

Foster Care: How do I get health care records?

Following are the steps to take to get health records efficiently:

1. Go into CareConnect 360 (CC360) as soon as the Foster Care Department Ward (FCDW) Medicaid opens.

NOTE: For information about how to enroll in and access CC360 look in Access CC360 ([for MDHHS](#)) ([for PAFC](#)), view “Achieving Health Requirements in Foster Care” webinar (can be found in LMS) or ask for help from a supervisor or [Health Liaison Officer](#).
2. Click on the “beneficiary look up” near the top of the screen and enter either the MA beneficiary ID or other identifying information to search for a specific child and click on the search button. This will take you to the care coordination screen and the client summary tab.
3. In client summary tab, look at the **Chronic Conditions**. In these and other sections you can click on the small file icon to maximize that section.
4. Click on the Claims tab to open the claims for that child then click on “Professional” in the drop down at the top of the Claim Type column. This will organize the list by providers. If you click on the arrow at the left side of each row, additional details will pop up about that service.
5. FOR EACH HEALTH PROVIDER YOU FIND, fill out the “Authorization to Release Confidential Information” ([DHS-1555cs](#)) ([see example](#)). If you run out of room on the form, print and add the rest of the information by hand, or continue the detail using the “other” sections.
6. Ask the parent to sign **EACH** DHS-1555cs. This can happen at a Family Team Meeting, at a meeting with the parent, or at a parent/child visit.
7. Call each health provider’s office and ask for the best place to send requests for health information (ask your Health Liaison Officer if they have done this – if so, use what they know and skip this step).
 - a. If they have a medical records department, ask to be transferred there.
 - b. Let them know you will be sending a child welfare form.
 - c. Ask how long it usually takes to respond to requests.
 - d. Document the name of the person you speak to (social work contacts).
8. Send the DHS-1555cs forms to the providers. The cover sheet should remind them that you spoke on the phone, include your name, role (**especially when the child is an MCI ward as the**

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birth/legal parent cannot sign) and a return fax number. Ask for a return call (give your phone number) if there are ANY problems responding to the request.

9. At every monthly visit ask if there have been appointments with any new health care providers. If so, repeat steps 1-6 for that provider.

NOTE: When requesting health records, indicate the specific items and date range needed to get the most complete information ([see example DHS 1555cs](#)), even though items are already listed on the form. Examples include:

- **Annual comprehensive (or well-child exams).**
- **Focused Visits (for example for a specific complaint).**
- **Medication List.**
- **Laboratory results.**
- **Referrals to other providers.**

NOTE: Mental health records are protected even more than general health records, and there may be more types of records to request. Mental health records are covered in a different guide.