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**Procedure Series:** 1000—Administration and Management  
**Procedure Name:** Disaster Preparedness  
**Procedure Number:** 1005  
**Initiation Date:** 11/30/2017  
**Revision Date(s):** 4/20/2020

**PURPOSE:** The purpose of the Disaster Preparedness procedure is to ensure that Kids First of Florida (KFF) is prepared upon the declaration of a State of Emergency by the Governor of Florida. Emergency preparedness includes, but is not limited to, the dissemination of information, received from Sunshine Health, related to care coordination of physical and behavioral health services for Child Welfare Specialty Plan enrollees.

**PROCEDURE:** Kid First of Florida staff should ensure that information related to disaster planning is distributed to ensure that enrollees continue to receive necessary medical and behavioral health services during a natural disaster.

Cross Reference(s) Executive Order, State of Florida

**Scope:**

This operating procedure applies to all Community Based Care Lead Agencies who are responsible for children who are enrolled in the Child Welfare Specialty Plan. If any of the responsibilities outlined in this procedure are contracted with an individual or other entity, the contracted provider must ensure compliance with this procedure, and the terms should be incorporated into the contract.

**Application:**

This procedure applies to CBCIH and KFF, and addresses care coordination activities that are provided on behalf of all CWSP plan enrollees.

**Key Terms:**

Child Welfare Specialty Plan Enrollee—a child who is Medicaid eligible and is enrolled in the Sunshine Health, Child Welfare Specialty Plan, or the Sunshine Health Managed Medical Assistance Plan (MMA), due to an active status in the child welfare system of care. This includes children who have an open child welfare case, those who have been adopted from dependency and those who are receiving extended foster care or independent living services.

Community Based Care Lead Agency—an “eligible lead community-based provider” as defined in Section 409.1671(1)(e), F.S. Procedures & Practices Manual

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Contracted Service Provider—a private agency that has entered into a contract with the Department of Children and Families (DCF) or with a Community-Based Care Lead Agency to provide supervision of, and services to, dependent children and those children who are at risk of abuse, neglect, or abandonment. Integrate®—a web-based information system designed to integrate physical health, behavioral health and child welfare data into a single platform of applications.

Medicaid—a program authorized by Title XIX of the Social Security Act. It is a state-administered health insurance program that is jointly funded by the Federal and State governments. Medicaid is an open ended entitlement program, with states receiving federal reimbursement for every eligible claim they submit. Medicaid, as defined in Rule 59G-1.010, F.A.C., includes eligibility based on income for most groups using Modified Adjusted Gross Income (MAGI).

Electronic Data Exchange or EDI—defines the format of electronic transfers of information between providers and payers to carry out financial or administrative activities related to health care (includes coding, billing and insurance verification).

**Standards:**

This procedure acknowledges that CBCIH and KFF and its subcontractors receive and distribute information related to coordination of physical and behavioral healthcare services upon the declaration of a State of Emergency.

In accordance with this procedure, KFF should adhere to their individual organization's Disaster Plan and should ensure the safety and wellbeing of enrollees within their care. KFF like other CBC Lead Agencies are considered "downstream" entities from Sunshine as the main contractor for Medicaid/Medicare, and as a downstream vendor, certain additional requirements are applicable, as indicated within the Florida Managed Medical Assistance Program Services Agreement.

A. Upon the declaration of a State of Emergency by Florida's Governor, CBCIH will take the following actions:

1. Obtain a copy of the Executive Order and post on the CBCIH website at: [www.cbcih.net/disaster-prep](http://www.cbcih.net/disaster-prep).
2. KFF will check the provided regular updates, via the CBCIH website, to include information related to access to:
  - Pharmacy and prescription information
  - Medical equipment
  - Access to physical health services
  - Access to behavioral health services

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3. CBCIH shall alert the KFF Behavioral Health Care Coordinator and Nurse Care Coordinator, via email to distribution lists, of available resources and the location of disaster-related information on the CBCIH website.

4. CBCIH shall obtain office closure information and on-call schedule/contact numbers for KFF. This information will be posted to the CBCIH website and sent to Sunshine Health upon request.

5. CBCIH shall obtain (and share with from KFF) Sunshine Health's Utilization Management information to ensure continuation of authorized physical health, pharmacy, durable medical equipment and behavioral health services, by:

- Collecting and distributing member lists for Enhanced Care Coordination for medically fragile enrollees;
- Collecting and distributing member lists for enrollees who require durable medical equipment (DME) that is dependent upon electricity;
- Collecting and distributing member lists for enrollees who are newly prescribed psychiatric medications;
- Obtaining and posting medical hospital/facility closures, facility status, etc.; and
- Obtaining and posting pharmacy closures, pharmacy status, etc.

B. Upon the declaration of a State of Emergency by Florida's Governor, KFF will implement their individual disaster plan. Nurse Care Coordinators and/or Behavioral Health Care Coordinators should take the following actions upon request from CBCIH:

1. Communicate related information to parents, foster parents and caregivers;
2. Provide care coordination services as needed.

C. Upon the declaration of a State of Emergency by Florida's Governor, KFF will ensure that information related to physical and behavioral health care coordination for postadoption enrollees is disseminated to the appropriate parties.

D. Following a disaster, CBCIH will remain available to assist KFF with physical and behavioral health care coordination and other related health care management functions.

#### Associated Forms & Attachments

- Disaster Planning Matrix and Alerts
- Disaster Planning Guidelines and Tips
- KFF Disaster Plan