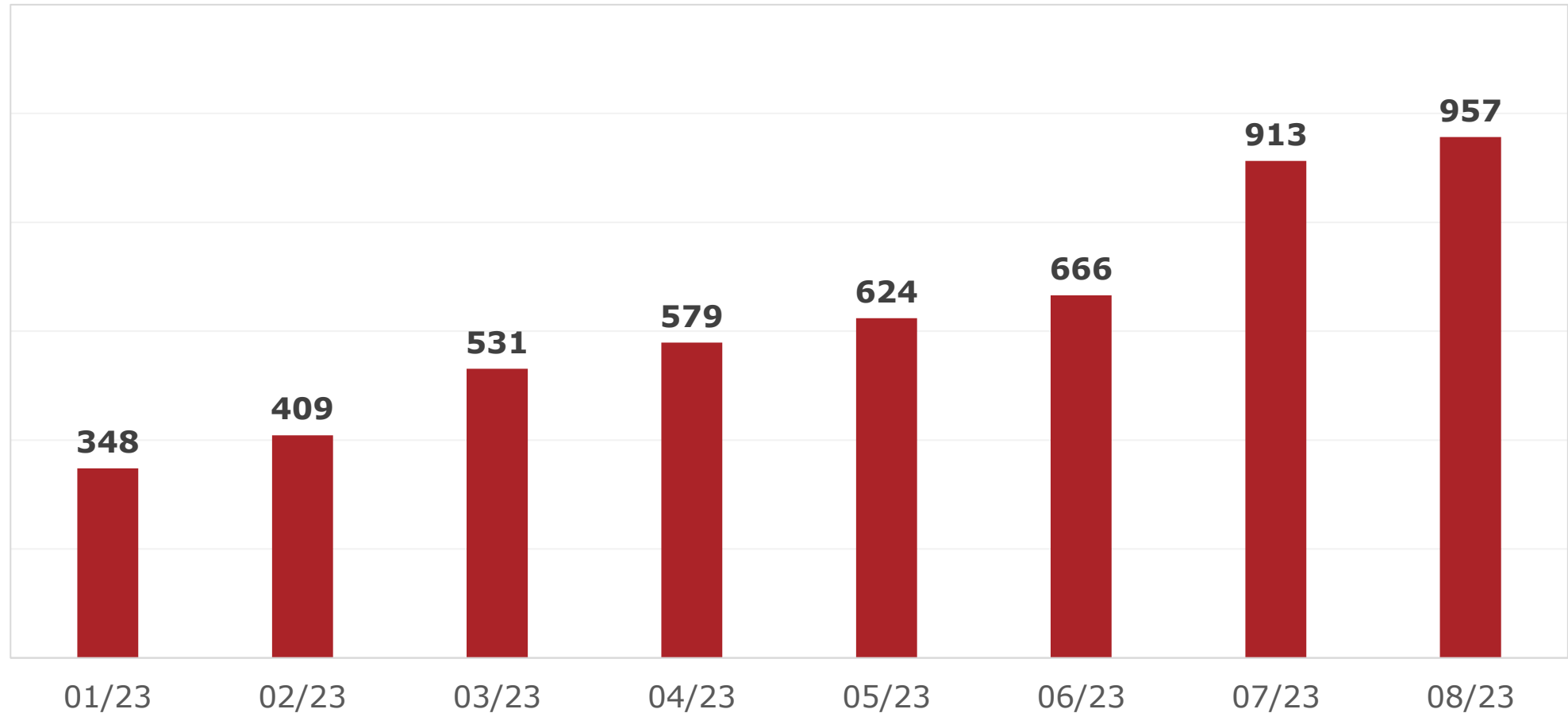


## Pilot Case Studies



# CHIC Kids Pilot Participation

Number of Members Participating in the CHIC Kids Pilot



# CHIC Kids Pilot Evaluation

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- HHSC is required to submit a report to the legislature by December 31, 2024.
- The report must include:
  - A summary of implementation
  - If sufficient data has been collected:
    - A summary of HHSC's evaluation of the effect of the pilot program on the coordination of care for children with complex medical conditions.
    - A recommendation as to whether the pilot should be continued, expanded, or terminated



# CHIC Kids Pilot Evaluation

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## Data Sources

- Member claims
- Pilot-reported data
- Surveys
  - Member's caregiver
  - Health home
  - MCO
- Operational observations



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# CHIC Kids Pilot Evaluation

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## Caregiver Experience Survey (Slide 1 of 2)

- Pre-Pilot Survey
  - Pre-pilot survey gauges caregivers' experience prior to participating in the pilot.
  - Survey is provided to caregivers upon the member's enrollment in the pilot.
  - Survey responses are anonymous.
  - Surveys received as of August 7, 2023:
    - English: 176
    - Spanish: 4



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# CHIC Kids Pilot Evaluation

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## Caregiver Experience Survey (Slide 2 of 2)

- Mid-pilot survey
  - Will gauge participants' experience and impact from receiving enhanced care coordination
  - Planned for winter 2023 to provide insights for HHSC's legislative report
  - Will be available electronically and by paper
  - Languages: English, Spanish, and Vietnamese
- Post-pilot survey is planned for summer 2025



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# CHIC Kids Pilot Evaluation

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## Health Home Survey

- Mid-pilot survey
  - Will collect health homes' experience participating in the pilot
  - Planned for winter 2023 to provide insights for HHSC's legislative report
- Post-pilot survey planned for summer 2025.



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# CHIC Kids Pilot Evaluation

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## MCO Survey

- Mid-pilot survey
  - Will collect MCOs' experience and impacts from participating in the pilot
  - Planned for winter 2023 to provide insights for HHSC's legislative report
- Post-pilot survey planned for summer 2025.



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# CHIC Kids Pilot Evaluation

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## Observed Impact

- New processes and practices
- New information sharing
- Greater member engagement
- Participant experiences



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# Next Steps

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- Pilots will submit data to HHSC by September 30, 2023, on period covering June through August 2023.
- Pilots will begin administering the mid-pilot survey to caregivers at the end of this year.
- HHSC will administer the mid-pilot survey to health homes and MCOs at the end of this year.
- HHSC will continue to host monthly meetings with pilot health homes and MCOs.



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# Resources

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- CHIC Kids Pilot website:  
[www.hhs.texas.gov/about/process-improvement/improving-services-texans/comprehensive-health-homes-integrated-care-chic-kids-pilot-program](http://www.hhs.texas.gov/about/process-improvement/improving-services-texans/comprehensive-health-homes-integrated-care-chic-kids-pilot-program)
- Uniform Managed Care Manual, Chapter 16.7, Comprehensive Health Homes for Integrated Care:  
[www.hhs.texas.gov/sites/default/files/documents/16-7.pdf](http://www.hhs.texas.gov/sites/default/files/documents/16-7.pdf)
- Email: [CHIC\\_Kids@hhs.texas.gov](mailto:CHIC_Kids@hhs.texas.gov)





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# **Thank You**

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