

POLICY AND PROCEDURE

DEPARTMENT: Medical Management	DOCUMENT NAME: Mental Health Rehab Medical Necessity Criteria (MNC) Policy for Community Psychiatric Support and Treatment (CPST) and Psycho-social Rehab (PSR)
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APPROVED DATE: 05/18	RETIRED:
EFFECTIVE DATE: 05/18	REVIEWED/REVISED: 5/19
PRODUCT TYPE: Medicaid	REFERENCE NUMBER: LA.UM.90

SCOPE: Behavioral Health Outpatient Utilization Management Department

PURPOSE: To establish the process and mechanism for determining authorization requests for CPST/PSR services for Louisiana Healthcare Connections members.

POLICY: Louisiana Healthcare Connections will determine if services are medically necessary based upon the clinical information supplied by the treatment provider, including assessments, CALOCUS/LOCUS, treatment plan, Outpatient Treatment Request (OTR) form, and supplemental information

PROCEDURE: Rehabilitation services are provided as part of a comprehensive specialized psychiatric program available to all Medicaid eligible children, adolescents and adults with significant functional impairments resulting from an identified mental health disorder diagnosis. The medical necessity for these rehabilitative services must be determined by and services recommended by a licensed mental health professional (LMHP) or physician, or under the direction of a licensed practitioner, to promote the maximum reduction of symptoms and restoration to his/her best age-appropriate functional level.

I. Children and Adolescents

The expected outcome of rehabilitation services is restoration to a child/adolescent's best level of functioning by restoring the child/adolescent to their best developmental trajectory. This includes consideration of key developmental needs and protective factors such as:

- Restoration of positive family/caregiver relationships;
- Prosocial peer relationships;
- Community connectedness/social belonging; and
- The ability to function in a developmentally appropriate home, school, vocational and community settings.

Services should provide skills building and supports that build on existing strengths and target goals related to these key developmental needs and protective factors.

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II. Adults

The expected outcome for adults is to reduce the disability resulting from mental illness and assist in the recovery and resiliency of the individual. These services are home and community-based and are provided on an as needed basis to assist persons in coping with the symptoms of their illness. In order to meet the criteria for disability, one must exhibit impaired emotional, cognitive or behavioral functioning that is a result of mental illness. The impairment must substantially interfere with role, occupational and social functioning. Rehabilitation services are expected to achieve the following outcomes:

- Assist individuals in the stabilization of acute symptoms of illness
- Assist individuals in coping with chronic symptoms of their illness;
- Minimize the aspects of their illness which makes it difficult for persons to live independently;
- Reduce or prevent psychiatric hospitalizations;
- Identify and develop strengths; and
- Focus on recovery (see LDH Behavioral Health Provider Manual section 2.2 for National Consensus Statement on Recovery)

III. Service Delivery

All services must be medically necessary. The medical necessity for services shall be determined by an LMHP or physician who is acting within the scope of their professional license and applicable state law.

Services may be provided at a facility, in the community, or in the individual's place of residence as outlined in the treatment plan. Services may be provided in a nursing facility in accordance with Louisiana Department of Health's (LDH) established policies. Services shall not be provided at an institute for mental disease (IMD).

Anyone providing mental health services must operate within their scope of practice license.

IV. Assessment and Treatment Planning

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- Each member shall be assessed and shall have a treatment plan developed based on that assessment
- Assessments shall be performed by a LMHP, and for children and adolescents shall be completed with the involvement of the primary caregiver
- Assessments must be performed annually (every 364 days), or as needed any time there is significant change to the member's circumstances
- Treatment plans shall be based on the assessed needs, utilizing input from the member, family, natural supports, and treatment team and developed by or in collaboration with a LMHP, and shall contain goals and interventions targeting areas of risk and need identified in the assessment.
- All team members, including the member and family, shall sign the treatment plan.
- The member shall receive a copy of the treatment plan upon completion.
- A LOCUS or CALOCUS (as appropriate, based on member age) shall be conducted by the LMHP every 6 months during a face-to-face meeting, and when there has been significant clinical change in the member's presentation, and when the member is discharged from provider's services
- A LOCUS rating of 3 or greater on the functional status domain is required for adult members as well as a Level of Care score of a 3 or more.
- As stated by the LDH Behavioral Health Provider Manual, section 2.3, an adult with longstanding deficits that previously met at a Level 3 but who now meets a Level of Care of two or lower and needs subsequent medically necessary services for stabilization and maintenance at a lower intensity, may continue to receive CPST and PSR if it is deemed medically necessary.

V. Provider Responsibilities

- Any licensed practitioner providing mental health services must operate within their scope of practice license.
- Non-licensed staff must receive regularly scheduled supervision from a LMHP with experience regarding the specialized mental health service.

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Supervision is defined by the LDH Behavioral Health Provider Manual, section 2.2.

VI. Limitations/Exclusions

- Components that are not provided to, or directed exclusively toward, the treatment of the Medicaid eligible individual.
- Services provided at a work site which are job tasks oriented and not directly related to the treatment of the member's needs.
- These rehabilitation services shall not duplicate any other Medicaid State Plan service or service otherwise available to the member at no cost.
- Any services or components in which the basic nature of which are to supplant housekeeping, homemaking, or basic services for the convenience of an individual receiving services.

Medical Necessity Criteria

Mental Health Rehabilitation services include CPST and PSR services.

Louisiana Healthcare Connections follows all rules and guidance published in the LDH Behavioral Health Services Provider Manual located at:

<http://www.lamedicaid.com/provweb1/providermanuals/manuals/bhs/bhs.pdf>

All mental health services must be medically necessary. The medical necessity for these rehabilitative services must be determined by, and recommended by, an LMHP or physician, or under the direction of a licensed practitioner, to promote the maximum reduction of symptoms and/or restoration of an individual to his/her best age-appropriate functional level.

Services are subject to prior authorization.

Community Psychiatric Support and Treatment (CPST)

CPST is a comprehensive service which focuses on reducing the disability resulting from mental illness, restoring functional skills of daily living, building natural supports and solution-oriented interventions intended to achieve

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identified goals or objectives as set forth in the individualized treatment plan. CPST is a face-to-face intervention with the individual present; however family or other collaterals may be involved. Most contacts occur in community locations where the person lives, works, attends school and/or socializes.

The specific requirements for severity of need and intensity and quality of service must be met to satisfy the criteria for admission.

I. Admission – Severity of Need

Criteria A, B, and C must be met:

- A. The member is unable to maintain an adequate level of functioning without this service due to a Psychiatric disorder as evidenced by (must meet 1 and either 2 or 3):
 - 1) Severe symptoms and/or history of severe symptoms for a significant duration and
 - 2) Impairment in performance of the activities of daily living, and/or
 - 3) Significant disability of functioning in at least one major life area including social, occupational, living and/or learning.
- B. The member seeks and actively participates in a joint provider/member assessment and the provider/member jointly agree that the member desires, is committed to, and will likely benefit from the supportive/rehabilitation process. Documentation of member assessment and demonstration of potential member benefit will be sufficient when there is evidence that provider is working on member engagement.
- C. The interventions necessary to stabilize, the member's behaviors, symptoms, and ability to function related to their psychiatric disorder requires the frequency, intensity and duration of contact provided by the CPST provider as evidenced by:

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- 1) Failure to stabilize, progress, or improve functioning with a less intensive intervention and/or
- 2) Need for specialized intervention for a specific impairment or disorder.

II. Admission – Intensity and Quality of Service

Criteria A, B, C, D, E and F must be met

- A. Assist the individual and family members or other collaterals to identify strategies or treatment options associated with the individual's mental illness, with the goal of minimizing the negative effects of Mental Health emotional disturbances or associated environmental stressors which interfere with the individual's daily living, financial management, housing, academic and/or employment progress, personal recovery or resilience, family and/or interpersonal relationships and community integration.
- B. Provide individual supportive counseling, solution-focused interventions, emotional and behavioral management and problem behavior analysis to the individual, with the goal of assisting the individual with developing and implementing social, interpersonal, self-care, daily living and independent living skills to restore stability, to support functional gains and to adapt to community living.
- C. Participation in and utilization of, strengths-based planning and treatments, which include assisting the individual and family members or other collaterals with identifying strengths and needs, resources, natural supports and developing goals and objectives to utilize personal strengths, resources and natural supports to address functional deficits associated with their mental illness.
- D. Assist the individual with effectively responding to or avoiding identified precursors or triggers that would risk him or her remaining in a natural community location, including assisting the individual and family members or other collaterals with identifying a potential psychiatric or

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personal crisis, developing a crisis management plan and/or, as appropriate, seeking other supports to restore stability and functioning.

- E. Services provided to children and youth must include communication and coordination with the family and/or legal guardian. Coordination with other child-serving systems should occur, as needed, to achieve the treatment goals. All coordination must be documented in the youth's medical record. The provider shall participate in Team meetings and/or conferences with other child-serving entities (i.e.; DCFS, OCDD, CSoc, MCO, Juvenile Justice System, etc.)
- F. The provider shall make every effort to participate in regularly scheduled Child and Family Team meetings with the child/youth and family/natural supports as best practice.

III. Continued Stay

Criteria A, B, C and D must be met:

- A. The member continues to meet admission criteria.
- B. Recovery requires a continuation of these services.
- C. Member, and family (when available and included in the treatment plan) are making progress toward goals and actively participating in the interventions. In the instance of limited or no progress, there must be documented evidence of changes in the treatment plan, efforts to engage the member and/or family, or some other action to address the lack of progress.
- D. There is a reasonable likelihood of continued substantial benefit as a result of active continuation of the services, as demonstrated by objective behavioral/functional measurements of improvement.

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Psychosocial Rehabilitation (PSR)

The specific requirements for severity of need and intensity and quality of service must be met to satisfy the criteria for admission.

I. Admission – Severity of Need

Criteria A, B, and C must be met:

- A. Inadequate level of functioning without this service due to a psychiatric disorder as evidenced by (must meet 1 and either 2 or 3):
 - 1) Severe symptoms and/or history of severe symptoms for a significant duration and
 - 2) Impairment in performance of the activities of daily living and
 - 3) Significant disability of functioning in at least one major life area including social, occupational, living and/or learning.

- B. The member seeks and actively participates in a joint provider/member assessment and the provider/member jointly agree that the member desires, is committed to, will likely benefit from the rehabilitation process.

- C. The interventions necessary to stabilize the member's behaviors, symptoms, and ability to function related to their psychiatric disorder requires the frequency, intensity and duration of contact provided by the rehabilitative service as evidenced by:
 - 1) Failure to reverse/stabilize/progress with a less intensive intervention and/or
 - 2) Need for specialized intervention for a specific impairment or disorder.

II. Admission – Intensity and Quality of Service

Criteria A through F must be met.

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- A. Services are to develop social and interpersonal skills to increase community tenure, enhance personal relationships, establish support networks, increase community awareness, develop coping strategies and effective functioning in the individual's social environment, including home, work and school.
- B. Services are to develop daily living skills to improve self-management of the negative effects of psychiatric or emotional symptoms that interfere with a person's daily living. Supporting the individual with development and implementation of daily living skills and daily routines necessary to remain in home, school, work and community.
- C. Services teach learned skills so the person can remain in a natural community location and achieve developmentally appropriate functioning.
- D. Services are to assist the individual with effectively responding to or avoiding identified precursors or triggers that result in functional impairments.
- E. Services provided to children and youth must include communication and coordination with the family and/or legal guardian. Coordination with other child-serving systems should occur, as needed, to achieve the treatment goals. All coordination must be documented in the youth's medical record.
- F. The provider shall make every effort to participate in any regularly scheduled Team meetings and/or conferences with other child-serving entities (i.e.; DCFS, OCDD, CSoC, MCO, Juvenile Justice System, etc.) and with the child/youth and family/natural supports as best practice.

Criteria for Continued Stay

Criteria A, B and C must be met.

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- A. An assessment appropriate to the recovery model indicates at least one of the following:
- 1) As a result of the psychiatric diagnosis, there are or continue to be functional impairments and skill deficits which are effectively addressed in the psychiatric rehabilitation plan. In the event that earlier efforts have not achieved the intended objectives, the revised plan indicates service modifications to address these issues or
 - 2) There is a reasonable expectation that the withdrawal of services may result in loss of rehabilitation gains or goals attained by the member or
 - 3) It has been identified that the member requires a different level of care or service and additional time is needed with the current mental health provider to effectively implement a transition plan to ensure continuity of care.
- B. The reasonable likelihood of substantial benefit as a result of active continuation of the services, as demonstrated by objective behavioral/functional measurements of improvement.
- C. The member/family chooses to continue in the program.

Prior Authorization Process

- A. LHCC requires the following documentation to be submitted by the provider when requesting initial MHR services and every 180 days:
- Initial Outpatient Treatment Request (OTR) form
 - CALOCUS/LOCUS (appropriate to the member's age)
 - Annual assessment (Bayou Health Behavioral Health Assessment – for adults) –please note this is only due annually
 - Treatment Plan with SMART goals (specific, measurable, achievable, realistic, time-oriented)
 - Homebuilders approval, if applicable
 - Additional supporting documentation, if applicable

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- Member Freedom of Choice Form
 - Members may only receive mental health rehabilitation services from one provider at a time with the following exceptions:
 - A member is receiving tenancy support through the Permanent Supportive Housing Program, and/or
 - The LHCC Behavioral Health Medical Director makes the determination that it is medically necessary and clinically appropriate to receive services from more than one MHR provider (and all requirements in the LDH Behavioral Health Provider Manual are met).
 - The submission of a new authorization request with a member freedom of choice form will result in discontinuation of the current MHR authorization from the previous provider unless the above exceptions are met.
- B. LHCC requires the following documentation to be submitted by the provider when requesting continuation of MHR services:
- Renewal OTR
 - Revised Treatment Plan (if modified)
 - Homebuilders approval, if applicable
 - Additional supporting documentation, if applicable, indicating:
 - member's progress or lack of progress in treatment,
 - what interventions have or have not worked to improve member's presentation
 - current symptoms and how they impact the member's current functioning .
- C. Request for services will be authorized for up to 60 days of services at a time.
- D. Louisiana Healthcare Connections encourages and promotes the use of evidenced-based practices (EBPs).
- If a member is identified as potentially being able to benefit from and meeting medical necessity criteria for evidence based treatment, and EBPs are available to the recipient, LHCC will deny the CPST/PSR

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services and will authorize the identified EBP (more appropriate level of care) through the same agency or facilitate recipient transfer to an available provider who can meet the needs of the member.

- If a member is identified as potentially being able to benefit from an evidence based treatment but unable to access EBPs, LHCC will approve the CPST/PSR services when the MHR provider's documentation includes all of the following:
 - A pre and post evaluation of treatment with each authorization request
 - The utilization of a standard and consistent tool to evaluate progress toward treatment goals
 - If the member is demonstrating progress toward goals without EBP, LHCC will continue authorizing the requested services through the established authorization process.
 - If the member fails to progress after a reasonable timeframe, the Medical Director will review the clinical documentation, and offer a peer to peer discussion, and will then render a determination based upon all of the available clinical information. An adverse determination letter will be sent to the member and provider communicating the decision of a full or partial denial to the provider along with a recommendation for a more appropriate level of care if needed.
 - LHCC policy does not require the authorization of services that are not evidence based, however, if a reasonable non-EBP is proposed, along with an acceptable plan of care and goals, it may be authorized at the discretion of the LHCC Medical Director if there is an indication that the member may receive some benefit (if not the optimal benefit) from the service.
- E. LHCC allows for reasonable coverage of services at one level of care while providers are working with our UM team to transition a member to the next level of care. For Mental Health Rehab, continued services will be allowed for a minimum of 1 week and up to a maximum of 2 weeks (at

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the discretion of the LHCC Medical Director) to allow for the appropriate transition to the next level of care. The Adverse Determination letter will also indicate the specific reason for the denial and the timeframe allowed for the transition of care.

REFERENCES LDH Behavioral Health Services Provider Manual
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ATTACHMENTS:

DEFINITIONS:

REVISION LOG

REVISION	DATE
<ul style="list-style-type: none"> • Service Delivery Section: added LDH update • Assessment and Treatment Planning Section: added LDH updates regarding CA/LOCUS and CA/LOUCS manual language regarding when additional assessments are needed. • Prior Authorization process section B: added clarification of what additional information is required for auth requests. • Prior Authorization process section C: Removed allowance of a request over the 60 day standard auth period as MHR auths are only given for 60 days. • Removed UM Staff and replaced with Adverse Determination Letter in Prior Auth Section D and E. 	5/19

POLICY AND PROCEDURE APPROVAL

The electronic approval retained in RSA Archer, Centene's P&P management software, is considered equivalent to a physical signature.

VP Medical Management: Signature on file
 Sr. VP, Medical Affairs: Signature on file