



PENINSULA RSN

ADMINISTRATION POLICIES AND PROCEDURES

Policy Name: REHABILITATIVE AND INTEGRATED MENTAL HEALTH TREATMENT FOR CHILDREN, ADULTS, & OLDER ADULTS **Policy Number:** 2.08

Reference: DSHS Contract, WAC 388-865, 42 CFR 438

Effective Date: 10/2005

Revision Date(s): 7/2009

Approved by: PRSN Executive Board

CROSS REFERENCES

- Form: PRAT
- Plan: Compliance Plan
- Policy: Culturally Competent Services
- Policy: Intake Assessment and Evaluation Services Standards
- Policy: PRSN or Provider Use of Federally Excluded Providers
- Policy: Service Provider Selection
- Policy: Service Provider Licensing Procedures
- Policy: Special Needs Accommodation Process

PURPOSE

The Peninsula Regional Support Network (PRSN) will provide rehabilitative and integrated mental health treatment services to children, adults, and older adults as determined to be medically necessary and recommended by a Mental Health Professional (MHP). The medically necessary mental health services will be coordinated and furnished by a licensed network community mental health agency.

DEFINITIONS

Adult is defined as an individual on or after their eighteenth birthday.

Child(ren) is defined as an individual who has not reached their eighteenth birthday. For persons eligible for the Medicaid program, the term child extends to individuals that have not reached their twenty-first birthday.

Community Mental Health Agency (CMHA) is an agency that is contracted by the PRSN and licensed to provide mental health services.

Integrated Mental Health Services are defined as services that are coordinated to include multiple service providers.

Medical Necessity is a term used to describe a requested service which is reasonably calculated to prevent, diagnose, correct, cure, alleviate or prevent the worsening of conditions in the recipient that endanger life, or cause suffering or pain, or result in illness or infirmity, or threaten to cause or aggravate a handicap, or cause physical deformity or malfunction, and there is no other equally effective, more conservative or substantially less costly course of treatment available or suitable for the person requesting service.

Mental Health Professional (MHP) is defined as a psychiatrist, psychologist, psychiatric nurse or social worker or a person with a masters degree or further advanced degree in counseling or one of the social sciences from an accredited college or university or a person who meets the waiver criteria of RCW 71.24.260 or approved by waiver to perform the duties of a mental health profession that was granted by the mental health division prior to July 1, 2001.

Older Adult is defined as an individual who is sixty years of age or older.

PROCEDURE

1. The PRSN recognizes an effective and efficient mental health service delivery system requires that the PRSN contract with comprehensive community mental health agencies that are able to provide the continuum of various types of recovery-based services in a seamless and integrated manner.
2. The PRSN ensures when two or more mental health providers are delivering mental health rehabilitation services to seriously mentally ill adults and seriously emotionally disturbed children with Medicaid, the services are provided in an integrated and culturally sensitive manner. Reference the PRSN policy: Culturally Competent Services
3. The PRSN contracts with comprehensive community mental health agencies in order to ensure the full array of required services are available and provided in a integrated and developmentally appropriate manner for children, adults and older adults. Reference PRSN policy: Service Provider Selection
 - a. The PRSN contracts with multiple licensed community mental health agencies and providers that utilize evidence based, research based, consensus based, and promising practice models that are designed to target the individual populations served by the PRSN.

- b. If an individual presents with a unique need that requires medically necessary services that the assigned PRSN community mental health agency can not provide, the PRSN coordinates the service delivery within the network with another community mental health agency or out of network provider that does provide the service.
 - c. The PRSN maintains a special needs accommodation process to ensure that all Medicaid individuals served by the PRSN have access to care. Reference PRSN policy: Special Needs Accommodation Process
 - d. Mental health services are recommended by a mental health professional.
 - For children and youth and older adults, the mental health professional is a child or geriatric mental health specialist or in consultation with the appropriate mental health specialist.
 - For minorities and developmentally and physically disabled individuals, the mental health professional makes a recommendation in consultation with a minority and/ or disabled specialist.
 - A request for the recommended services is submitted to the PRSN Utilization Management contractor, CommCare, to make the service authorization determination utilizing the PRSN adopted authorization care standards.
4. The PRSN maintains a network of state licensed comprehensive community mental health agencies that provide a full array of mental health rehabilitative services. Reference PRSN policy: Service Provider Licensing Procedures
- a. The PRSN only contracts with agencies that are licensed to provide mental health services in the state of Washington.
 - Exception: Mental Health Clubhouses do not have to be licensed by the state of Washington to contract and provide services to individuals, per state definition. The state of Washington may require Mental Health Clubhouses to adhere to specific contract language, such as certification.
 - b. The PRSN requires the network community mental health agencies to maintain personnel files that include current professional licenses, proof of credentials, training records, annually updated performance evaluation, and proof of unimpeded license as evidenced by a printout from both of the federal exclusion websites searched. Reference PRSN policy: PRSN or Provider Use of Federally Excluded Providers
 - Any negative action taken by a licensing body against a PRSN contracted community mental health agency provider must be reported to the PRSN Compliance Officer, per contract and the PRSN Compliance Plan. Reference PRSN Plan: Compliance Plan
 - In the event action is taken against a contracted network community service agency's license, the PRSN must be immediately notified per contract. The PRSN review and disposition of the event/ action is based upon processes outlined in the current contract.

5. The PRSN ensures services recommended, authorized, and provided are deemed to be medically necessary and recommended by a mental health professional.
 - a. The PRSN network community mental health agencies and utilization management contractor, CommCare, must adhere to PRSN adopted Access To Care standards, that include the state defined medical necessity criteria and access to care standards.
 - The PRSN authorization tools requires the provider to request and the authorization determination to be identified on the same page of the tool (inpatient, outpatient, and residential tools). This allows for a quick and standardized reference to the medical necessity criteria and how it applies to each individual seeking services.
 - b. The PRSN audits each network community mental health agency to ensure services provided adhere to and adequately document the criteria of medical necessity, as defined and listed above.
 - The PRSN conducts a minimum of 500 clinical and quality chart reviews per year to ensure the medical necessity standards are consistently applied.

MONITORING

This policy is mandated by contract and statute.

1. This policy is monitored through the use of the PRSN:
 - Monthly Provider Chart Reviews
 - Over and Under Utilization Projects
 - Exhibit N Reports and Grievance Tracking
 - Utilization Management Committee activities and reports for trends such as (authorization and denial) determinations, trends for denial decisions, identifying medical necessity trends (incongruence patterns), and other relevant reporting.
 - Annual PRSN Provider and Subcontractor Administrative Review
 - Quarterly Provider Performance Reports
 - Biennial Provider Ancillary Surveys
2. If a provider performs below expected standards during any of the reviews listed above a Corrective Action will be required for PRSN approval. Reference PRSN Corrective Action Plan Policy.