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MANAGED CARE ORGANIZATIONS

Rapid Resource for Families works in partnership with the Managed Care Organizations throughout North Carolina. Our MCO partners play an integral part in the success and future of RRFF. RRFF is committed to ensuring that the member agencies deliver the RRFF/IAFT® service in an excellent fashion while raising the bar in providing care to children and families. It is through the individual MCO's that a letter of recommendation is given to provider agencies to be considered by RRFF to deliver the IAFT® service. RRFF/IAFT® works in conjunction with the MCOs by:

- Providing training to key staff in the MCO environment about the IAFT® service and how to access the database, (training is available upon request)
- Consulting with MCO utilization staff on individual consumers,
- Collaborating on challenges and issues presented by high risk children and their placement needs, such as capacity needs, transitioning children successfully etc.
- Partnering with the MCOs and provider network members in addressing the challenges presented by IAFT® children and the unique needs requiring creative approaches,
- Providing the results of network member agencies compliance reviews on a quarterly basis to ensure the best possible delivery of the service.
- Assisting with identifying the geographical areas that require the service to be developed and
- Collaborating with the MCOs, Division leaders and stakeholders to continually improve the IAFT® service.

RRFF Provider Network Members

RRFF Provider Network Members are the vehicles delivering the IAFT® services. Each member has successfully demonstrated the resources and abilities to meet the required elements and to provide

the service. With the philosophy of helping our agencies achieve excellence in the delivery of IAFT®, the RRFF/IAFT® program provides;

- Quarterly compliance reviews evaluating the agency's ability to deliver the required elements,
- Consultation with the provider agency's staff concerning the needs of a consumer
- Advocacy with the MCOs for children requiring special attention and that could benefit from the IAFT® service and
- IAFT® training series as well as ongoing trainings, and information in specific topics pertinent to children by experts in the field
- Outcome data pertinent to children and families

For additional information please contact Danny Nolen MA Interim CEO at dnolen@ncrapidresource.org, 704-516-4870

Re-Credentialing Process

Every two years each provider agency delivering the IAFT® service will be re-credentialed to continue to provide the service. The re-qualification is utilized to ensure that the provider member continues to meet the criteria for participation in the IAFT® service as well as to capture any significant changes in the provider's program/service. The re-credentialing process is carried out by the RRFF CEO or designee. The results of the process are provided to the individual network member and to the RRFF Board of Directors. Any provider network member not meeting the re-credentialing criteria may be subject to disqualification from providing the IAFT® service or subject to a plan of correction.

RRFF/IAFT® WAIVER REQUEST

A Network Provider Member may request a waiver for an RRFF/ IAFT® element when it is felt that a waiver will benefit a child and his/her progress toward success and is supported clinically. Any changes in the delivery of an element must be clearly documented. An action may not be taken until the waiver request form (attached) has been completed and submitted to the RRFF /IAFT® CEO. The CEO will review the request with the RRFF staff and respond in a timely fashion. Denial of a waiver request shall be done in writing and provided to the person requesting the waiver. The approved waiver will be uploaded into the database by RRFF. A copy of the signed waiver should be maintained in the child's record.

Invoicing

RRFF is funded by invoicing the MCOs for oversight (compliance reviews, trainings, consultations) of the IAFT® services provided by our network of provider agencies. Invoicing is completed by the 5th of the following month being invoiced. It is critical that provider members complete the attendance calendar

in the database every 5 days during the month and by the 3rd day of the preceding month. The days that the consumer is in treatment is logged here and must accurately reflect the days in care.

RRFF PROVIDER COMPLIANCE REVIEWS

RRFF is committed to excellence in outcomes and has partnered with the Managed Care Organizations to ensure that service deliver to consumers are done in a professional and effective manner, resulting in changed lives of children and families. RRFF is charged with this over-sight deliverable and will participate in the quarterly reviews of our network of provider agencies. Reviews are scored for effectiveness of delivery of services and shared with the provider agency and supporting MCO to continually look at ways to improve on what we are doing. Network provider agencies are provided the tools to do their own internal reviews and should do so on a regular basis. Attached is a copy of the protocol for the process of file reviews. Any questions should be directed to a member of the RRFF team.

RRFF Training Opportunities

RRFF provides ongoing trainings to address the implementation of RRFF/ IAFT® services. Currently there are 6 required trainings; IAFT® Elements, IAFT® Documentation, IAFT® Successful Compliance, Bringing It All Together, Referral and Matching, and Successful Database Entry. Trainings are provided quarterly and delivered in the local catchment areas of our provider partners on a rotating basis (see schedules attached). RRFF is committed to assisting the network of provider agencies by providing training as needed/requested to meet the needs of new staff or training staff for additional site development. RRFF also plans to present in the future trainings on clinical topics by nationally recognized leaders in their field as funds permit.