
CHAPTER 2: BEHAVIORAL HEALTH SERVICES

SECTION 2.2: OUTPATIENT SERVICES**PAGE(S) 27**

Rehabilitation Services for Children, Adolescents and Adults

The following provisions apply to all rehabilitation services for children, adolescents and adults, which include the following:

- Community Psychiatric Support and Treatment;
- Psychosocial Rehabilitation;
- Crisis Intervention; and
- Crisis Stabilization (children and adolescents only).

These 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.

Children and Adolescents

The expected outcome of rehabilitation services is restoration to a child/adolescent's best functional level 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. Children/adolescents who

CHAPTER 2: BEHAVIORAL HEALTH SERVICES

SECTION 2.2: OUTPATIENT SERVICES**PAGE(S) 27**

are in need of specialized behavioral health services shall be served within the context of the family and not as an isolated unit.

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. This impairment must substantially interfere with role, occupational and social functioning. The intent of rehabilitation services is to minimize the disabling effects on the individual's capacity for independent living and to prevent or limit the periods of inpatient treatment. The principles of recovery are the foundation for rehabilitation services. These services are intended for an individual with a mental health diagnosis only, or a co-occurring diagnosis of mental health and substance use.

Rehabilitation services are expected to achieve the following outcomes:

- Assist individuals in the stabilization of acute symptoms of illness;
- Assist individuals in coping with the 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.

National Consensus Statement on Recovery – Recovery is a journey of healing and transformation enabling a person to live a meaningful life in a community of his or her choice while striving to achieve his or her full potential.

CHAPTER 2: BEHAVIORAL HEALTH SERVICES

SECTION 2.2: OUTPATIENT SERVICES

Ten components of recovery are as follows:

- Self-Direction;
- Individualized and Person Centered;
- Empowerment;
- Holistic;
- Non-Linear;
- Strengths-Based;
- Peer Support;
- Respect;
- Responsibility; and
- Hope.

Service Delivery

All mental health 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.

There shall be recipient involvement throughout the planning and delivery of services. Services shall be:

- Delivered in a culturally and linguistically competent manner;
- Respectful of the individual receiving services;
- Appropriate to individuals of diverse racial, ethnic, religious, sexual and gender identities and other cultural and linguistic groups; and
- Appropriate for age, development; and education.

CHAPTER 2: BEHAVIORAL HEALTH SERVICES

SECTION 2.2: OUTPATIENT SERVICES**PAGE(S) 27**

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

Evidence-based practices require prior approval and fidelity review on an ongoing basis as determined necessary by the Department.

Services may be provided at a facility, in the community, or in the individual's place of residence as outlined in the plan of care (POC). Services may be furnished in a nursing facility only in accordance with policies and procedures issued by the Department. Services shall not be provided at an institute for mental disease (IMD).

Assessment and Treatment Planning

- Each member shall be assessed and shall have a treatment plan developed based on that assessment.
- Assessments shall be performed by an LMHP, and for children and adolescents shall be completed with the involvement of the primary caregiver.
- Assessments must be performed at least every 364 days or as needed, any time there is a 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 an 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 plan upon completion.

Provider Responsibilities

- All services shall be delivered in accordance with federal and state laws and regulations, the provider manual and other notices or directives issued by the Department. The provider shall create and maintain documents to substantiate that all requirements are met. (See Section 2.4 of this manual chapter regarding record keeping).
- Any licensed practitioner providing mental health services must operate within their scope of practice license.

CHAPTER 2: BEHAVIORAL HEALTH SERVICES

SECTION 2.2: OUTPATIENT SERVICES

- Non-licensed staff must receive regularly scheduled supervision from a person meeting the qualifications of an LMHP with experience regarding the specialized mental health service. Supervision refers to clinical support, guidance and consultation afforded to unlicensed staff rendering rehabilitation services, and should not be confused with clinical supervision of bachelor’s or master’s level individuals pursuing licensure.

Eligibility Criteria

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.

Service Utilization

Services are subject to prior authorization.

Additional Service Criteria

Services provided to children and adolescents must include communication and coordination with the family and/or legal guardian, including any agency legally responsible for the care or custody of the child. Coordination with other child-serving systems should occur, as needed, to achieve the treatment goals. All coordination must be documented in the child’s/adolescent’s medical record.

Member Choice Form and Process

Members may only receive mental health rehabilitation (MHR) 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 behavioral health medical director for the member’s health plan makes the determination that it is medically necessary and clinically appropriate to receive services from more than one MHR provider. The justification must be supported by the member’s assessment and treatment plan. This decision must be reviewed

CHAPTER 2: BEHAVIORAL HEALTH SERVICES

SECTION 2.2: OUTPATIENT SERVICES**PAGE(S) 27**

at each reauthorization. If a member is receiving services from more than one MHR provider, the providers must have documented coordination of care.

All members must complete and sign a Member Choice Form prior to the start of MHR services and when transferring from one MHR provider to another. The Member Choice Form must be fully completed, signed by all parties, and received by the member's health plan prior to the start of services. The Member Choice Form is required to be part of the member's clinical record and subject to audit upon request. The health plan must monitor this process and ensure no overlapping authorizations, unless it is during a planned transition.

During a transfer, the initial provider should be given a service end date while the new provider must be given a start date by the member's health plan to ensure providers are reimbursed for services delivered. The health plan may allow a minimal amount of overlap between two providers to prevent a gap in services. In members' best interest during a transfer between two providers, it is expected that providers cooperate during the transition. The initial provider should share documentation and ensure a member has prescription refills if needed.

Providers must notify the member's health plan immediately if it is suspected that a member is receiving MHR services from more than one provider to prevent duplication of service providers.

Limitations/Exclusions

The following services shall be excluded from Medicaid coverage and reimbursement:

- 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.

CHAPTER 2: BEHAVIORAL HEALTH SERVICES

SECTION 2.2: OUTPATIENT SERVICES**PAGE(S) 27**

Psychosocial Rehabilitation

Psychosocial rehabilitation (PSR) services are designed to assist the individual with compensating for or eliminating functional deficits and interpersonal and/or environmental barriers associated with their mental illness. Activities included must be intended to achieve the identified goals or objectives as set forth in the individual's individualized treatment plan. The intent of PSR is to restore the fullest possible integration of the individual as an active and productive member of his or her family, community and/or culture with the least amount of ongoing professional intervention. PSR is a face-to-face intervention with the individual present. Services may be provided individually or in a group setting. Most contacts occur in community locations where the person lives, works, attends school and/or socializes.

Components

- Restoration, rehabilitation and support 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;
- Restoration, rehabilitation and support 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; and

NOTE: PSR services are psycho-educational services associated with assisting individuals with skill-building, restoration and rehabilitation, and should not be confused with counseling, psychotherapy or other clinical treatment, which may only be provided by a licensed professional.

- Implementing learned skills so the member can remain in a natural community location and achieve developmentally appropriate functioning, and assisting the individual with effectively responding to or avoiding identified precursors or triggers that result in functional impairment.

CHAPTER 2: BEHAVIORAL HEALTH SERVICES

SECTION 2.2: OUTPATIENT SERVICES

Provider Qualifications

Agency

To provide psychosocial rehabilitation services, agencies must meet the following requirements:

- Licensed per R.S. 40:2151 et seq.
- Accredited by the Commission on Accreditation of Rehabilitation Facilities (CARF), the Council on Accreditation (COA), or The Joint Commission (TJC). Denial, loss of, or any negative change in accreditation status must be reported in writing immediately upon notification of such denial, loss of, or any negative change in accreditation status to the managed care entities with which the agency contracts.

NOTE: Agencies must maintain proof of application for accreditation and payment of application fees, and must attain full accreditation within 18 months following initial contracting date.

- Services must be provided under the supervision of an LMHP or physician who is acting within the scope of his/her professional license and applicable state law. The term “supervision” refers to clinical support, guidance and consultation afforded to unlicensed staff, and should not be confused with clinical supervision of bachelor’s or master’s level individuals or provisionally licensed individuals pursuing licensure. Such individuals shall comply with current, applicable scope of practice and supervisory requirements identified by their respective licensing boards.
- Arranges for and maintains documentation that all persons, prior to employment, pass criminal background checks through the Louisiana Department of Public Safety, State Police. If the results of any criminal background check reveal that the potential employee (or contractor) was convicted of any offenses against a child/youth or an elderly or disabled person, the provider shall not hire and/or shall terminate the employment (or contract) of such individual. The provider shall not hire an individual with a record as a sex offender nor permit these individuals to work for the provider as a subcontractor. Criminal background checks must be performed as required by R.S. 40:1203 et seq., and in accordance with R.S. 15:587 et seq. Criminal background checks performed over 30 days prior to date of employment will not be accepted as meeting this requirement.

CHAPTER 2: BEHAVIORAL HEALTH SERVICES

SECTION 2.2: OUTPATIENT SERVICES**PAGE(S) 27**

- Arranges for and maintains documentation that all persons, prior to employment, are free from Tuberculosis (TB) in a communicable state via skin testing (or chest exam if recommended by physician) to reduce the risk of such infections in members and staff. Results from testing performed over 30 days prior to date of employment will not be accepted as meeting this requirement.
- Establishes and maintains written policies and procedures inclusive of drug testing staff to ensure an alcohol and drug-free workplace and a workforce free of substance use. (See Appendix D).
- Maintains documentation that all direct care staff, who are required to complete First Aid, cardiopulmonary resuscitation (CPR) and seizure assessment training, complete American Heart Association (AHA) recognized training within ninety (90) days of hire, which shall be renewed within a time period recommended by the AHA. (See Appendix D).
- Maintains documentation of verification of completion of required trainings for all staff.
- Ensures and maintains documentation that all unlicensed persons employed by the organization complete training in a recognized crisis intervention curriculum prior to handling or managing crisis calls, which shall be updated annually.
- Staff must operate under an agency license issued by LDH. PSR services may not be performed by an individual who is not under the authority of an agency license.

CHAPTER 2: BEHAVIORAL HEALTH SERVICES

SECTION 2.2: OUTPATIENT SERVICES**PAGE(S) 27**

Staff

To provide psychosocial rehabilitation services, staff must meet the following requirements:

- Must be at least 18 years old and have a high school diploma or equivalent. Additionally, the staff must be at least three (3) years older than any individual they serve under the age of 18. This can include credentialed peer support specialists as defined by LDH.
- Pass criminal background check through the Louisiana Department of Public Safety, State Police prior to employment.
- Pass a motor vehicle screen.
- Pass a TB test prior to employment.
- Pass drug screening tests as required by agency's policies and procedures.
- Complete American Heart Association (AHA) recognized First Aid, CPR and seizure assessment training. Psychiatrists, APRNs/CNSs/PAs, RNs and LPNs are exempt from this training. (See Appendix D).
- Non-licensed direct care staff are required to complete a basic clinical competency training program approved by the Office of Behavioral Health (OBH) prior to providing the service. (See Appendix D).
- Staff providing direct services to adult members must complete an approved PSR training, according to a curriculum approved by OBH prior to providing the service. (See Appendix D).
- Staff providing direct services to youth must have documented training related to the psychosocial rehabilitation model(s) utilized in the program.

Staff Ratio(s)

- One Full Time Employee (FTE) to 15 consumers is maximum group size for adults.
- One FTE to 8 consumers is maximum group size for youth.

CHAPTER 2: BEHAVIORAL HEALTH SERVICES

SECTION 2.2: OUTPATIENT SERVICES**PAGE(S) 27**

Allowed Provider Types and Specialties

- PT 77 Mental Health Rehab PS 78 MHR.
- PT 74 Mental Health Clinic PS 70 Clinic / Group PSS 8E CSoC/ Behavioral Health.
- PT AG Behavioral Health Rehabilitation Provider Agency PS 8E CSoC/ Behavioral Health.

Allowed Mode(s) of Delivery:

- Individual;
- Group;
- On-site; and
- Off-site.

Crisis Intervention

Crisis intervention (CI) services are provided to a person who is experiencing a psychiatric crisis and are designed to interrupt and/or ameliorate a crisis experience, through a preliminary assessment, immediate crisis resolution and de-escalation and referral and linkage to appropriate community services to avoid more restrictive levels of treatment. The goals of CIs are symptom reduction, stabilization and restoration to a previous level of functioning. All activities must occur within the context of a potential or actual psychiatric crisis. CI is a face-to-face intervention and can occur in a variety of locations, including an emergency room or clinic setting, in addition to other community locations where the person lives, works, attends school and/or socializes.

CHAPTER 2: BEHAVIORAL HEALTH SERVICES

SECTION 2.2: OUTPATIENT SERVICES

PAGE(S) 27

Components

- A preliminary assessment of risk, mental status and medical stability and the need for further evaluation or other mental health services must be conducted. This includes contact with the member, family members or other collateral sources (e.g., caregiver, school personnel) with pertinent information for the purpose of a preliminary assessment and/or referral to other alternative mental health services at an appropriate level.
- Short-term CIs, including crisis resolution and debriefing with the identified Medicaid-eligible individual.
- Follow up with the individual and, as necessary, with the individuals' caretaker and/or family members.
- Consultation with a physician or with other qualified providers to assist with the individuals' specific crisis.

NOTE: The components above are required unless the member is not available due to incarceration, hospitalization, or other unavoidable reason.

Provider Qualifications

Agency

To provide crisis intervention services, agencies must meet the following requirements:

- Licensed per R.S. 40:2151 et seq.
- Accredited by the Commission on Accreditation of Rehabilitation Facilities (CARF), the Council on Accreditation (COA), or The Joint Commission (TJC). Denial, loss of, or any negative change in accreditation status must be reported in writing immediately upon notification to the managed care entities with which the agency contracts.

NOTE: Agencies must maintain proof of application for accreditation and payment of application fees, and must attain full accreditation within 18 months following initial contracting date.

CHAPTER 2: BEHAVIORAL HEALTH SERVICES

SECTION 2.2: OUTPATIENT SERVICES**PAGE(S) 27**

- Services must be provided under the supervision of an LMHP or physician who is acting within the scope of his/her professional license and applicable state law. The term supervision refers to clinical support, guidance and consultation afforded to unlicensed staff, and should not be confused with clinical supervision of bachelor's or master's level individuals or provisionally licensed individuals pursuing licensure. Such individuals shall comply with current, applicable scope of practice and supervisory requirements identified by their respective licensing boards.
- Arranges for and maintains documentation that all persons, prior to employment, pass criminal background checks through the Louisiana Department of Public Safety, State Police. If the results of any criminal background check reveal that the potential employee (or contractor) was convicted of any offenses against a child/youth or an elderly or disabled person, the provider shall not hire and/or shall terminate the employment (or contract) of such individual. The provider shall not hire an individual with a record as a sex offender nor permit these individuals to work for the provider as a subcontractor. Criminal background checks must be performed as required by R.S. 40:1203 et seq., and in accordance with R.S. 15:587 et seq. Criminal background checks performed over 30 days prior to date of employment will not be accepted as meeting this requirement.
- Arranges for and maintains documentation that all persons, prior to employment, are free from Tuberculosis (TB) in a communicable state via skin testing (or chest exam if recommended by physician) to reduce the risk of such infections in members and staff. Results from testing performed over 30 days prior to date of employment will not be accepted as meeting this requirement.
- Establishes and maintains written policies and procedures inclusive of drug testing staff to ensure an alcohol and drug-free workplace and a workforce free of substance use. (See Appendix D).
- Maintains documentation that all direct care staff, who are required to complete First Aid, cardiopulmonary resuscitation (CPR) and seizure assessment training, complete American Heart Association (AHA) recognized training within ninety (90) days of hire, which shall be renewed within a time period recommended by the AHA. (See Appendix D).
- Maintains documentation of verification of completion of required trainings for all staff.

CHAPTER 2: BEHAVIORAL HEALTH SERVICES

SECTION 2.2: OUTPATIENT SERVICES**PAGE(S) 27**

- Ensures and maintains documentation that all unlicensed persons employed by the organization complete training in a recognized Crisis Intervention curriculum prior to handling or managing crisis calls, which shall be updated annually.
- Staff must operate under an agency license issued by LDH. CI services may not be performed by an individual, who is not under the authority of an agency license.

Staff

To provide crisis intervention, staff must be at least 20 years old and have an associate's degree in social work, counseling, psychology or a related human services field or two years of equivalent education and/or experience working in the human services field. The Human Service Field is defined as an academic program with a curriculum content in which at least 70 percent of the required courses are in the study of behavioral health or human behavior. Additionally, the staff must be at least three (3) years older than an individual under the age of 18. Can include credentialed peer support specialists as defined by LDH with the above qualifications.

Staff must also meet the following requirements:

- Pass criminal background check through the Louisiana Department of Public Safety, State Police prior to employment.
- Pass a motor vehicle screen.
- Pass a TB test prior to employment.
- Pass drug screening tests as required by agency's policies and procedures.
- Complete American Heart Association (AHA) recognized First Aid, CPR and seizure assessment training. Psychiatrists, APRNs/CNSs/PAs, RNs and LPNs are exempt from this training. (See Appendix D).
- Non-licensed direct care staff are required to complete a basic clinical competency training program approved by OBH prior to providing the service. (See Appendix D).

CHAPTER 2: BEHAVIORAL HEALTH SERVICES

SECTION 2.2: OUTPATIENT SERVICES

PAGE(S) 27

- Complete a nationally recognized crisis intervention training.
- The assessment of risk, mental status and medical stability must be completed by an LMHP with experience regarding this specialized mental health service, practicing within the scope of their professional license.
- This assessment is billed separately by the LMHP using (CPT) codes.

Allowed Provider Types and Specialties

- PT 77 Mental Health Rehab PS 78 MHR
- PT 74 Mental Health Clinic PS 70 Clinic / Group PSS 8E CSoC/ Behavioral Health
- PT AG Behavioral Health Rehabilitation Provider Agency PS 8E CSoC/ Behavioral Health

Eligibility Criteria

The medical necessity for these rehabilitative services must be determined by, and services 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.

All individuals who self-identify as experiencing a seriously acute psychological/emotional change, which results in a marked increase in personal distress and which exceeds the abilities and the resources of those involved to effectively resolve it, are eligible.

Service Utilization

- CI –Emergent is allowed without the requirement of a prior authorization in order to address the emergent issues in a timely manner. Additional units may be approved with prior authorization
- CI – Ongoing is authorized until the current crisis is resolved. The individual’s treatment record must reflect resolution of the crisis, which marks the end of the current episode.

CHAPTER 2: BEHAVIORAL HEALTH SERVICES

SECTION 2.2: OUTPATIENT SERVICES

- The time spent by the LMHP during face-to-face time with the member is billed separately. This would include the assessment of risk; mental status and medical stability must be completed by the LMHP, choosing the code that best describes the care provided.

Allowed Mode(s) of Delivery

- Individual;
- On-site; and
- Off-site.

Additional Service Criteria

- An individual in crisis may be represented by a family member or other collateral contact that has knowledge of the individual’s capabilities and functioning. Individuals in crisis who require this service may be using substances during the crisis, and this will not, in and of itself, disqualify them for eligibility for the service.
- Substance use should be recognized and addressed in an integrated fashion, as it may add to the risk, increasing the need for engagement in care.
- The crisis plan developed by the unlicensed professional, in collaboration with the treatment team and LMHP, must be provided under the supervision of an LMHP with experience regarding this specialized mental health service. The LMHP must be available at all times to provide back up, support and/or consultation from assessment of risk and through all services delivered during a crisis.
- The CI provider must receive regularly scheduled clinical supervision from a person meeting the qualifications of an LMHP with experience regarding this specialized mental health service. The term “supervision” refers to clinical support, guidance and consultation afforded to unlicensed staff, and should not be confused with clinical supervision of bachelor’s or master’s level individuals or provisionally licensed individuals pursuing licensure. Such individuals shall comply with current, applicable scope of practice and supervisory requirements identified by their respective licensing boards.

CHAPTER 2: BEHAVIORAL HEALTH SERVICES

SECTION 2.2: OUTPATIENT SERVICES**PAGE(S) 27**

Crisis Stabilization

Crisis stabilization is intended to provide short-term and intensive supportive resources for the youth and his/her family. The intent of this service is to provide an out-of-home crisis stabilization option for the family in order to avoid psychiatric inpatient and institutional treatment of the youth by responding to potential crisis situations. The goal will be to support the youth and family in ways that will address current acute and/or chronic mental health needs and coordinate a successful return to the family setting at the earliest possible time. During the time the crisis stabilization is supporting the youth, there is regular contact with the family to prepare for the youth's return and his/her ongoing needs as part of the family. It is expected that the youth, family and crisis stabilization provider are integral members of the youth's individual treatment team.

Transportation is provided between the child/youth's place of residence, other services sites and places in the community. The cost of transportation is included in the rate paid to providers of these services.

Medicaid cannot be billed for the cost of room and board. Other funding sources reimburse for room and board, including the family or legally responsible party (e.g., Office of Juvenile Justice (OJJ) and Department of Children and Family Services (DCFS)).

Components

- A preliminary assessment of risk, mental status and medical stability and the need for further evaluation or other mental health services must be conducted. This includes contact with the member, family members or other collateral sources (e.g., caregiver, school personnel) with pertinent information for the purpose of a preliminary assessment and/or referral to other alternative mental health services at an appropriate level.
- CS includes out of home short-term or extended intervention for the identified Medicaid-eligible individual based on initial and ongoing assessment of needs, including crisis resolution and debriefing.
- CS includes follow up with the individual and with the individuals' caretaker and/or family members.
- CS includes consultation with a physician or with other qualified providers to assist with the individual's specific crisis.

CHAPTER 2: BEHAVIORAL HEALTH SERVICES

SECTION 2.2: OUTPATIENT SERVICES**PAGE(S) 27**

Provider Qualifications**Agency**

To provide crisis stabilization services, agencies must:

- Arrange for and maintain documentation that all persons, prior to employment, pass criminal background checks through the Louisiana Department of Public Safety, State Police. If the results of any criminal background check reveal that the potential employee (or contractor) was convicted of any offenses against a child/youth or an elderly or disabled person, the provider shall not hire and/or shall terminate the employment (or contract) of such individual. The provider shall not hire an individual with a record as a sex offender nor permit these individuals to work for the provider as a subcontractor. Criminal background checks must be performed as required by R.S. 40:1203 et seq., and in accordance with R.S. 15:587 et seq. Criminal background checks performed over 30 days prior to date of employment will not be accepted as meeting this requirement.
- Arrange for and maintain documentation that all persons, prior to employment, are free from Tuberculosis (TB) in a communicable state via skin testing (or chest exam if recommended by physician) to reduce the risk of such infections in members and staff. Results from testing performed over 30 days prior to date of employment will not be accepted as meeting this requirement.
- Establish and maintain written policies and procedures inclusive of drug testing staff to ensure an alcohol and drug-free workplace and a workforce free of substance use. (See Appendix D).
- Maintain documentation that all direct care staff, who are required to complete First Aid, cardiopulmonary resuscitation (CPR) and seizure assessment training, complete American Heart Association (AHA) recognized training within 90 days of hire, which shall be renewed within a time period recommended by the AHA. (See Appendix D).
- Ensure and maintain documentation that all unlicensed persons employed by the organization complete a documented training in a recognized Crisis Intervention curriculum prior to handling or managing crisis calls, which shall be updated annually.

CHAPTER 2: BEHAVIORAL HEALTH SERVICES

SECTION 2.2: OUTPATIENT SERVICES**PAGE(S) 27**

- Maintain documentation for verification of completion of required trainings for all staff.
- Be an agency licensed by the Louisiana Department of Health (LDH) or the Department of Children and Family Services (DCFS).
- Maintain treatment records that include a copy of the plan of care or treatment plan, the name of the individual, dates of services provided, nature, content and units of rehabilitation services provided, and progress made toward functional improvement and goals in the treatment plan.
- Supervise the direct service workers (DSWs) that provide the care members receive. The requirement is for the supervisor of the DSW to make an onsite visit to the member's home to evaluate the following:
 - The DSW's ability to perform their assigned duties;
 - To determine whether member is receiving the services that are written in the plan of care;
 - To verify that the DSW is actually reporting to the home according to the frequency ordered in the plan of care; and
 - To determine member's satisfaction with the services member is receiving.

Staff

To provide crisis stabilization services, staff must meet the following requirements:

- Must be at least 18 years of age, and at least three years older than an individual under the age of 18 that they provide services.
- Must have a high school diploma, general equivalency diploma or trade school diploma in the area of human services, or demonstrate competency or verifiable work experience in providing support to persons with disabilities.

NOTE: *Human Services Field* is defined as an academic program with a curriculum content in which at least 70 percent of the required courses are in the study of behavioral health or human behavior.

- Pass criminal and professional background checks through the Louisiana Department of Public Safety, State Police prior to employment.

CHAPTER 2: BEHAVIORAL HEALTH SERVICES

SECTION 2.2: OUTPATIENT SERVICES

PAGE(S) 27

- Pass a Tuberculosis (TB) test prior to employment.
- Pass drug screening tests as required by agency’s policies and procedures.
- Complete American Heart Association (AHA) recognized First Aid, CPR and seizure assessment training. Psychiatrists, APRNs/CNSs/PAs, RNs and LPNs are exempt from this training. (See Appendix D).
- Pass a motor vehicle screen.
- Must have no finding of abuse, neglect, mistreatment or misappropriation of a member’s property placed against them as verified by review of the Louisiana Direct Service Worker Registry found at the following website: <http://www.dhh.la.gov/index.cfm/page/2257>
- Possess and provide documentation of a valid social security number.
- Provide documentation of current cardiopulmonary resuscitation (CPR) and first aid certifications.
- Comply with law established by R.S. 40:2179 et seq., and meet any additional qualifications established under Rule promulgated by LDH in association with this statute.
- Staff providing CS services must use clinical programming and a training curriculum approved by OBH prior to providing the service.
- Staff must operate within their scope of practice license required for the facility or agency to practice in the State of Louisiana.

Allowed Provider Types and Specialties

Center Based Respite Care

- Licensed as a home and community-based services (HCBS) provider/ Center-Based Respite per R.S. 40:2120.1 et seq. and Louisiana Administrative Code (LAC) 48:I.Chapter 50 found at the following website: <http://www.doa.la.gov/Pages/osr/lac/Code.aspx>

CHAPTER 2: BEHAVIORAL HEALTH SERVICES

SECTION 2.2: OUTPATIENT SERVICES

PAGE(S) 27

- Completion of State-approved training according to a curriculum approved by OBH prior to providing the service. (See Appendix D).
 - PT 83 Center Based Respite Care, PS 8E CSoC/Behavioral Health

Crisis Receiving Center

- Licensed per R.S. 40:2180.12 and LAC 48:I. Chapters 53 and 54 found at the following website: <http://www.doa.la.gov/Pages/osr/lac/Code.aspx>
- Completion of State-approved training according to a curriculum approved by OBH prior to providing the service. (See Appendix D).
 - PT AF Crisis Receiving Center, PS 8E CSoC/Behavioral Health.

Child Placing Agency (Therapeutic Foster Care)

- Licensed as a Child Placing Agency by Department of Children and Family Services (R.S. 46:1401-142) found at the following website: http://www.dofs.louisiana.gov/assets/docs/searchable/Licensing/Residential/2016_03_ChildPlacing.pdf
- Completion of State-approved training according to a curriculum approved by OBH prior to providing the service. (See Appendix D).
 - PT AR Therapeutic Foster Care, PS 9F Therapeutic Foster Care.

Limitations/Exclusions

The following services shall be excluded from Medicaid coverage and reimbursement:

- Services rendered in an institute for mental disease;
- Crisis stabilization shall not be provided simultaneously with short-term respite care and shall not duplicate any other Medicaid State Plan service or service otherwise available to the member at no cost; and
- The cost of room and board. The minimum daily rate on file is an all-inclusive rate.

CHAPTER 2: BEHAVIORAL HEALTH SERVICES

SECTION 2.2: OUTPATIENT SERVICES**PAGE(S) 27**

Allowed Mode(s) of Delivery

- Individual; and
- On-site.

Community Psychiatric Support & Treatment

Community Psychiatric Support and Treatment (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 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 also be involved. Most contacts occur in community locations where the person lives, works, attends school and/or socializes.

Components

Development of a treatment plan: includes an agreement with the individual and family members (or other collateral contacts) on the specific strengths and needs, resources, natural supports and individual goals and objectives for that person. The overarching focus is to utilize the personal strengths, resources, and natural supports to reduce functional deficits associated with their mental illness and increase restoration of independent functioning. The agreement should also include developing a crisis management plan.

Individual supportive interventions: includes problem behavior analysis as well as emotional and behavioral management with the individual recipient with a focus on developing skills and improving daily functional living skills. The primary focus is on implementing social, interpersonal, self-care, and independent living skill goals in order to restore stability, support functional gains, and adapt to community living. This service should not be billed as therapeutic service by licensed or unlicensed staff. Qualified LMHPs should use the appropriate CPT code when billing individual, family or group therapy.

NOTE: CPST services are rehabilitative services associated with assisting individuals with skill-building to restore stability, support functional gains and adapt to community living, and should not be confused, psychotherapy or other clinical treatment, which may only be provided by a licensed professional.

CHAPTER 2: BEHAVIORAL HEALTH SERVICES

SECTION 2.2: OUTPATIENT SERVICES**PAGE(S) 27**

Skills building work: includes the practice and reinforcement of independent living skills, use of community resources and daily self-care routines. The primary focus is to increase the basic skills that promote independent functioning of the recipient and to restore the fullest possible integration of the individual as an active and productive member of his or her family, community, and/or culture with the least amount of ongoing professional intervention.

Assist the member with effectively responding to or avoiding identified precursors or triggers that would risk their remaining in a natural community location, including assisting the individual and family members or other collaterals with identifying a potential psychiatric or personal crisis, developing a crisis management plan and/or, as appropriate, seeking other supports to restore stability and functioning.

Provider Qualifications**Agency**

To provide CPST services, agencies must meet the following requirements:

- Licensed per R.S. 40:2151 et seq.
- Accredited by the Commission on Accreditation of Rehabilitation Facilities (CARF), the Council on Accreditation (COA), or The Joint Commission (TJC). Denial, loss of, or any negative change in accreditation status must be reported in writing immediately upon notification to the managed care entities with which the agency contracts.

NOTE: Agencies must maintain proof of application for accreditation and payment of application fees, and must attain full accreditation within 18 months following initial contracting.

- Services must be provided under the supervision of an LMHP or physician who is acting within the scope of his/her professional license and applicable state law.

NOTE: The term “supervision” refers to clinical support, guidance and consultation afforded to unlicensed staff, and should not be confused with clinical supervision of bachelor’s or master’s level individuals or provisionally licensed individuals pursuing licensure. Such individuals shall comply with current, applicable scope of practice and supervisory requirements identified by their respective licensing boards.

CHAPTER 2: BEHAVIORAL HEALTH SERVICES

SECTION 2.2: OUTPATIENT SERVICES**PAGE(S) 27**

- Arrange for and maintain documentation that all persons, prior to employment, pass criminal background checks through the Louisiana Department of Public Safety, State Police. If the results of any criminal background check reveal that the potential employee (or contractor) was convicted of any offenses against a child/youth or an elderly or disabled person, the provider shall not hire and/or shall terminate the employment (or contract) of such individual. The provider shall not hire an individual with a record as a sex offender nor permit these individuals to work for the provider as a subcontractor. Criminal background checks must be performed as required by R.S. 40:1203 et seq., and in accordance with R.S. 15:587 et seq. Criminal background checks performed over 30 days prior to date of employment will not be accepted as meeting this requirement.
- Arrange for and maintain documentation that all persons, prior to employment, are free from Tuberculosis (TB) in a communicable state via skin testing (or chest exam if recommended by physician) to reduce the risk of such infections in recipients and staff. Results from testing performed over 30 days prior to date of employment will not be accepted as meeting this requirement.
- Establish and maintain written policies and procedures inclusive of drug testing staff to ensure an alcohol and drug-free workplace and a workforce free of substance use. (See Appendix D).
- Maintain documentation that all direct care staff, who are required to complete First Aid, cardiopulmonary resuscitation (CPR) and seizure assessment training, complete American Heart Association (AHA) recognized training within ninety (90) days of hire, which shall be renewed within a time period recommended by the AHA. (See Appendix D).
- Maintains documentation of verification of completion of required trainings for all staff.
- Ensures and maintains documentation that all unlicensed persons employed by the organization complete training in a recognized crisis intervention curriculum prior to handling or managing crisis calls, which shall be updated annually.
- Staff must operate under an agency license issued by LDH. CPST services may not be performed by an individual, who is not under the authority of an agency license

CHAPTER 2: BEHAVIORAL HEALTH SERVICES

SECTION 2.2: OUTPATIENT SERVICES**PAGE(S) 27**

Staff

To provide CPST services, staff must meet the following requirements:

- Staff with a master's degree in social work, counseling, psychology or a related human services field may provide all aspects of CPST, including individual supportive behavioral interventions.

NOTE: *Human Services Field* is defined as an academic program with a curriculum content in which at least 70 percent of the required courses are in the study of behavioral health or human behavior.

Other aspects of CPST, except for individual supportive behavioral interventions, may otherwise be performed by an individual with a bachelor's degree in social work, counseling, psychology or a related human services field or four years of equivalent education and/or experience working in the human services field. Can include credentialed peer support specialists as defined by LDH who meet the qualifications above.

- Services must be provided under regularly scheduled supervision of an LMHP or physician who is acting within the scope of his/her professional license and applicable state law.

NOTE: The term "supervision" refers to clinical support, guidance and consultation afforded to unlicensed staff, and should not be confused with clinical supervision of bachelor's or master's level individuals or provisionally licensed individuals pursuing licensure. Such individuals shall comply with current, applicable scope of practice and supervisory requirements identified by their respective licensing boards.

- Pass criminal background check through the Louisiana Department of Public Safety, State Police prior to employment.
- Pass a motor vehicle screen (if duties may involve driving or transporting recipients).
- Pass a TB test prior to employment.
- Pass drug screening tests as required by agency's policies and procedures.

CHAPTER 2: BEHAVIORAL HEALTH SERVICES

SECTION 2.2: OUTPATIENT SERVICES

PAGE(S) 27

- Complete American Heart Association (AHA) recognized First Aid, CPR and seizure assessment training. Psychiatrists, APRNs/CNSs/PAs, RNs and LPNs are exempt from this training. (See Appendix D).
- Non-licensed direct care staff are required to complete a basic clinical competency training program approved by OBH prior to providing the service. (See Appendix D).

Allowed Provider Types and Specialties

- PT 77 Mental Health Rehab PS 78 MHR.
- PT 74 Mental Health Clinic PS 70 Clinic / Group PSS 8E CSoC/ Behavioral Health.
- PT AG Behavioral Health Rehabilitation Provider Agency PS 8E CSoC/ Behavioral Health.

Allowed Mode(s) of Delivery

- Individual;
- On-site; and
- Off-site.

Additional Service Criteria

- Research- based and evidence-based practices may be billed using a combination of codes for licensed practitioners, PSR and CPST, subject to prior authorization. The EBPs must be consistent with the CPST State Plan definition.

CHAPTER 2: BEHAVIORAL HEALTH SERVICES

SECTION 2.2: OUTPATIENT SERVICES**PAGE(S) 27**

- Face-to-face for CPST includes a therapist in a different room/location from the member/family, but in the same building, with real-time visual and audio transmission from the therapy room and two-way audio transmission between member and/or family member and therapist. Must be provided by licensed or qualified MA-level staff. MA-level staff must have appropriate LMHP oversight when providing treatment through real-time visual and audio transmission. The practice must be in accord with documented EBPs or promising practices approved by OBH.

Staff Ratio

Caseload size must be based on the needs of the members/families, with an emphasis on successful outcomes and individual satisfaction and must meet the needs identified in the individual treatment plan.

The following general ratio (full-time equivalent to Medicaid-eligible) should serve as a guide:

- One FTE to 15 youth consumers; and
- One FTE to 25 adult consumers.