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## Medical Records Collection Support from Show Me Healthy Kids

Effective immediately, the Show Me Healthy Kids (SMHK) specialty managed care plan will assist staff in the collection of medical records for children in care. Per Section 4 Chapter 4 Subsection 3 of the Child Welfare Manual, “CD shall exercise reasonable and diligent efforts to compile and maintain the medical records for each child in alternative care. Collection of medical history and updating the child’s medical records are continuing and shared responsibilities.” SMHK’s support in gathering medical records will help create a more comprehensive health record for the child, while reducing the time and effort staff spend on locating, requesting, and collecting records.

SMHK and Children’s Division identified the following opportunities for medical record collection support:

### Children Entering Foster Care – Routine Prior Medical Records Collection

- SMHK will search for and collect past medical records for all children entering care who are enrolled in the SMHK managed care plan. No referral or request is needed.  
\*\*NOTE: SMHK – even with signed consent from CD/FCCM – may experience difficulty obtaining records from out-of-network providers (providers who are not contracted with Home State Health/SMHK).
- SMHK receives a daily file of enrolled members and will use this, along with a bi-weekly file of new entries CD sends, to identify “new to care” members needing records collection.
- Within 30 days of this notification, and using different data sources, SMHK will identify and outreach providers to request records.
- SMHK will upload obtained records to the child’s SMHK *Health Passport* portal.
- The Case Manger can request their Health Information Specialist (HIS) retrieve the records from the portal.  
\*\*NOTE: At this point, only the HIS team has access to the SMHK *Health Passport* portal. Progress is underway to extend this access to CD/FCCM statewide.

### Children in Care –Difficulty Obtaining a Record

- Once a child is in care, Case Managers will continue to request current or ongoing medical records.
- Case Managers will continue to be responsible for obtaining health information from the family, ensuring the CW-103 and CD-264 are completed.
- If the Case Manager experiences difficulty obtaining a particular record from a provider, the Case Manager may request SMHK’s support in obtaining the record.
- To request SMHK’s assistance in obtaining a record, the SMHK Medical Record Collection Request form (CD-313) should be completed and submitted to the HIS. The HIS will submit the request form to SMHK.
- SMHK will outreach the provider and upload any obtained records to the child’s SMHK *Health Passport* portal within 10 business days.
- The Case Manager will request the HIS retrieve any uploaded records in response to the request.

## **Psychotropic Medication Reviews**

- The [HIS team](#) will continue to collect medical records for psychotropic medication mandatory, secondary, and automatic reviews. The HIS team will request SMHK's assistance as needed.

Health Information Specialist Unit Contact:

Melissa Kenny  
HIS Unit Manager  
[Melissa.L.Kenny@dss.mo.gov](mailto:Melissa.L.Kenny@dss.mo.gov)