

To all beneficiaries enrolled in a Prepaid Health Plan (PHP): for questions about benefits and services available on or after implementation, please contact your PHP.

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**NC Medicaid
Enhanced Mental Health
and Substance Abuse Services**

**Medicaid
Clinical Coverage Policy No: 8A
Amended Date: January 1, 2026**

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Refer to <https://medicaid.ncdhhs.gov/> for the related coverage policies listed below:

8A-1, *Assertive Community Treatment (ACT) Program*

8A-5, *Diagnostic Assessment*

8A-7, *Ambulatory Withdrawal Management W/out Extended On-Site Monitoring*

8A-11, *Medically Monitored Inpatient Withdrawal Services (Non-Hospital Medical Detoxification)*

8B, *Inpatient Behavioral Health Services*

8C, *Outpatient Behavioral Health Services Provided by Direct-Enrolled Providers*

8D-1, *Psychiatric Residential Treatment Facilities for Children under the Age of 21*

8D-2, *Residential Treatment Services*

1-H, *Telehealth, Virtual Patient Communications, and Remote Patient Monitoring*

Note: Information in **Sections 1.0** through **8.0** of this policy supersedes information found in the attachments.

1.0 Description of the Procedure, Product, or Service

This document describes policies and procedures that direct-enrolled providers shall follow to receive reimbursement for covered enhanced benefit behavioral health services provided to eligible NC Medicaid (Medicaid) beneficiaries. It sets forth the basic requirements for qualified providers to bill mental health and substance abuse services to Medicaid.

Refer to **Subsection 7.3** for the authorities that set requirements for this policy.

1.1 Definitions

Refer to **Subsection 3.2 .1(a), (b), (c), and (d)**.

2.0 Eligibility Requirements

2.1 Provisions

2.1.1 General

(The term “General” found throughout this policy applies to all Medicaid policies)

- a. An eligible beneficiary shall be enrolled in the NC Medicaid Program (*Medicaid is a NC Medicaid program, unless context clearly indicates otherwise*).
- b. Provider(s) shall verify each Medicaid beneficiary’s eligibility each time a service is rendered.
- c. The Medicaid beneficiary may have service restrictions due to their eligibility category that would make them ineligible for this service.

2.1.2 Specific

(The term “Specific” found throughout this policy only applies to this policy)

a. Medicaid

An applicant may be approved for Medicaid if the applicant meets all eligibility requirements. Occasionally, an individual become retroactively eligible for Medicaid while receiving covered services.

Retroactively eligible beneficiaries are entitled to receive Medicaid-covered services and to be reimbursed by the provider for all money paid during the retroactive period with the exception of any third-party payments or cost-sharing amounts. The qualified provider may file for reimbursement with Medicaid for these services. (Refer to 10A NCAC 22J. 0106.)

2.2 Special Provisions

2.2.1 EPSDT Special Provision: Exception to Policy Limitations for a Medicaid Beneficiary under 21 Years of Age

a. **42 U.S.C. § 1396d(r) [1905(r) of the Social Security Act]**

Early and Periodic Screening, Diagnostic, and Treatment (EPSDT) is a federal Medicaid requirement that requires the state Medicaid agency to cover services, products, or procedures for Medicaid beneficiary under 21 years of age **if** the service is **medically necessary health care** to correct or ameliorate a defect, physical or mental illness, or a condition [health problem] identified through a screening examination** (includes any evaluation by a physician or other licensed clinician).

This means EPSDT covers most of the medical or remedial care a child needs to improve or maintain his or her health in the best condition possible, compensate for a health problem, prevent it from worsening, or prevent the development of additional health problems.

Medically necessary services shall be provided in the most economic mode, as long as the treatment made available is similarly efficacious to the service requested by the beneficiary’s physician, therapist, or other licensed practitioner; the determination process does not delay the delivery of the needed service; and the determination does not limit the beneficiary’s right to a free choice of providers.

EPSDT does not require the state Medicaid agency to provide any service, product or procedure:

1. that is unsafe, ineffective, or experimental or investigational.
2. that is not medical in nature or not generally recognized as an accepted method of medical practice or treatment.

Service limitations on scope, amount, duration, frequency, location of service, and other specific criteria described in clinical coverage policies may be exceeded or may not apply as long as the provider's documentation shows that the requested service is medically necessary "to correct or ameliorate a defect, physical or mental illness, or a condition" [health problem]; that is, provider documentation shows how the service, product, or procedure meets all EPSDT criteria, including to correct or improve or maintain the beneficiary's health in the best condition possible, compensate for a health problem, prevent it from worsening, or prevent the development of additional health problems.

b. EPSDT and Prior Approval Requirements

1. If the service, product, or procedure requires prior approval, the fact that the beneficiary is under 21 years of age does **NOT** eliminate the requirement for prior approval.
2. **IMPORTANT ADDITIONAL INFORMATION** about EPSDT and prior approval is found in the *NCTracks Provider Claims and Billing Assistance Guide*, and on the EPSDT provider page. The Web addresses are specified below.

NCTracks Provider Claims and Billing Assistance Guide:

<https://www.nctracks.nc.gov/content/public/providers/provider-manuals.html>

EPSDT provider page: <https://medicaid.ncdhhs.gov/>

3.0 When the Procedure, Product, or Service Is Covered

Note: Refer to Subsection 2.2.1 regarding EPSDT Exception to Policy Limitations for a Medicaid Beneficiary under 21 Years of Age.

3.1 General Criteria Covered

Medicaid shall cover procedures, products, and services related to this policy when they are medically necessary, and:

- a. the procedure, product, or service is individualized, specific, and consistent with symptoms or confirmed diagnosis of the illness or injury under treatment, and not in excess of the beneficiary's needs;
- b. the procedure, product, or service can be safely furnished, and no equally effective and more conservative or less costly treatment is available statewide; and
- c. the procedure, product, or service is furnished in a manner not primarily intended for the convenience of the beneficiary, the beneficiary's caretaker, or the provider.

3.1.1 Telehealth and Telephonic Services

As outlined in Attachments A and D, select services within this clinical coverage policy may be provided via telehealth and telephonically. Services delivered via telehealth and telephonically must follow the requirements and guidance in clinical coverage Policy 1-H, Telehealth, *Virtual Communications*, and *Remote Patient Monitoring*, at <https://medicaid.ncdhhs.gov/>.

3.2 Specific Criteria Covered

3.2.1 Specific criteria covered by Medicaid

There must be a current diagnosis reflecting the need for treatment. All covered services must be medically necessary for meeting specific preventive, diagnostic, therapeutic, and rehabilitative needs of the beneficiary.

- a. **Preventive** means to anticipate the development of a disease or condition and preclude its occurrence.
- b. **Diagnostic** means to examine specific symptoms and facts to understand or explain a condition.
- c. **Therapeutic** means to treat and cure disease or disorders; it may also serve to preserve health.
- d. **Rehabilitative** means to restore that which one has lost, to a normal or optimum state of health.

Refer to **Attachment D, Service Definitions**, for service-specific medical necessity criteria.

3.2.2 Medicaid Additional Criteria Covered

None Apply.

4.0 When the Procedure, Product, or Service Is Not Covered

Note: Refer to Subsection 2.2.1 regarding EPSDT Exception to Policy Limitations for a Medicaid Beneficiary under 21 Years of Age.

4.1 General Criteria Not Covered

Medicaid shall not cover procedures, products, and services related to this policy when:

- a. the beneficiary does not meet the eligibility requirements listed in **Section 2.0**;
- b. the beneficiary does not meet the medical necessity criteria listed in **Section 3.0**;
- c. the procedure, product, or service unnecessarily duplicates another provider's procedure, product, or service; or
- d. the procedure, product, or service is experimental, investigational, or part of a clinical trial.

4.2 Specific Criteria Not Covered

4.2.1 Specific Criteria Not Covered by Medicaid

None Apply.

4.2.2 Medicaid Additional Criteria Not Covered

None Apply.

5.0 Requirements for and Limitations on Coverage

Note: Refer to Subsection 2.2.1 regarding EPSDT Exception to Policy Limitations for a Medicaid Beneficiary under 21 Years of Age.

5.1 Prior Approval

Medicaid shall require prior approval for Child and Adolescent Day Treatment. The provider shall obtain prior approval before rendering Child and Adolescent Day Treatment services.

5.2 Prior Approval Requirements

5.2.1 General

The provider(s) shall submit to the Department of Health and Human Services (DHHS) Utilization Review Contractor the following:

- a. the prior approval request; and
- b. all health records and any other records that support the beneficiary has met the specific criteria in **Subsection 3.2** of this policy.

5.2.2 Specific

None Apply.

5.3 Utilization Management and Authorization of Covered Services

Refer to **Attachment D** for the specific service definition's utilization management and authorization requirements.

Utilization management must be performed by NC Medicaid's designated contractor or Local Management Entity-Managed Care Organization (LME-MCO).

5.4 Service Orders

Service orders are a mechanism to demonstrate medical necessity for a service and are based upon an assessment of each beneficiary's needs. They are required for each individual service and may be written by a Medical Doctor (MD), Doctor of Osteopathic Medicine (DO), Licensed Psychologist, Nurse Practitioner (NP), or Physician Assistant (PA).

- a. Backdating of service orders is not allowed. (Refer to **Attachment D, Service Definitions**, for the basic criteria to ensure medical necessity.)
- b. Each service order must be signed and dated by the authorizing professional and must indicate the *date* on which the service was ordered.
- c. A service order must be in place before or on the day that the service is initially provided in order to bill Medicaid for the service. Even if the beneficiary is retroactively eligible for Medicaid the provider shall not be able to bill Medicaid without a valid service order.

Service orders are valid for one year from the date of plan entered on a Person-Centered Plan (PCP). Medical necessity must be reviewed, and services must be ordered at least annually, based on the Date of Plan. (Refer to the Division of Mental Health, Developmental Disabilities and Substance Abuse Services (DMHDDSAS) *Person-Centered Planning Instruction Manual* and the DMHDDSAS *Records Management and Documentation Manual* for additional information on service orders, signatures, and the date of plan.)

5.5 Service Summary

5.5.1 Medicaid Service Summary

Medicaid Service	Age	Must be Ordered By
Day Treatment—Child and Adolescent	Age 5 through 20	MD DO Licensed psychologist [that is, a Health Services Provider—Psychologist (HSP-P)] NP PA
Intensive In-home Services	Age 3 through 20	
Multisystemic Therapy	Ages 7 through 17	
Partial Hospitalization	All ages	
Professional Treatment Services in Facility-Based Crisis Programs	Age 21+	
Psychosocial Rehabilitation	Age 21+	

Note: For Medicaid beneficiaries under age 21 EPSDT provisions apply.

5.6 Clinical or Professional Supervision

Covered services are provided to beneficiaries by agencies that are directly enrolled in the Medicaid programs and that employ Licensed Professionals (LPs), Qualified Professionals (QPs), Associate Professionals (APs), and Paraprofessionals. Clinical or professional supervision must be provided according to the supervision and staffing requirements outlined in each service definition. Medically necessary services delivered by APs are delivered under the supervision and direction of the LP or QP. Medically necessary services delivered by Paraprofessionals are delivered under the supervision and direction of the LP, QP or, when the service definition does not specify a more stringent supervision requirement, an AP. Supervision shall be provided at the frequency and for the duration indicated in the individualized supervision plan created for each AP and Paraprofessional upon hire. Each supervision plan must be reviewed annually.

The Licensed Professional or QP personally works with beneficiary's families, and team members to develop an individualized PCP. The LP or QP meets with the beneficiary receiving services throughout the course of treatment to monitor the services being delivered and to review the need for continued services. The supervising professional assumes professional responsibility for the services provided by staff who do not meet QP status and spends as much time as necessary directly supervising the staff member providing the service to ensure that the goals outlined on each PCP are being implemented and that beneficiaries are receiving services in a safe and efficient manner according to accepted standards of practice.

The terms of employment with the directly enrolled provider agency must specify that each supervising professional is to provide adequate supervision for the APs, Paraprofessionals, and other staff in the agency who are assigned to him or her. The provider agency shall ensure that supervisory ratios meet any requirements that are specified in the service definition, are reasonable and ethical, and provide adequate opportunity for the supervising professional to effectively supervise the staff member(s) assigned. Documentation must be kept on file to support the supervision provided to AP and Paraprofessional staff in the delivery of medically necessary services.

5.7 PCPs

Services covered by this policy require a PCP. Refer to the service definitions in **Attachment D**, the *DMHDDSAS Person-Centered Planning Instruction Manual*, and the *DMHDDSAS Records Management and Documentation Manual* for specific information.

The primary reference document for person-centered planning and PCPs is the *DMHDDSAS Person-Centered Planning Instruction Manual*. The guidance offered throughout **Subsection 5.7** is derived from it.

5.7.1 Person-Centered Planning

Person-centered planning is a process of determining real-life outcomes with individuals and developing strategies to achieve those outcomes. The process supports strengths, rehabilitation and recovery, and applies to everyone supported and served in the system. Person-centered planning provides for the individual with the disability to assume an informed and in-command role for life planning and for treatment, service, and support options. The individual with a disability, the legally responsible person, or both direct the process and share authority and responsibility with system professionals for decisions made.

For all beneficiaries receiving services, it is important to include people who are important in the person's life, such as family members, the legally responsible person, professionals, friends and others identified by the beneficiary (for example, employers, teachers, and faith leaders). These individuals can be essential to the planning process and help drive its success. Person-centered planning uses a blend of paid, unpaid, natural and public specialty resources uniquely tailored to the individual or family needs and desires. It is important for the person-centered planning process to explore and use all these resources.

Before any service can be billed to Medicaid, a written PCP for the delivery of medically necessary services must be in place. The PCP must be completed at the time the beneficiary is admitted to a service. Information gathered from discussions with the person or family receiving services and others identified by them, along with recommendations and other information obtained from the comprehensive clinical assessment, together provide the foundation for the development of the PCP. Refer to **Attachment B** for effective PCP goal writing guidelines.

If limited information is available at admission, staff shall document on the PCP whatever is known and update it when additional information becomes available.

5.7.2 PCP Reviews and Annual Rewriting

All PCPs must be updated as needed and must be rewritten at least annually.

At a minimum, the PCP must be reviewed by the responsible professional based upon the following:

- a. Target date or expiration of each goal each goal on the PCP must be reviewed separately, based on the target date associated with it. Short-range goals in the PCP may never exceed 12 months from the Date of Plan;
- b. Change in the beneficiary's needs;
- c. Change in service provider; and
- d. Addition of a new service.

Refer to the *Person-Centered Planning Instruction Manual* and the *Records Management and Documentation Manual* for more detailed information.

For Medicaid beneficiaries who receive psychosocial rehabilitation services, the PCP shall be reviewed every six months.

5.8 Documentation Requirements

The service record documents the nature and course of a beneficiary's progress in treatment. In order to bill Medicaid, providers shall ensure that their documentation is consistent with the requirements contained in this policy, including the service definitions in **Attachment D** and the DMHDDSAS *Records Management and Documentation Manual*.

5.8.1 Responsibility for Documentation

The staff member who provides the service is responsible for accurately documenting the services billed to and reimbursed by Medicaid:

- a. The staff person who provides the service must sign the written entry. The signature must include credentials (professionals) or a job title (paraprofessionals).
- b. A QP is not required to countersign service notes written by a staff person who does not have QP status.

5.8.2 Contents of a Service Note

More than one intervention, activity, or goal may be reported in one service note, if applicable. Service notes unless otherwise noted in the service definition, must include all of the following:

- a. **Date** of service provision;
- b. **Name of service** provided (for example, Mobile Crisis Management);
- c. **Type of contact** (in-person, telehealth, phone call, collateral);
- d. **Place of service**, when required by service definition;
- e. **Purpose** of the contact as it relates to the goal(s) in the PCP;
- f. **Description of the intervention** provided. Documentation of the intervention must accurately reflect treatment for the duration of time indicated. For case management-type services, a description of the case management activity fulfills this requirement;
- g. **Duration** of service: Amount of time spent performing the intervention;
- h. **Assessment of the effectiveness** of the intervention and the beneficiary's progress toward the beneficiary's goal. For case management-type services,

a description of the result or outcome of the case management activity fulfills this requirement;

- i. **Signature** and credentials or job title of the staff member who provided the service, as described in **Subsection 5.8.1**; and
- j. **Each service note page must** be identified with the beneficiary's name, Medicaid identification number and record number.

5.8.3 Other Service Documentation Requirements

Frequency, format, and any other service-specific documentation requirements can be found in the service definitions in **Attachment D** or the DMHDDSAS *Records Management and Documentation Manual*. Services that are billed to Medicaid must comply with Medicaid reimbursement guidelines, and all documentation must relate to goals in the beneficiary's PCP. Refer to **Attachment C** for additional documentation Best Practice guidelines.

Note: Federally recognized Tribes or Indian Health Service Providers are required to follow substantially equivalent standards as required by their regulatory agencies and federal regulations.

6.0 Providers Eligible to Bill for the Procedure, Product, or Service

To be eligible to bill for procedures, products, and services related to this policy, the provider(s) shall:

- a. meet Medicaid qualifications for participation;
- b. have a current and signed Department of Health and Human Services (DHHS) Provider Administrative Participation Agreement; and
- c. bill only for procedures, products, and services that are within the scope of their clinical practice, as defined by the appropriate licensing entity.

6.1 Provider Qualifications and Occupational Licensing Entity Regulations

Qualified provider agencies must be credentialed by NC Medicaid and directly enrolled with the Medicaid program for each service they wish to provide. The credentialing process includes a service-specific checklist and adherence to all of the following:

- a. Rules for Mental Health, Developmental Disability, and Substance Abuse Facilities and Services;
- b. Confidentiality Rules;
- c. Client Rights Rules in Community MHDDSA Services;
- d. Records Management and Documentation Manual;
- e. Implementation Updates to rules, revisions, and policy guidance; and
- f. PCP Manual.

Within one year of Medicaid enrollment, providers shall be nationally accredited by one of the accrediting bodies approved by the N.C. Department of Health and Human Services (DHHS). Staff members providing services shall have all required training as specified in each service definition. Employees and contractors shall meet the requirements specified (10A NCAC 27G .0104) for QP, AP, or Paraprofessional status and shall have the knowledge, skills and abilities required by the population and age to be served.

Provider numbers are assigned by NC Medicaid to qualified provider agencies that bill Medicaid directly.

Competencies are documented along with supervision requirements to maintain that competency. This applies to QPs and APs (10A NCAC 27G .0203) and to Paraprofessionals (10A NCAC 27G .0204).

Some services distinguish between the professionals and paraprofessionals who may provide a particular service. Refer to **Attachment D, Service Definitions**, for service-specific requirements.

Federally recognized tribes or Indian Health Services are exempt from the above requirements as they are governed by Federal Regulations and/or equivalent tribal code.

6.2 Provider Certifications

None Apply.

6.3 Staff Definitions

6.3.1 North Carolina General Statutes Requirements

6.3.1.1 Licensed/Certified Professionals Providing Services Under This Policy

Staff with the following classifications must be licensed or certified, as appropriate, according to North Carolina General Statutes and shall practice within the scope of practice defined by the applicable practice board:

- a. Clinical Mental Health Counselor
- b. Licensed Clinical Mental Health Counselor Associate
- c. Licensed Clinical Addiction Specialist
- d. Licensed Clinical Addiction Specialist Associate
- e. Certified Clinical Supervisor
- f. Licensed Marriage and Family Therapist
- g. Licensed Marriage and Family Therapist Associate
- h. Licensed Clinical Social Worker
- i. Licensed Clinical Social Worker Associate
- j. Doctor of Osteopathy
- k. Licensed Psychologist
- l. Licensed Psychological Associate
- m. Nurse Practitioner
- n. Licensed Physician
- o. Certified Clinical Nurse Specialist (only if certified as an advanced practice psychiatric clinical nurse specialist)
- p. Certified Alcohol and Drug Counselor; and
- q. Physician Assistant

6.3.2 North Carolina Administrative Code Requirements

The following staff may provide services according to 10A NCAC 27G .0104—
Staff Definitions:

- a. Qualified Professional (QP)
- b. Associate Professional (AP)
- c. Paraprofessional

Note: Federally recognized tribes or Indian Health Services are exempt from the above requirements as they are governed by Federal Regulations and/or equivalent tribal code.

7.0 Additional Requirements

Note: Refer to Subsection 2.2.1 regarding EPSDT Exception to Policy Limitations for a Medicaid Beneficiary under 21 Years of Age.

7.1 Compliance

Provider(s) shall comply with the following in effect at the time the service is rendered:

- a. All applicable agreements, federal, state and local laws and regulations including the Health Insurance Portability and Accountability Act (HIPAA) and record retention requirements; and
- b. All NC Medicaid's clinical (medical) coverage policies, guidelines, policies, provider manuals, implementation updates, and bulletins published by the Centers for Medicare and Medicaid Services (CMS), DHHS, its divisions or its fiscal agent. Federally recognized tribal and Indian Health Service providers may be exempt from one or more of these items in accordance with Federal Law and regulations.

7.2 Authority

The following resources, and the rules, manuals, and statutes referenced in them, give the Division of Mental Health, Developmental Disabilities and Substance Abuse Services (DMHDDSAS) the authority to set the requirements included in this policy:

- a. Rules for Mental Health, Developmental Disabilities and Substance Abuse Facilities and Services, Administrative Publication System Manuals (APSM)30-1
- b. DMHDDSAS Records Management and Documentation Manual, APSM 45-2
- c. DMHDDSAS Person-Centered Planning Instruction Manual
- d. N.C. Mental Health, Developmental Disabilities, and Substance Abuse Laws, 2001 (G.S. 122-C)

Note: Federally recognized tribes or Indian Health Services are exempt from the above requirements as they are governed by Federal Regulations and equivalent tribal code.

8.0 Policy Implementation and Revision Information

Original Effective Date: July 1, 1989

Revision Information:

Date	Section Revised	Change
09/01/2005	Section 2.0	A special provision related to EPSDT was added.
12/01/2005	Subsection 2.2	The web address for DMA's EDPST policy instructions was added to this section.
01/01/2006	Subsection 8.1	Procedure code 90782 was end-dated and replaced with 90772.
01/01/2006	Attachment C	Procedure code 90782 was end-dated and replaced with 90772; 96100 was end-dated and replaced with 96101; 96115 was end-dated and replaced with 96116; and 96117 was end-dated and replaced with 96118.
07/01/2006	Policy Title	The title of the policy was changed.
07/01/2006	General Information	References to direct-enrolled residential treatment providers were deleted from the policy.
07/01/2006	Entire Policy	References to area programs were deleted throughout the policy.
07/01/2006	Section 1.0	The reference to the Service Records Manual for MHDDSAS Providers was deleted as one of the rules that provide DMHDDSAS the authority to set requirements for behavioral health services.
07/01/2006	Subsection 2.3	Information pertaining to services that were billed through an area program was deleted.
07/01/2006	Subsection 3.1	References to palliative care and case management including medical necessity criteria for case management were deleted from the policy.
07/01/2006	Subsection 3.2	This section, pertaining to the provision of mental health services through an area program, was deleted from the policy.
07/01/2006	Subsection 5.1	The statement that providers must have a policy regarding how the service orders are documented was deleted. The statement that an approved professional must order services was deleted. The statement that each provider must have a standing order for screening and evaluation services was deleted.
07/01/2006	Subsection 5.2	The Medicaid Services Summary table was updated to reflect who can order specific services.
07/01/2006	Subsection 5.3	This section, pertaining to service orders for retroactively eligible recipients, was deleted from the policy and replaced with a new section pertaining to clinical or professional supervision.

Date	Section Revised	Change
07/01/2006	Subsection 5.4	Information pertaining to the initial authorization for residential child treatment facility services, psychiatric residential facility services, outpatient services, and outpatient specialized therapies was deleted. Instructions pertaining to services that do not require authorization by an external reviewer were deleted. The rest of Section 5.0 was renumbered accordingly.
07/01/2006	Subsection 5.5.2	This section was updated to address the person-centered planning process.
07/01/2006	Subsection 5.5.3	The requirement that all PCPs must be reviewed at least annually was added.
07/01/2006	Subsection 5.6.1	The reference to the Service Records Manual was deleted.
07/01/2006	Subsection 5.6.4	Documentation requirements for case management services were deleted. The Medicaid Service Documentation Requirements table was updated to reflect the documentation requirements for the approved service definitions.
07/01/2006	Section 6.0	Information pertaining to the credentialing process was deleted.
07/01/2006	Subsection 6.1	The staff definition for qualified client record manager was deleted.
07/01/2006	Subsection 7.1	Information pertaining to annual audits was updated. This section pertaining to the Certification of Need for Institutional Care was deleted from the policy.
07/01/2006	Subsection 7.2	This section pertaining to therapeutic leave was deleted from the policy.
07/01/2006	Subsection 7.4	This section pertaining to the F2 stamp requirement was deleted from the policy.
07/01/2006	Subsection 7.5	This section pertaining to Criterion #5 was deleted from the policy.
07/01/2006	Subsection 7.6	This section pertaining to staffing for residential treatment services was deleted from the policy.
07/01/2006	Subsection 7.7	Information from Section 8.3 pertaining to appeal of service denials for non-medically necessary services was added to this section, which was renumbered to Section 7.2.
07/01/2006	Subsection 7.7.3	The portion of this section pertaining to the appeal of a service denial from an area mental health program by DMHDDSAS was deleted from the policy. The remainder of the information in this section (OAH hearings) was renumbered to Section 7.2.3
07/01/2006	Subsection 8.1	This section pertaining to who can bill CPT codes was deleted from the policy.
07/01/2006	Subsection 8.2	This section pertaining to what services can be billed was deleted from the policy.
07/01/2006	Subsection 8.3	Information pertaining to appeal of service denial for non-medically necessary services was moved to Section 7.7 and the section was renumbered to Section 8.1.
07/01/2006	Subsection 8.4	This section pertaining to billing for therapeutic leave was deleted from the policy.

Date	Section Revised	Change
07/01/2006	Attachment C	This attachment pertaining to CPT codes and billable services was deleted from the policy.
07/01/2006	Attachment D	The attachment pertaining to HCPCS codes was updated and renumbered to Attachment C.
07/01/2006	Attachment E	The service definitions listed were revised effective with date of approval by CMS and the attachment was renumbered to Attachment D.
12/01/2006	Subsection 2.2	The special provision related to EPSDT was revised.
12/01/2006	Sections 3.0 and 4.0	A note regarding EPSDT was added to these sections.
04/01/2007	Attachment D, Medicaid Billable Service	A section on Utilization Management and the first sentence under Service Exclusions or Limitations were added after having been inadvertently omitted.
04/01/2007	Attachment D, Partial Hospitalization	The minimum provision was corrected from 3 to 4 hours per day. This is a correction to an error, not a change in coverage.
04/01/2007	Subsection 2.2; Sections 3.0, and 4.0	EPSDT information was revised to clarify exceptions to policy limitations for recipients under 21 years of age.
06/11/2007	Subsection 6.2	Corrected title of Licensed Clinical Supervisor to Certified Clinical Supervisor.
06/11/2007	Attachment D	Revised service definitions for community supports (children and adults).
02/01/2008	Attachment D	Revised service definitions for community supports (children and adults).
01/01/2009	Former Att. D (now E)	Revised service definitions for adult and child community support services.
01/01/2009	General Information	Incorporated into Section 1.0.
01/01/2009	Section 1.0	Added DMHDDSAS Records Management and Documentation Manual, APSM 45-2 and DMHDDSAS Person-Centered Planning Instruction Manual as authorities.
01/01/2009	Former Subsection 2.2 and 2.3	Reversed the order (EPSDT information concludes the section).
01/01/2009	Subsection 3.1	Added standard general criteria for coverage.
01/01/2009	Subsection 4.1	Added standard general criteria for denying coverage.
01/01/2009	Subsection 5.2	Deleted "Supervision" column from table; added Doctors of Osteopathy (DOs) to the "Must Be Ordered By" column for all services.
01/01/2009	Subsection 5.5	Revised description of PCPs to reflect current practice.
01/01/2009	Former Subsections 5.6.1 and 5.6.2	Deleted "Purpose" title and stated the information in 5.6.1 directly under Section 5.6; renumbered Section 5.6.2 to 5.6.1.
01/01/2009	Former Subsection 5.6.3	Deleted section on documentation frequency.

Date	Section Revised	Change
01/01/2009	Former Subsection 5.6.4	Renumbered to 5.6.2 and renamed “Contents of a Service Note.”
01/01/2009	Subsection 5.6.3 (new)	Added section with references to other sources of information for frequency, format, and any other service-specific documentation requirements.
01/01/2009	Former Subsection 5.6.5	Deleted summary table of documentation requirements.
01/01/2009	Subsection 6.2	Divided into two subcategories. Section 6.2.1 is based on N.C. General Statutes definitions; Section 6.2.2 is based on N.C. Administrative Code definitions. Section 6.2.1 is further divided into direct-enrolled providers and others.
01/01/2009	Subsection 7.1 (new)	Added new standard section on compliance and renumbered subsequent headings in this section.
01/01/2009	Former Subsection 7.1 (now 7.2)	Added compliance review to title and discussion.
01/01/2009	Former Subsection 7.2 (now 7.3)	Expanded section on appeal rights to reflect current law. Specifically, added subsection 7.2.2 on Filing the Recipient Hearing Request Form; deleted subsections on Office of Administrative Hearings, Appeal of Service Denial from Other Mental Health Services, and Appeal of Service Reduction, Suspension, or Termination; and added subsection on services during the appeals process.
01/01/2009	Former Sections 8 & 9	Billing Guidelines was renamed “Claims-Related Information” and was moved to Attachment A; standard information and statements were added; subsequent attachments were renumbered; former Section 9.0 became Section 8.0.
06/11/2009	Attachment E	Revised the Utilization Management statements to match actual practice and the DMHDDSAS Web site.
08/01/2009	Attachment E	Added “Role of the Agency Licensed Professional” to service definitions for Community Support (both adults and children or adolescents).
04/01/2010	Attachment E	Updated Child & Adolescent Day Treatment Service Definition with effective date of 4/1/10. Changes include addition of .5 LP in staffing; mandated MOA with LEA; changed eligible age range; updated service description; mandated use of evidence based practice model.
04/01/2010	Attachment E	Added note before each service definition
01/01/2010	Attachment E	SACOT has 60 day pass-through before prior authorization is required.
01/01/2010	Attachment E	SAIOP has 30 day pass through before prior authorization is required.
01/01/2010	Attachment E	Mid-size ACT Team added.
03/01/2010	Attachment E	PSR may now do a weekly full service note.
04/01/2010	Attachment E	Child and Adolescent Day Treatment. MOA requirement removed, but MOA is suggested. Operating hours updated.

Date	Section Revised	Change
07/01/2010	Attachment E	Updated Intensive-In Home Service Definition with effective date of 7/1/10. Changes include updated service description, updated eligibility criteria, and updated staffing.
07/01/2010	All sections and attachment(s)	S.L. 2009-451, s. 10.31. (a) Transition of NCHC Program administrative oversight from the State Health Plan to DMA in the NC Department of Health and Human Services.
07/01/2010	Attachment E	Updated Community Support Team Service Definition with effective date of 7/1/10. Changes include updated service description, updated eligibility criteria, updated service limitations, and updated staffing to include a Licensed or Provisionally Licensed Team Leader.
01/01/2011	Attachment E	Updated the Staff Training Section of Intensive In-Home, Child and Adolescent Day Treatment, and Community Support Team Service Definitions. Removed Community Support - Adult and Community Support - Children service definitions. Inserted a new service definition titled Peer Support Services. Added clarification to the documentation requirements in service definition for Opioid Treatment.
02/15/2011	Sections 1.0, 2.0, 3.0, 4.0, 5.0, 7.0	Updated standard DMA template language
08/01/2011	Attachment E	Revision of Community Support Team to extend allowable time frame for services beyond six months if medically necessary as indicated by an independent assessment. Removal of language pertaining to Community Support Services. Removed the category board-eligible provisionally licensed professional. Provide a requirement of being CABHA in IIH and CST. Provisionally licensed LCAS as able to provide the various substance abuse services.
12/01/2012	All sections and attachment(s)	To comply with G.S. 108A-70.21(b). NCHC coverage shall be equivalent to coverage under Medicaid with some exceptions.
12/01/2012	All sections and attachment(s)	Merge Medicaid and NCHC current coverage into one policy.
12/01/2012	All sections and attachment(s)	Changed recipient to beneficiary per CMS guidelines.
12/01/2012	Attachment D	Attachment D deleted as the HCPCS codes were listed in Attachment A.
12/01/2012	Attachment E	Attachment E was renamed as Attachment D.
12/01/2012	All sections and attachment(s)	Changed patient, recipient, person, him, her, his/her, youth, child, individual, consumer to beneficiary, provisionally licensed to Associate Level licensed as appropriate.
12/01/2012	Attachment D	Removed the Peer Support service definition and references to State Funded services (refer to DMH website for state funded policies).
04/01/2013	Section 1.0	Moved paragraph on authority to Section 7.3
04/01/2013	Section 5.0	Deleted: Prenatal and childbirth services are not covered.

Date	Section Revised	Change
04/01/2013	Section 5.6 and 6.1	Added NCHC to this section to clarify that NCHC beneficiaries must also comply with the supervision requirements of the service definitions.
04/01/2013	Attachment D	Partial Hospitalization - the section on Service Type was modified as follows: This is day or night service that shall be provided a minimum of four hours per day, five days per week, and 12 months a year (exclusive of transportation time), excluding legal or governing body designated holidays.
08/01/2013	Attachment D	Under the Department of Justice agreement, Assertive Community Treatment was revised and updated to match the evidenced-based model and comply with model fidelity as measured by the TMACT.
08/01/2014	All Sections and Attachments	Reviewed policy grammar, readability, typographical accuracy, and format. Policy amended as needed to correct, without affecting coverage.
08/01/2014	All Sections and Attachments	Updated: DSM-IV to DSM-5 language, American Society for Addiction Medicine language pertaining to substance use disorder, 2013 CPT codes, language pertaining to intellectual/ developmental disabilities, as well as other technical, non-substantive, and clarifying language/grammar changes.
08/01/2015	Attachment D	Assertive Community Treatment (ACT) service definition removed from policy as it will be covered under stand-alone policy 8A-1, Assertive Community Treatment (ACT) Program
10/01/2015	All Sections and Attachments	Updated policy template language and added ICD-10 codes to comply with federally mandated 10/1/2015 implementation where applicable.
10/01/2016	Attachment D	SAIOP and SACOT - updated Utilization Management section to change rollover of unmanaged visits from calendar year to state fiscal year.
04/01/2017	SAIOP and SACOT	SAIOP and SACOT – updated the staffing section allowing supervision from both an LCAS or CCS and revising the supervision language so that SAIOP and SACOT were consistent.
04/01/2017	Attachment D	Intensive In Home Services- revised staffing ratio from 1 Team to 8 Families to 1 Team to 12 Families, as directed by 2014 Legislative action and approved by CMS January 5, 2017.
03/15/2019	Table of Contents	Added, “To all beneficiaries enrolled in a Prepaid Health Plan (PHP): for questions about benefits and services available on or after November 1, 2019, please contact your PHP.”
03/15/2019	All Sections and Attachments	Updated policy template language.

Date	Section Revised	Change
06/15/2019	Attachment D	Multisystemic Therapy – removed limit on billable units in 24-hour period. Ambulatory Detoxification – removed NCHC eligibility. Effective date 04/01/2019
08/1/2019	Diagnostic Assessment	Utilization Management language section updated to clarify one unmanaged Diagnostic Assessment is allowed per beneficiary per state fiscal year; and current edition of the American Society of Addiction Medicine (ASAM) specified.
11/01/2019	Attachment A	Updated policy template language: “Unless directed otherwise, Institutional Claims must be billed according to the National Uniform Billing Guidelines. All claims must comply with National Coding Guidelines”.
11/01/2019	Attachment D	Outpatient Opioid Treatment - Under eligibility criteria, deleted criteria item “c” and added a separate stand-alone paragraph utilizing the same wording as had been in item “c”. Removed the word “and” from criteria item “b”.
11/01/2019	Attachment D	Community Support Team (CST) service definition and language removed from policy as it will be covered under stand-alone policy 8A-6, Community Support Team (CST)
12/15/2019	Attachment A	Added: Note: Providers using the Diagnostic Classification of Mental Health and Developmental Disorders of Infancy and Early Childhood (DC:0–5) manual shall submit claims using the ICD-10 diagnosis code that corresponds to the chosen DC:0-5 diagnosis.
12/15/2019	Attachment A	Added: Note: North Carolina Medicaid and North Carolina Health Choice will not reimburse for conversion therapy.
12/15/2019	Attachment A	Added, “Unless directed otherwise, Institutional Claims must be billed according to the National Uniform Billing Guidelines. All claims must comply with National Coding Guidelines.
12/15/2019	Table of Contents	Updated policy template language, “To all beneficiaries enrolled in a Prepaid Health Plan (PHP): for questions about benefits and services available on or after implementation, please contact your PHP.”
04/01/2021	All Sections and Attachments	Diagnostic Assessment service definition removed from policy as it will be covered under stand-alone policy 8A-5, Diagnostic Assessment.
04/01/2022	Related Clinical Coverage Policies	1-H, Telehealth, Virtual Patient Communications, and Remote Patient Monitoring
04/01/2022	Subsection 3.1.1	Added new subsection 3.1.1 Telehealth Services.
04/01/2022	Subsection 5.5.1	Updated Medicaid Service Summary chart.
04/01/2022	Subsection 5.8.2	Deleted “face-to-face” and replaced with “in-person”. Added “telehealth” to Type of Contact.

Date	Section Revised	Change
04/01/2022	Section 6.3.1.1	Added: “Licensed Clinical Mental Health Counselor (LCMHC)” and Licensed Clinical Mental Health Counselor Associate and “Certified Alcohol and Drug Counselor (CADC)” to comply with NC General Assembly Session Law 2019-240 Senate Bill 537. Policy amendment(s) will be effective the date the related rule change for 10A NCAC 27G is finalized. Added: Licensed Clinical Social Worker Associate and Licensed Marriage and Family Therapist Associate.
04/01/2022	Section 6.3.1.1	Added: “Note: To comply with NC General Assembly Session Law 2019-240 Senate Bill 537, licensure name for Licensed Professional Counselor (LPC) is amended to Licensed Clinical Mental Health Counselor (LCMHC); and certification name for Certified Substance Abuse Counselor (CSAC) is amended to Certified Alcohol and Drug Counselor (CADC). Policy amendment(s) will be effective the date the related rule change for 10A NCAC 27G is finalized.”
04/01/2022	Attachment A, Letter C	Deleted: Community Support Team service code description as this is a standalone policy, Clinical Coverage Policy 8A-Community Support Team (CST)
04/01/2022	Attachment A, Letter C	Deleted: Assertive Community Treatment Team service code description as this is a standalone policy, Clinical Coverage Policy 8A-1, Assertive Community Treatment (ACT) Program.
04/01/2022	Attachment A, Letter C	Deleted description of Substance Abuse Medically Monitored Community Residential Treatment
04/01/2022	Attachment A, Letter C	Added columns to service codes indicating if the services were eligible for telehealth eligible. Deleted “30”, added “45”. Added the following note: “Note: As specified within this policy, components of this service may be provided via telehealth by the psychiatrist. Due to this service containing other elements that are not permitted via telehealth, the GT modifier is not appended to the HCPCS code to indicate that a service component has been provided via telehealth.”
04/01/2022	Attachment A, Letter D	Added the following language for telehealth services: Telehealth Claims: Modifier GT must be appended to the CPT or HCPCS code to indicate that a service has been provided via interactive audio-visual communication. This modifier is not appropriate for virtual communications or remote monitoring.
04/01/2022	Attachment A, Letter F	Added language indicating that “telehealth claims should be filed with the provider’s usual place of service code(s) and not place of service 02 (Telehealth).”

Date	Section Revised	Change
04/01/2022	Attachment D	Added: “Certified Alcohol and Drug Counselor (CADC)” to comply with NC General Assembly Session Law 2019-240 Senate Bill 537. Policy amendment(s) will be effective the date the related rule change for 10A NCAC 27G is finalized.”
04/01/2022	Attachment D, Mobile Crisis Management	Added: telehealth. Deleted “face-to-face” and replaced with “in-person”. Added Community Support Team as an exclusion.
04/01/2022	Attachment D, Intensive In-Home Services	Deleted “face-to-face” and replaced with “in-person”. Under Service Definition and Components, deleted “face-to-face.”
04/01/2022	Attachment D, Multisystemic Therapy	Deleted “face-to-face” and replaced with “in-person”. Under Service Definition and Components, deleted “is” and replaced with “consists of”; deleted “face-to-face”; deleted “to” and replaced with “that”; and deleted “all areas of” and replaced with “the following.”
04/01/2022	Attachment D, Child and Adolescent Day Treatment	Deleted “face-to-face” and replaced with “in-person”.
04/01/2022	Attachment D, Partial Hospitalization	Deleted “face-to-face” and replaced with “in-person”.
04/01/2022	Attachment D, Professional Treatment Services in Facility-Based Crisis Program	Deleted “30” and replaced with “45” in Continuation or Utilization Review section.
04/01/2022	Attachment D	Deleted Substance Abuse Cross Reference page
04/01/2022	Attachment D, Substance Abuse Non-Medical Community Residential Treatment	Deleted “30” and replaced with “45” in Service Exclusions and Limitations section
04/01/2022	Attachment D, Substance Abuse Medically Monitored Community Residential Treatment	Added: “to provide consultation. The physician’s assessment must be conducted within 24 hours of admission”. Deleted “30” and added “45” in Utilization Management section.
04/01/2022	Attachment D, Detoxification Services	Added: “to provide consultation. The physician’s assessment must be conducted within 24 hours of admission in-person or via telehealth.”

Date	Section Revised	Change
04/01/2022	Attachment D, Non-Hospital Medical Detoxification	Deleted “30” and replaced with “45” in exclusions section. Added “Physician assessments may be conducted in-person or via telehealth.”
04/01/2022	Attachment D, Outpatient Opioid Treatment	Deleted: One daily unit. Added: “One unit equals one on-site dose or one take-home dose. Take home doses may be provided in accordance with the requirements in 42 CFR 8.12(h)(4)(i). Note: No more take-home doses can be provided then is outlined in 10A NCAC 27G.3600.”
02/15/2023	All Sections and Attachments	Technical, non-substantive, and clarifying grammar changes made throughout policy.
03/01/2023	Section 3.0 When the Procedure, Product, or Service is Covered	Removed: “Telephonic” and “Telephonically” to Subsection 3.1.1.
03/01/2023	Attachment A, Claims-Related Information	Removed: “Triage and Screening” language for Mobile Crisis Management. Added “No” and removed “Yes” for Use GT Modifier for Telehealth for Mobile Crisis Management. Removed: “Telephonic Eligible” and “Use KX Modifier for Telephonic” for Mobile Crisis Management.
03/01/2023	Attachment A, Claims-Related Information, Letter D	Removed: “Telephonic Claims: Modifier KX must be appended to the CPT or HCPCS code to indicate that a service has been provided via telephonic, audio-only communication.” Removed: “Multidisciplinary team: Modifier HT must be appended to HCPCS to indicate that a service has been provided as a team (more than one team member).”
03/01/2023	Attachment D, Mobile Crisis Management	Service Definition and Required Components revised to clarify that MCM is provided 24-hours -a-day, 7-days-a-week. Added: “detoxification supports” and added “withdrawal”. Removed: Crisis response services include screening and assessment; stabilization and de-escalation; and coordination with, and referrals to, health, social, and other services and supports as needed.

03/01/2023	Attachment D, Mobile Crisis Management	<p>Added: These services include immediate telephonic or telehealth response to assess the crisis and determine the risk, mental status, medical stability, and appropriate response. Mobile Crisis Management also includes crisis prevention and supports that are designed to reduce the incidence of recurring crises. These supports and services must be specified in a beneficiary's Crisis Plan, which is a component of all PCPs.</p> <p>Removed amended Staffing Requirements: Added: Licensed Clinical Social Worker Associate, Licensed Clinical Mental Health Counselor Associate, and Licensed Marriage and Family Therapist Associate; Clarified Nurse as a Registered Nurse.</p> <p>Removed: NC Certified Peer Support Specialist or National Federation of Families Certified Family Peer Specialist that meet 10A NCAC 27G .0104 (15) to Staffing Requirement section to clarify additional staff members of the crisis management team.</p> <p>Removed: Training must include trauma-informed care, crisis de-escalation and harm reduction strategies.</p> <p>Removed: Amended Service Type and Setting</p> <p>Added: Annually the aggregate services that have been delivered by the agency must be assessed for each provider agency using the following quality assurance benchmarks:</p> <p>a. Team providing this service shall provide at least 80 percent of their units in-person with beneficiaries of this service.</p> <p>Removed language to clarify triage and screening services can be provided via telehealth or telephonically.</p> <p>Removed language to clarify staffing composition for mobile response.</p> <p>Amended Program Requirements</p> <p>Removed: Mobile Crisis Management services providers shall notify the beneficiary's PHP or PIHP when contacted directly to provide services.</p> <p>Deleted repetitive language: Mobile Crisis Management services shall be delivered in the least restrictive environment and provided in or as close as possible to a beneficiary's home.</p>
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Date	Section Revised	Change
		<p>Removed: MCM requires a multidisciplinary team response that shall consist of at least two team members when a mobile response is required. One team member must be in-person with the beneficiary experiencing the crisis. Additional team members must respond in-person with the beneficiary or be linked in via telehealth. The mobile crisis response must include a licensed clinician that can conduct an assessment within their scope of practice.</p> <p>Removed: Mobile Crisis Management services providers shall maintain relationships with relevant community partners, including medical and behavioral health providers, primary care providers, community health centers, crisis centers, and managed care organizations for the purpose of expediting referrals for ongoing services.</p> <p>Added: Mobile Crisis Management services may be delivered by one or more individual practitioners on the team.</p> <p>Remove revised the Discharge Criteria section.</p> <p>Removed update to Service Exclusion section revised. Clarified that excluded services may not be provided concurrently with mobile crisis management except on the day of admission.</p> <p>Removed: Services must not be provided in conjunction with or at a facility-based crisis or other facilities that provide crisis services, hospitals, emergency departments, inpatient hospitals or institutions for mental disease.</p>
4/15/2023	All Sections and Attachment(s)	Updated policy template language due to North Carolina Health Choice Program's move to Medicaid. Policy posted 4/15/2023 with an effective date of 4/1/2023.
05/02/2023		Updated language on prior implementation posted on mobile crisis requirements. Policy posted 05/02/2023 amended date not changed.
09/15/2023	Attachment D, Intensive-In-Home	Staffing Requirements (a): Removed language requiring the 30-month timeline for an associate level professional team lead actively seeking licensure to begin at the effective date of policy.
09/15/2023	Attachment D, Psychosocial Rehabilitation	Eligibility Criteria (b): Removed meeting level of care criteria

Date	Section Revised	Change
09/15/2023	Attachment D, Child and Adolescent Day Treatment	Staff Requirements (d): Removed the word “dedicated” for licensed professional. Removed language requiring 30-month timeline for an associate level professional team lead actively seeking licensure to begin at the effective date of policy.
09/15/2023	Attachment D, Partial Hospitalization	Eligibility Criteria (a): Removed substance use disorder as an eligible diagnosis. Eligibility Criteria(b): Removed meeting Level of Care Criteria .
03/01/2024	Attachment D, Professional Treatment Services in Facility-Based Crisis Program	Continuation or Utilization Review: Updated number of units to correspond with 7 days for utilization review and 8 days for initial authorization. Increased allowable billing units from 16 to 24 hours in a 24-hour period. Added language to clarify the psychiatrist or physician extender may bill separately for additional psychiatric evaluations (excluding the initial evaluation) and other therapeutic services separately when providing evaluation and management services. Policy posted 3/01/2024 with an effective date of 1/1/2024.
03/01/2024	All Sections and Attachments	Removal of Opioid Treatment Program reference from Subsection 5.5.1 Medicaid Service Summary; Attachment A: Claims-Related Information C. Codes; and Attachment D: Service Definitions due to implementation of standalone policy, CCP 8A-9, Opioid Treatment Program Policy posted 3/01/2024 with an effective date of 1/1/2024.
10/01/2024	Section 5.5.1	Removal of reference to Ambulatory Detoxification Service and Non-Hospital Medical Detoxification Service from the Medicaid Service Summary due to implementation of standalone policies CCP 8A-7, Ambulatory Withdrawal Management Without Extended On-Site Monitoring and CCP 8A-11, Medically Monitored Inpatient Withdrawal Management with an effective date of 10/01/2024.
10/01/2024	Attachment A: Claims-Related Information, Letter C	Removal of reference to Ambulatory Detoxification Service and Non-Hospital Medical Detoxification Service and HCPCS codes due to implementation of standalone policies, CCP 8A-7, Ambulatory Withdrawal Management Without Extended On-Site Monitoring and CCP 8A-11, Medically Monitored Inpatient Withdrawal Management with an effective date of 10/01/2024.

Date	Section Revised	Change
10/01/2024	Attachment D: Service Definitions	Removal of Ambulatory Detoxification Service and Non-Hospital Medical Detoxification Service due to implementation of standalone policies CCP 8A-7, Ambulatory Withdrawal Management Without Extended On-Site Monitoring and CCP 8A-11, Medically Monitored Inpatient Withdrawal Management with an effective date of 10/01/2024.
01/01/2025	Subsection 5.2.2	To comply with the Mental Health Parity and Addiction Equity Act and the Code of Federal Regulations Title 42 Chapter IV Subchapter C Part 438 Subpart K, § 438.900 language referencing prior approval, authorizations, initial authorizations, reauthorizations, concurrent authorization, utilization management and unmanaged units or visits have been removed with the exception of Child and Adolescent Day Treatment.
01/01/2025	Subsection 5.5.1	Removed Mobile Crisis Management as a service order. Removed Medically Supervised or ADATC Detoxification Crisis Stabilization services from Medicaid Service Summary as service is being terminated.
01/01/2025	Subsection 5.8.3	Added “Note: Federally recognized Tribes or Indian Health Service Providers are required to follow substantially equivalent standards as required by their regulatory agencies and federal regulations.”
01/01/2025	Subsection 6.1	Revised “Qualified provider agencies must be credentialed by the LME-MCOs and directly enrolled with the Medicaid program for each service they wish to provide” to clarify that NC Medicaid credentials provider agencies.
01/01/2025	Subsection 6.1	Added Federally recognized tribes or Indian Health Services are exempt from the above requirements as they are governed by Federal Regulations and/or equivalent tribal code.
01/01/2025	Subsection 6.3.1.1	Effective 01/01/2024, 10A NCAC 27G Staff Definitions amended. Removed references to Licensed Professional Counselor (LPC) and Certified Substance Abuse Counselor (CSAC). Removed Note: To comply with NC General Assembly Session Law 2019-240 Senate Bill 537, licensure name for Licensed Professional Counselor (LPC) is amended to Licensed Clinical Mental Health Counselor (LCMHC); and certification name for Certified Substance Abuse Counselor (CSAC) is amended to Certified Alcohol and Drug Counselor (CADC). Policy amendment(s) will be effective the date the related rule change for 10A NCAC 27G is finalized.
01/01/2025	Subsection 6.3.2	Added “Note: Federally recognized tribes or Indian Health Services are exempt from the above requirements as they are governed by Federal Regulations and/or equivalent tribal code.”

Date	Section Revised	Change
01/01/2025	Subsection 7.1, Letter b.	Added “Federally recognized tribal and Indian Health Service providers may be exempt from one or more of these items in accordance with Federal Law and regulations.”
01/01/2025	Subsections 7.2	Added “Note: Federally recognized tribes or Indian Health Services are exempt from the above requirements as they are governed by Federal Regulations and equivalent tribal code.”
01/01/2025	Attachment A: Claims-Related Information, C. Codes	H0012: Removed “not to exceed more than 45 days in a 12-month period.” H0013: Removed “not to exceed more than 45 days in a 12-month period.” Removed reference to Medically Supervised Detoxification Crisis due to termination of service.
01/01/2025	Attachment D	Added Tribal Licensure Standards Under Federal Law language corresponding NC Administrative Rules in the policy that allow exemptions or allowances for Tribal providers and Indian Health Services providers; and updated Provider Requirements section throughout attachment.
01/01/2025	Attachment D	Effective 01/01/2024, 10A NCAC 27G Staff Definitions amended. Removed references to Licensed Professional Counselor (LPC) and Certified Substance Abuse Counselor (CSAC).
01/01/2025	Attachment D	To comply with Mental Health Parity and Addiction Equity Act (MHPAEA) and the Code of Federal Regulations Title 42 Chapter IV Subchapter C Part 438 Subpart K, § 438.900, language referencing prior approval, authorizations, initial authorizations, reauthorizations, concurrent authorization, utilization management and unmanaged units or visits have been removed from Mobile Crisis Management, Intensive In-Home Services, Multisystemic Therapy, Psychosocial Rehabilitation, Partial Hospitalization, Professional Treatment Services in Facility-Based Crisis Program, Substance Abuse Intensive Outpatient Program, Substance Abuse Comprehensive Outpatient Treatment Program, Substance Abuse Non-Medical Community Residential Treatment, and Substance Abuse Medically Monitored Community Residential Treatment.

Date	Section Revised	Change
01/01/2025	Attachment D, Intensive In-Home	Technical change – removed “IIH services are authorized for one individual child in the family.” Exclusion is repeated in the Exclusions and Limitations section. Service Exclusions and Limitations - language revised to indicate "an episode of care" instead of "any active authorization period for this service. IIH services may not be billed for more than one beneficiary in the family during the same episode of care." Replaced "authorization period" with "episode of care". Removed “Medicaid may cover up to 60 days for the initial authorization period, based on medical necessity documented in the beneficiary’s PCP, the authorization request form, and supporting documentation.”
01/01/2025	Attachment D, Multisystemic Therapy	Removed “Services are available in-home, at school, and in other community settings. The duration of MST intervention is 3 to 5 months.”
01/01/2025	Attachment D, Child and Adolescent Day Treatment	Corrected reference to LME by adding MCO and added NC Medicaid designated contractor, Removed “Medicaid or State funds may cover up to 60 days for the initial authorization period based on the medical necessity documented in the beneficiary’s PCP, the authorization request form, and supporting documentation. Submit the reauthorization request before the initial authorization expires. Medicaid funded services cover up to 60 days for reauthorization based on the medical necessity documented in the required PCP, the authorization request form, and supporting documentation.”
01/01/2025	Attachment D	Removed Medically Supervised or ADATC Detoxification Crisis Stabilization services. Coverage for inpatient detoxification services are covered under Medicaid Clinical Coverage Policy 8-B for Inpatient Behavioral Health Services.
01/01/2026	Subsection 5.5.1, Attachment A, Attachment D SAIOP	Removal of Substance Abuse Intensive Outpatient Program reference from Subsection 5.5.1 Medicaid Service Summary; Attachment A: Claims-Related Information C. Codes; and Attachment D: Service Definitions due to implementation of standalone policy, CCP 8A-12 Substance Abuse Intensive Outpatient Program. Policy posted 01/02/2026 with an effective date of 01/01/2026.

Date	Section Revised	Change
01/01/2026	Subsection 5.5.1, Attachment A, and Attachment D SACOT	Removal of Substance Abuse Comprehensive Outpatient Treatment Program reference from Subsection 5.5.1 Medicaid Service Summary; Attachment A: Claims-Related Information C. Codes; and Attachment D: Service Definitions due to implementation of standalone policy, CCP 8A-13 Substance Abuse Comprehensive Outpatient Treatment Program. Policy posted 01/02/2026 with an effective date of 01/01/2026.
01/01/2026	Subsection 5.5.1, Attachment A, and Attachment D Substance Abuse Non-Medical Community Residential Treatment	Removal of Substance Abuse Non- Medical Community Residential Treatment reference from Subsection 5.5.1 Medicaid Service Summary; Attachment A: Claims-Related Information C. Codes; and Attachment D: Service Definitions due to implementation of standalone policy, CCP 8D-5 Clinically Managed Residential Services Policy posted 01/02/2026 with an effective date of 01/01/2026.
01/01/2026	Subsection 5.5.1, Attachment A, and Attachment D Substance Abuse Medically Monitored Community Residential Treatment	Removal of Substance Abuse Medically Monitored Community Residential Treatment reference from Subsection 5.5.1 Medicaid Service Summary; Attachment A: Claims-Related Information C. Codes; and Attachment D: Service Definitions due to implementation of standalone policy, CCP 8D-6 Medically Monitored Intensive Inpatient Services Policy posted 01/02/2026 with an effective date of 01/01/2026.

Attachment A: Claims-Related Information

Provider(s) shall comply with the, *NCTracks Provider Claims and Billing Assistance Guide*, Medicaid bulletins, fee schedules, NC Medicaid's clinical coverage policies and any other relevant documents for specific coverage and reimbursement for Medicaid.

A. Claim Type

Professional (CMS-1500/837P transaction)

Institutional (UB-04/837I transaction)

Unless directed otherwise, Institutional Claims must be billed according to the National Uniform Billing Guidelines. All claims must comply with National Coding Guidelines.

B. International Classification of Diseases and Related Health Problems, Tenth Revisions, Clinical Modification (ICD-10-CM) and Procedural Coding System (PCS)

Provider(s) shall report the ICD-10-CM and Procedural Coding System (PCS) to the highest level of specificity that supports medical necessity. Provider(s) shall use the current ICD-10 edition and any subsequent editions in effect at the time of service. Provider(s) shall refer to the applicable edition for code description, as it is no longer documented in the policy.

Claims submitted to Medicare have specific coding requirements that are substantially different from the requirements for billing Medicaid. Specifically, diagnosis coding is required on all claims to Medicare. The Centers for Medicare and Medicaid Services (CMS) recognizes only the International Classification of Diseases, Tenth Revisions, Clinical Modification (ICD-10-CM) and Procedural Coding System (PCS) codes. CMS does not recognize any diagnosis codes in the Diagnostic and Statistical Manual of Mental Disorders, 5th Edition (DSM-5), or any subsequent editions of this reference material.

For further information about Medicare, refer to Palmetto GBA Medicare (online at <http://www.palmettogba.com/palmetto/palmetto.nsf/DocsCat/Home>).

Note: Providers using the Diagnostic Classification of Mental Health and Developmental Disorders of Infancy and Early Childhood (DC:0–5) manual shall submit claims using the ICD-10 diagnosis code that corresponds to the chosen DC:0-5 diagnosis.

C. Code(s)

Provider(s) shall report the most specific billing code that accurately and completely describes the procedure, product or service provided. Provider(s) shall use the Current Procedural Terminology (CPT), Health Care Procedure Coding System (HCPCS), and UB-04 Data Specifications Manual (for a complete listing of valid revenue codes) and any subsequent editions in effect at the time of service. Provider(s) shall refer to the applicable edition for the code description, as it is no longer documented in the policy.

For providers using institutional claims, providers shall bill the applicable revenue code(s). For providers utilizing professional claims, providers shall select the most specific billing code(s) that accurately describes the service(s) provided.

Mobile Crisis Management (Medicaid)

HCPCS Code	Billing Unit	Triage and Screening Telehealth Eligible	Triage and Screening Use GT Modifier for Telehealth
H2011	1 unit =15 minutes	Yes	No

Intensive In-Home Services (Medicaid)

HCPCS Code	Billing Unit	Telehealth Eligible
H2022	1 unit =1 day	No

Multisystemic Therapy (Medicaid)

HCPCS Code	Billing Unit	Telehealth Eligible
H2033	1 unit =15 minutes	No

Psychosocial Rehabilitation (Medicaid)

HCPCS Code	Billing Unit	Telehealth Eligible
H2017	1 unit =15 minutes	No

Child and Adolescent Day Treatment (Medicaid)

HCPCS Code	Bill with Modifier	Billing Unit	Telehealth Eligible
H2012	HA	1 unit =1 hour	No

Partial Hospitalization (Medicaid)

HCPCS Code	Billing Unit	Telehealth Eligible
H0035	1 unit =1 event	No

Professional Treatment Services in Facility-Based Crisis Programs – Adult (Medicaid Only)

HCPCS Code	Billing Unit	Telehealth Eligible
S9484	1 unit = 1 hour	No

Unlisted Procedure or Service

CPT: The provider(s) shall refer to and comply with the Instructions for Use of the CPT Codebook, Unlisted Procedure or Service, and Special Report as documented in the current CPT in effect at the time of service.

HCPCS: The provider(s) shall refer to and comply with the Instructions for Use of HCPCS National Level II codes, Unlisted Procedure or Service and Special Report as documented in the current HCPCS edition in effect at the time of service.

D. Modifiers

Provider(s) shall follow applicable modifier guidelines. Refer to **Section C** above.

Non-Telehealth Claims: Provider(s) shall follow applicable modifier guidelines.

Telehealth Claims: Modifier GT must be appended to the CPT or HCPCS code to indicate that a service has been provided via interactive audio-visual communication.

Telephonic Claims: Modifier KX must be appended to the CPT or HCPCS code to indicate that a service has been provided via telephonic, audio-only communication.

Multidisciplinary team: Modifier HT must be appended to HCPCS to indicate that a service has been provided as a team (more than one team member).

E. Billing Units

Provider(s) shall report the appropriate procedure code(s) used which determines the billing unit(s).

F. Place of Service

Places of service shall vary depending on the specific service rendered. They include the following: community settings such as primary private residence, school, shelters, work locations, and hospital emergency rooms; licensed substance abuse settings; and licensed crisis settings.

Telehealth claims should be filed with the provider's usual place of service code(s) and not place of service 02 (Telehealth).

G. Co-payments

For Medicaid refer to Medicaid State Plan:

<https://medicaid.ncdhhs.gov/meetings-notices/medicaid-state-plan-public-notices>

H. Reimbursement

Provider(s) shall bill their usual and customary charges.

For a schedule of rates, refer to: <https://medicaid.ncdhhs.gov/>

A qualified provider who renders services to a Medicaid beneficiary shall bill all other third-party payers, including Medicare, before submitting a claim for Medicaid reimbursement.

Note: North Carolina Medicaid shall not reimburse for conversion therapy.

Attachment B: Goal Writing

“A usefully stated objective [goal] is one that succeeds in communicating an intended result.”
[Mager, Preparing Instructional Objectives].

A strong, well-written goal will communicate three pieces of information: what the person will do (behavior); under what conditions the performance will occur (condition); and the acceptable level of performance (criteria).

What the Person Will Do refers to the **behavior, performance, or action** of the person for whom the goal is written. In services for people with disabilities, especially in the context of person-centered services, behavioral objectives or goals should be stated in positive, affirmative language.

Under What Conditions the Performance Will Occur is the part of the goal that describes the **action of the staff person or staff intervention**. Specifically address what assistance the staff person will provide, or what the staff person will do (if anything) to see that the behavior, performance, or action of the individual occurs. Here are some examples of conditions and interventions:

- With assistance from a staff person...
- When asked...
- With suggestions from a team member...
- With physical assistance...
- Given that Ellen has received instruction...
- Given that Jeremy has the phone book in front of him...
- Without any verbal suggestions...
- Given that a staff person has shown Jose where the detergent is...
- With no suggestions or demonstrations...

Acceptable Level of Performance refers to **criteria**. This means the goal must include a description of how “achievement” will must be defined. In writing this part of the goal, always consider how the person or the people who know the person well define success. Performance may be overt, which can be observed directly, or it may be covert, which means it cannot be observed directly, but is mental, invisible, cognitive, or internal. *[Mager, Preparing Instructional Objectives].*

Measurable Goals are most easily written by using words that are open to *fewer interpretations*, rather than words that are open to *many interpretations*. Consider the following examples:

a. Words open to many interpretations (TRY NOT TO USE THESE WORDS) are:

- to know
- to understand
- to really understand
- to appreciate
- to fully appreciate
- to grasp the significance of
- to enjoy
- to believe
- to have faith in
- to internalize

- b. Words open to fewer interpretations (USE THESE *TYPES OF WORDS*) are:
- to write
 - to recite
 - to identify
 - to sort
 - to solve
 - to construct
 - to build
 - to compare
 - to contrast
 - to smile
- c. Here are some examples of goals that are written using positive language and that include the elements above:
- With staff assistance [*condition*], Marsha will choose her clothing, based on the weather [*performance*], five out of seven days for the next three months [*criteria*].
 - Adam will identify places he can go in his free time [*performance*], without any suggestions from staff [*condition*], each Saturday morning for the next three months [*criteria*].
 - With gentle, verbal encouragement from staff [*condition*], Charles will not scream while eating [*performance*], two out of three meals, for five minutes each time, for the next two months [*criteria*].
 - Given that Rosa has received instructions [*condition*], she will call her therapist to make her own appointments [*performance*], as needed during the next four months [*criteria*].
 - With suggestions from a support team member [*condition*], Henry will write a letter to his father [*performance*], once a month for the next six months [*criteria*].

Attachment C: Documentation—Best Practice Guidelines

Services that are billed to Medicaid must comply with Medicaid reimbursement guidelines, and all documentation must relate to goals in the beneficiary's PCP. To assist in assuring that these guidelines are met, the *Service Records Resource Manual for Area Programs and Contract Agencies, APSM 45-2A* recommends that documentation be:

- a. **Accurate** — describing the facts as observed or reported;
- b. **Timely** — recording significant information at the time of the event, to avoid inaccurate or incomplete information;
- c. **Objective** — recording facts and avoiding drawing conclusions. Professional opinion must be phrased to clearly indicate that it is the view of the recorder;
- d. **Specific, concise, and descriptive** — recording in detail rather than in general terms, being brief and meaningful without sacrificing essential facts, and thoroughly describing observation and other pertinent information;
- e. **Consistent** — explaining any contradictions and giving the reasons for the contradictions;
- f. **Comprehensive, logical, and reflective of thought processes** — recording significant information relative to an individual's condition and course of treatment or rehabilitation. Document pertinent findings, services rendered, changes in the beneficiary's condition, and response to treatment or rehabilitation, as appropriate. Include justification for initial services as well as continued treatment or rehabilitation needs. Document reasons for any atypical treatment or rehabilitation utilized.
- g. **Clear** — recording meaningful information, particularly for other staff involved in the care or treatment of the individual. **Write in non-technical terms** to the extent possible.

Attachment D: Service Definitions

Mobile Crisis Management (MHDDSA): Medicaid Billable Service

Service Definition and Required Components

Mobile Crisis Management (MCM) involves all support, services and treatments necessary to provide integrated crisis response, crisis stabilization interventions, and crisis prevention activities. Mobile Crisis Management services are available at all times, 24-hours-a-day, 7-days-a-week, 365-days-a-year. Crisis response provides an immediate evaluation, triage and access to acute mental health, intellectual/developmental disabilities, or substance abuse services, treatment, and supports to effect symptom reduction, harm reduction, or to safely transition persons in acute crises to appropriate crisis stabilization and detoxification supports or services. These services include immediate telephonic or telehealth response to assess the crisis and determine the risk, mental status, medical stability, and appropriate response.

Mobile Crisis Management also includes crisis prevention and supports that are designed to reduce the incidence of recurring crises. These supports and services must be specified in a beneficiary's Crisis Plan, which is a component of all PCPs.

Provider Requirements

Mobile Crisis Management services must be delivered by a team of practitioners employed by a mental health, substance abuse or intellectual and developmental disability provider organization that meets the provider qualification policies and procedures established by the Division of Mental Health (DMH). These policies and procedures set forth the administrative, financial, clinical, quality improvement, and information services infrastructure necessary to provide services. Provider organizations shall demonstrate that they meet these standards by being credentialed by NC Medicaid. Within three years of enrollment as a provider, the organization shall have achieved national accreditation.

The organization must be established as a legally recognized entity:

- a. within the United States; **and**
- b. qualified or registered to do business as a corporate entity in the State of North Carolina; **or**
- c. established by the Federally Recognized Tribe; **or**
- d. be an Indian Health Service Provider.

Staffing Requirements

Mobile Crisis Management services must be provided by a team of individuals that includes a QP according to 10A NCAC 27G .0104 and who shall either be a nurse, clinical social worker or psychologist as defined in this administrative code. One of the team members shall be a LCAS, CCS, a Certified Alcohol and Drug Counselor (CADC). Each organization providing crisis management shall have 24-hours-a-day, 7-days-a-week, 365-days-a-year access, to a board certified or eligible psychiatrist. The psychiatrist shall be available for in-person, telehealth, or telephonic consultation to crisis staff. A QP or AP with experience in intellectual and developmental disabilities shall be available to the team as well. Paraprofessionals with competency in crisis management may also be members of the crisis management team when supervised by the QP. A supervising professional shall be available for consultation when a Paraprofessional is providing services.

All staff providing crisis management services shall demonstrate competencies in crisis response and crisis prevention. At a minimum, these staff shall have:

- a. a minimum of one year's experience in providing crisis management services in the following settings: assertive outreach, assertive community treatment, emergency department or other service providing 24-hours-a-day, 7-days-a-week, response in emergent or urgent situations; and
- b. 20 hours of training in appropriate crisis intervention strategies within the first 90 days of employment.

Professional staff shall have appropriate licenses, certification, training and experience and non-licensed staff shall have appropriate training and experience.

Service Type and Setting

Mobile Crisis Management is a direct and periodic service that is available at all times, 24-hours-a-day, 7-days-a-week, 365-days-a-year. It is a "second level" service, in that other services must be billed before Crisis Management, as appropriate and if there is a choice. For example, if the beneficiary's outpatient clinician stabilized his or her crisis, the outpatient billing code shall be used, not crisis management. If a Community Support Team worker responds and stabilizes his or her crisis, the Community Support Team billing code shall be used.

Units shall be billed in 15-minute increments.

Mobile Crisis Management services are primarily delivered in-person with the beneficiary and in locations outside the agency's facility. Annually the aggregate services that have been delivered by the agency must be assessed for each provider agency using the following quality assurance benchmarks:

- a. Team providing this service shall provide at least 80 percent of their units in-person with beneficiaries of this service.
- b. If an in-person assessment is required, this assessment must be delivered in the least restrictive environment and provided in or as close as possible to a beneficiary's home, in the beneficiary's natural setting, school, work, local emergency room, etc. This response must be mobile. The result of this assessment must identify the appropriate crisis stabilization intervention.

Note: For all services, federal Medicaid regulations shall deny Medicaid payment for services delivered to inmates of public correctional institutions or for patients in facilities with more than 16 beds that are classified as Institutions of Mental Diseases.

Program Requirements

Mobile Crisis Management services shall be delivered in the least restrictive environment and provided in or as close as possible to a beneficiary's home.

Mobile Crisis Management services must be capable of addressing all psychiatric, substance use disorder, and intellectual and developmental disability crises for all ages to help restore (at a minimum) a beneficiary to his or her previous level of functioning.

Mobile Crisis Management services may be delivered by one or more individual practitioners on the team.

For beneficiaries new to the public system, Mobile Crisis Management must develop a Crisis Plan before discharge. This Crisis Plan shall be provided to the beneficiary, caregivers (if appropriate), and any agencies that may provide ongoing treatment and supports after the crisis has been stabilized. For beneficiaries who are already receiving services, Mobile Crisis Management must recommend revisions to existing crisis plan components in PCPs, as appropriate.

Utilization Management

For beneficiaries enrolled with the LME-MCO, the crisis management provider shall contact the LME-MCO to determine if the beneficiary is enrolled with a provider that should and can provide or be involved with the response. Mobile Crisis Management shall be used to divert individuals from inpatient psychiatric and detoxification services. These services are not used as “step down” services from inpatient hospitalization.

Eligibility Criteria

The beneficiary is eligible for this service when the following criteria are met:

- a. the beneficiary or family are experiencing an acute, immediate crisis as determined by a crisis rating scale specified by DMH;

AND

- b. the beneficiary or family has insufficient or severely limited resources or skills necessary to cope with the immediate crisis.

OR

- b. the beneficiary or family members evidence impairment of judgment, impulse control, cognitive or perceptual disabilities;

OR

- c. the beneficiary is intoxicated or in withdrawal, in need of substance use disorder treatment and unable to access services without immediate assistance.

Priority should be given to a beneficiary with a history of multiple crisis episodes or who are at substantial risk of future crises.

Continued Service Criteria

The beneficiary is eligible to continue this service if the crisis has not been resolved or his or her crisis situation has not been stabilized, which may include placement in a facility-based crisis unit or other appropriate residential placement.

Discharge Criteria

The beneficiary meets the criteria for discharge if any one of the following applies:

The Beneficiary’s crisis has been stabilized and his or her need for ongoing treatment or supports has been assessed. If the beneficiary has continuing treatment or support needs, a linkage to ongoing treatment or supports has been made.

Expected Outcomes

This service includes a broad array of crisis prevention and intervention strategies which assist the beneficiary in managing, stabilizing or minimizing clinical crisis or situations. This service is designed to rapidly assess crisis situations and a beneficiary's clinical condition, to triage the severity of the crisis, and to provide immediate, focused crisis intervention services which are mobilized based on the type and severity of crisis.

Documentation Requirements

The minimum standard is a daily full-service note that includes the:

- a. Beneficiary's name;
- b. Beneficiary's Medicaid or NCHC identification number;
- c. Date of service;
- d. Purpose of contact;
- e. Description of the provider's interventions;
- f. Time spent performing the interventions;
- g. Effectiveness of the intervention; and
- h. Signature of the staff providing the service.

Treatment logs or preprinted check sheets are not sufficient to provide the necessary documentation. For a beneficiary new to the public system, Mobile Crisis Management shall develop a crisis plan before discharge.

Service Exclusions

Services that may not be concurrently provided with Mobile Crisis Management include the following:

- a. Assertive Community Treatment Program;
- b. Community Support Treatment;
- c. Intensive In-Home Services;
- d. Multisystemic Therapy;
- e. Medical Community Substance Abuse Residential Treatment;
- f. Non-Medical Community Substance Abuse Residential Treatment;
- g. Detoxification Services;
- h. Inpatient Substance Abuse Treatment;
- i. Inpatient Psychiatric Treatment, and Psychiatric Residential Treatment Facility except for the day of admission.; and
- j. Mobile Crisis Management services may be provided to an individual who receives inpatient psychiatric services on the same day of service.

Note: For Medicaid beneficiaries under the age of 21, additional products, services, or procedures may be requested even if they do not appear in the N.C. State Plan or when coverage is limited to those over 21 years of age. Service limitations on scope, amount, or frequency described in the coverage policy may not apply if the product, service, or procedure is medically necessary.

Intensive In-Home Services: Medicaid Billable Service

Service Definition and Required Components

The Intensive In-Home (IIH) service is a team approach designed to address the identified needs of children and adolescents who, due to serious and chronic symptoms of an emotional, behavioral, or substance use disorder, are unable to remain stable in the community without intensive interventions. This service may only be provided to beneficiaries through age 20. This medically necessary service directly addresses the beneficiary's mental health or substance use disorder diagnostic and clinical needs. The needs are evidenced by the presence of a diagnosable mental, behavioral, or emotional disturbance (as defined by DSM-5, or any subsequent editions of this reference material), with documentation of symptoms and effects reflected in the Comprehensive Clinical Assessment and the Person-Centered Plan (PCP). This team provides a variety of clinical rehabilitative interventions available 24 hours per day, 7 days per week, 365 days per year.

This is a time-limited, intensive child and family intervention based on the clinical needs of the beneficiary. The service is intended to accomplish the following:

- a. reduce presenting psychiatric or substance use disorder symptoms;
- b. provide first responder intervention to diffuse current crisis;
- c. ensure linkage to community services and resources; and
- d. prevent out of home placement for the beneficiary.

The parent or caregiver must be an active participant in the treatment. The team provides individualized services that are developed in full partnership with the family. Effective engagement, including cultural sensitivity, is essential in providing services in the family's living environment. Services are generally more intensive at the beginning of treatment and decrease over time as the beneficiary's skills develop.

This team service includes a variety of interventions that are available 24 hours per day, 7 days per week, 365 days per year. Services are delivered by the IIH staff who maintain contact and intervene as one organizational unit. IIH services are provided through a team approach; however, discrete interventions may be delivered by any one or more team members as clinically indicated. Not all team members are required to provide direct intervention to each beneficiary on the caseload. The Team Leader must provide direct clinical interventions with each beneficiary. The team approach involves structured, scheduled therapeutic interventions to provide support and guidance across multiple functional domains including emotional, medical and health. This service is not delivered in a group setting.

IIH services are delivered to children and adolescents, primarily in their living environments, with a family focus, and IIH services include but are not limited to the following interventions as clinically indicated:

- a. individual and family therapy;
- b. substance use disorder treatment interventions;
- c. developing and implementing a home-based behavioral support plan with the beneficiary and the beneficiary's caregivers;
- d. psychoeducation imparts information about the beneficiary's diagnosis, condition, and treatment to the beneficiary, family, caregivers, or other individuals involved with the beneficiary's care;

- e. intensive case management includes the following:
 - 1. assessment;
 - 2. planning;
 - 3. linkage and referral to paid and natural supports; and
 - 4. monitoring and follow up.
- f. arrangements for psychological and psychiatric evaluations; and
- g. crisis management.

The IHH Team shall provide “first responder” crisis response, as indicated in the PCP, 24-hours-a-day, 7-days-a-week, 365-days-a-year, to beneficiaries of this service.

In partnership with the beneficiary, the beneficiary’s family, and the legally responsible person, as appropriate, the licensed or QP is responsible for convening the Child and Family Team, which is the vehicle for the person-centered planning process. The licensed or QP is responsible for monitoring and documenting the status of the beneficiary’s progress and the effectiveness of the strategies and interventions outlined in the PCP. The licensed or QP consults with identified medical (such as primary care and psychiatric) and non-medical providers (e.g., county or tribal department of social services [DSS], school, the Department of Juvenile Justice and Delinquency Prevention [DJJDP], or tribal Department of Juvenile Justice) engages community and natural supports, and includes their input in the person-centered planning process.

A signed service order shall be completed by a physician, licensed psychologist, PA, or NP according to his or her scope of practice and shall be accompanied by other required documentation as outlined elsewhere in this policy (NC Medicaid Clinical Coverage Policy 8A, *Enhanced Mental Health and Substance Abuse Services*). Each service order shall be signed and dated by the authorizing professional and shall indicate the *date* on which the service was ordered. A service order shall be in place *prior to* or on the day that the service is initially provided in order to bill Medicaid for the service. The service order shall be based on a comprehensive clinical assessment of the beneficiary’s needs.

Provider Requirements

IHH services shall be delivered by practitioners employed by mental health or substance abuse provider organizations that:

- a. are currently certified as a Critical Access Behavioral Healthcare Agency (CABHA) or a federally recognized tribal provider or Indian Health Service provider;
- b. meet the provider qualification policies, procedures, and standards established by NC Medicaid;
- c. meet the provider qualification policies, procedures, and standards established by the Division of Mental Health, Developmental Disabilities and Substance Abuse Services (DMHDDSAS); and
- d. fulfill the requirements of 10A NCAC 27G.

These policies and procedures set forth the administrative, financial, clinical, quality improvement, and information services infrastructure necessary to provide services. Provider organizations shall demonstrate that they meet these standards by being credentialed by NC Medicaid. As part of the endorsement, the provider must notify the LME-MCO of the therapies, practices, or models that the provider has chosen to implement. Additionally, within one year of enrollment as a provider with NC Medicaid, the organization shall achieve national accreditation with at least one of the designated accrediting agencies. (Providers who were enrolled prior to July 1, 2008, shall have achieved national accreditation within three years of their enrollment date.) The organization shall be established as a legally constituted entity capable of meeting all of the requirements of the Provider Endorsement, Medicaid Enrollment Agreement, Medicaid Bulletins, and service implementation standards.

The IHH service provider organization shall comply with all applicable federal and state requirements. This includes, but is not limited to, DHHS statutes, rules, policies, and Implementation Updates; Medicaid Bulletins; and other published instruction.

Staffing Requirements

All treatment shall be focused on, and for the benefit of, the eligible beneficiary of IHH services. The service model requires that IHH staff provide 24-hour-a-day coverage, 7-days-a-week, 365-days-a-year. This service model is delivered by an IHH team comprised of one full-time equivalent (FTE) team leader and at least two additional full-time equivalent positions as follows:

- a. one FTE team leader who is a licensed professional who has the knowledge, skills, and abilities required by the population and age to be served (may be filled by no more than two individuals). An associate level professional actively seeking licensure may serve as the team leader conditional upon being fully licensed within 30 months from the date of hire;
- b. one FTE QP who has the knowledge, skills, and abilities required by the population and age to be served (may be filled by no more than two individuals); and
- c. one FTE QP or AP who has the knowledge, skills, and abilities required by the population and age to be served (may be filled by no more than two individuals).

For IHH services focused on substance use disorder interventions, the team shall include at least one certified clinical supervisor (CCS), licensed or associate level licensed clinical addiction specialist (LCAS), certified alcohol and drug counselor (CADC) as a member of the IHH team.

All staff providing Intensive In-Home Services to children and families must have a minimum of one (1) year documented experience with this population.

No IHH team member who is actively fulfilling an IHH team role may contribute to the staffing ratio required for another service during that time. When fulfilling the responsibilities of IHH services, the staff member shall be fully available to respond in the community.

The team-to-family ratio shall not exceed 1:12 for each IHH team.

The team leader is responsible for the following:

- a. providing individual and family therapy for each beneficiary served by the team;
- b. designating the appropriate team staff such that specialized clinical expertise is applied as clinically indicated for each beneficiary;
- c. providing and coordinating the assessment and reassessment of the beneficiary's clinical needs;
- d. providing clinical expertise and guidance to the IHH team members in the team's interventions with the beneficiary; and
- e. providing the clinical supervision of all members of the team for the provision of this service. An individual supervision plan is required for all IHH team members exclusive of the Team Leader.

Licensed professional or qualified professional has responsibility for the following:

- a. coordinates and oversees the initial and ongoing assessment activities;
- b. convening the Child and Family Team for person-centered planning;
- c. completing the initial development and ongoing revision of the PCP and ensuring its implementation;
- d. consulting with identified medical (for example, primary care and psychiatric) and non-medical (for example, DSS, school, DJJDP) providers, engaging community and natural supports, and including their input in the person-centered planning process;
- e. ensuring linkage to the most clinically appropriate and effective services including arranging for psychological and psychiatric evaluations;
- f. providing and coordinating behavioral health services and other interventions for the beneficiary or other family members with other licensed professionals and Child and Family Team members; and
- g. monitoring and documenting the status of the beneficiary's progress and the effectiveness of the strategies and interventions outlined in the PCP.

All IHH staff have responsibility for the following under the direction of the team leader:

- a. Participating in the person-centered planning process;
- b. Assisting with implementing a home-based behavioral support plan with the beneficiary and the beneficiary's caregivers as indicated in the PCP;
- c. Providing psychoeducation as indicated in the PCP;
- d. Assisting the team leader in monitoring and evaluating the effectiveness of interventions, as evidenced by symptom reduction and progress toward goals identified in the PCP;
- e. Assisting with crisis interventions; and
- f. Assisting the team leader in consulting with identified providers, engaging community and natural supports, and including their input in the person-centered planning process.

All members of the IHH services team shall be supervised by the team leader. Persons who meet the requirements specified for QP or AP status according to 10A NCAC 27G .0104 and who have the knowledge, skills, and abilities required by the population and age to be served may deliver IHH services.

Family members or legally responsible persons of the beneficiary may not provide these services for reimbursement.

Note: Supervision of IHH staff is covered as an indirect cost and therefore must not be billed separately an IHH service.

Staff Training

The following are the requirements for training staff in IHH.

All IHH Team Staff

- a. Within 30 days of hire to provide IHH services, all staff shall complete the following training requirements:
 1. 3 hours of training in the IHH service definition required components;
 2. 3 hours of crisis response training; and
 3. 3 hours of PCP Instructional Elements (required for only IHH Team Leaders and IHH QP staff responsible for PCP) training;

AND

- b. Within 90 days of hire to provide this service, or by June 30, 2011 for staff who were currently working as an IHH team member as of January 1, 2011, all IHH staff shall complete the following training requirements:

IHH staff must complete 24 hours* of training (a minimum of 3 days) in one of the designated therapies, practices or models below specific to the population(s) to be served by each IHH Team. The designated therapies, practices or models are as follows:

1. Cognitive Behavior Therapy;
2. Trauma-Focused Therapy (For Example: Seeking Safety, Trauma Focused CBT, Real Life Heroes); or
3. Family Therapy (For Example: Brief Strategic Family Therapy, Multidimensional Family Therapy, Family Behavior Therapy, Child Parent Psychotherapy, or Family Centered Treatment).
 - A. Practices or models must be treatment focused, not prevention focused.
 - B. Each practice or model chosen must specifically address the treatment needs of the population to be served by each IHH.
 - C. Cognitive Behavior Therapy training must be delivered by a licensed professional.
 - D. Trauma-focused therapy and family therapy training must be delivered by a trainer who meets the qualifications of the developer of the specific therapy, practice or model and meets the training standard of the specific therapy, practice or model. If no specific trainer qualifications are specified by the model, then the training must be delivered by a licensed professional.

*Licensed professionals (LP) who have documented evidence of post graduate training in the chosen qualifying practice (identified in this clinical coverage policy) dated no earlier than March 20, 2006 may count those training hours toward the 24-hour requirement. It is the responsibility of the LP to have clearly documented evidence of the hours and type of training received.

Licensed (or associate level licensed, under supervision) staff shall be trained in and provide the aspects of these practice(s) or model(s) that require licensure, such as individual therapy or other therapeutic interventions falling within the scope of practice of licensed professionals. It is expected that licensed (or associate level licensed, under supervision) staff shall practice within their scope of practice.

Non-licensed staff [QPs and APs] shall be trained in and provide only the aspects of these practice(s) or model(s) that do not require licensure and are within the scope of their education, training, and expertise. Non-licensed staff must practice under supervision according to the service definition. It is the responsibility of the licensed (or associate level licensed, under supervision) supervisor and the Critical Access Behavioral Health Agency (CABHA) Clinical Director to ensure that the non-licensed staff practice within the scope of their education, training, and expertise and are not providing any services that require licensure.

All follow up training, clinical supervision, or ongoing continuing education requirements for fidelity of the clinical model or EBP(s) must be followed.

AND

- c. On an annual basis, follow up training and ongoing continuing education for fidelity to the chosen modality (Cognitive Behavioral Therapy, Trauma Focused Therapy, Family Therapy) is required. If no requirements have been designated by the developers of that modality, a minimum of 10 hours of continuing education in components of the selected modality must be completed annually.

IIH Team Leaders

- a. In addition to the training required for all IIH staff, IIH team leaders, within 90 days of hire to provide this service, or by March 31, 2011 for staff who were currently working as an IIH Team member as of January 1, 2011, shall complete the following training requirements:
 - 1. 13 hours of Introductory Motivational Interviewing (MI) training by a MINT Trainer** (mandatory 2-day training);
 - 2. 11 hours of Introduction to System of Care Training; and
 - 3. 12 hours of Person-Centered Thinking (PCT) training from a Learning Community for Person Centered Practices certified PCT trainer.
 - A. All new hires to IIH must complete the full 12-hour training.
 - B. Staff who previously worked in IIH for another agency and had six hours of PCT training under the old requirement shall have to meet the 12-hour requirement when moving to a new company.
 - C. The 12-hour PCT training must be portable if an employee changes jobs any time after completing the 12-hour requirement, as long as there is documentation of such training in the new employer's personnel records.
 - D. Staff who previously worked in IIH within the same agency and had six hours of PCT training under the old requirement may complete the additional six hour PCT or Recovery training curriculum when available as an alternative to the full 12 hour training; if not, then the full 12 hour training must be completed.

AND

- b. Within 90 days of hire to provide this service, or by June 30, 2011 for staff who were currently working as an IIH Team member as of January 1, 2011, all IIH Team Leaders shall complete all supervisory level training required by the developer of the designated therapy, practice or model. If no specific supervisory level training exists for the designated therapy, practice, or model, then all IIH Team Leaders must complete a minimum of 12 hours of clinical supervision training.

All Non-Supervisory IHH Staff (QPs and APs)

In addition to the training required for all IHH staff, non-supervisory IHH staff, within 90 days of hire to provide this service, or by June 30, 2011 for staff who were currently working as an IHH Team member as of January 1, 2011, shall complete the following training requirements:

- a. 13 hours of Introductory Motivational Interviewing (MI) training by a MINT Trainer** (mandatory 2-day training);
- b. 11 hours of Introduction to System of Care Training; and
- c. 12 hours of Person-Centered Thinking training from a Learning Community for Person Centered Practices certified PCT trainer.
 1. All new hires to IHH must complete the full 12-hour training.
 2. Staff who previously worked in IHH for another agency and had six hours of PCT training under the old requirement shall have to meet the 12-hour requirement when moving to a new company.
 3. The 12-hour PCT training must be portable if an employee changes jobs any time after completing the 12-hour requirement, as long as there is documentation of such training in the new employer's personnel records.
 4. Staff who previously worked in IHH within the same agency and had six hours of PCT training under the old requirement may complete the additional six-hour PCT or Recovery training curriculum when available as an alternative to the full 12-hour training; if not, then the full 12-hour training must be completed.

****Note:** Motivational Interviewing training must be provided by a Motivational Interviewing Network of Trainers (MINT) trainer (www.motivationalinterview.org).

Motivational Interviewing and all selected therapies, practices and models must be designated in the provider's program description. All staff shall be trained in Motivational Interviewing as well as the other practice(s) or model(s) identified above and chosen by the provider. All training shall be specific to the role of each staff member and specific to the population served.

The following table summarizes the training requirements for the IHH service.

Time Frame	Training Required	Who	Total Minimum Hours Required
Within 30 days of hire to provide service	<ul style="list-style-type: none"> ▪ 3 hours IHH service definition required components ▪ 3 hours of crisis response 	▪ All Staff	6 hours
	<ul style="list-style-type: none"> ▪ 3 hours of PCP Instructional Elements 	<ul style="list-style-type: none"> ▪ IHH Team Leaders ▪ QPs responsible for PCP 	3 hours
Within 90 days of hire to provide this service, or by March 31, 2011 for staff members of existing providers	<ul style="list-style-type: none"> ▪ 13 hours of Introductory Motivational Interviewing* (MI) (mandatory 2-day training) ▪ 12 hours of Person-Centered Thinking ▪ 11 hours Introduction to SOC 	▪ IHH Team Leaders	36 hours

Time Frame	Training Required	Who	Total Minimum Hours Required
Within 90 days of hire to provide this service, or by June 30, 2011 for staff members of existing providers	<ul style="list-style-type: none"> ▪ 13 hours of Introductory Motivational Interviewing* (MI) (mandatory 2-day training) ▪ 12 hours of Person-Centered Thinking ▪ 11 hours Introduction to SOC 	▪ All Non-Supervisory IIH Team Staff	36 hours
	▪ To ensure the core fundamental elements of training specific to the modality** selected by the agency for the provision of services are implemented a minimum of 24 hours of the selected modality must be completed.	▪ All IIH Staff	24 hours
	▪ All supervisory level training required by the developer of the designated therapy, practice or model with a minimum of 12 hours must be completed.	▪ IIH Team Leaders	12 hours
Annually	▪ Follow up training and ongoing continuing education required for fidelity to chosen modality** (If no requirements are designated by developers of that modality, a minimum of 10 hours of continuing education in components of the selected modality must be completed.).	▪ All IIH Staff	10 hours**

* Motivational Interviewing training must be provided by a Motivational Interviewing Network of Trainers (MINT) trainer.

**Modalities must be ONE of the following: Cognitive Behavioral Therapy, Trauma Focused Therapy, and Family Therapy.

Total hours of training for the IIH staff:

- IIH Staff other than Team Leader and QPs responsible for PCPs – **42 hours plus the required hours of training for the selected model;**
- QPs responsible for the PCP – **45 hours plus the required hours of training for the selected model;**
- Team Leader – **45 hours plus the required hours of training for the selected model as well as the supervisory training requirement;**

AND

- Annually, all IIH staff must have a **minimum of 10 hours** of training (**more** if fidelity to the model requires it).

Service Type and Setting

IIH is a direct and indirect, periodic, rehabilitative service in which the team members provide medically necessary services and interventions that address the diagnostic and clinical needs of the beneficiary.

Additionally, the team provides interventions with the family and caregivers on behalf of and directed for the benefit of the beneficiary as well as plans, links, and monitors services on behalf of the beneficiary. This service is provided in any location. IHH providers shall deliver services in various environments, such as homes, schools, court, homeless shelters, libraries, street locations, and other community settings.

***Note:** For all services, federal Medicaid regulations shall deny Medicaid payment for services delivered to inmates of public correctional institutions, secure juvenile detention centers, or to beneficiaries in facilities that have more than 16 beds and that are classified as institutions of mental diseases.

The IHH Team shall provide “first responder” crisis response, as indicated in the PCP, 24-hours-a-day, 7-days-a-week, 365-days-a-year, to beneficiaries of this service.

IHH also includes telephone time with the beneficiary and the beneficiary’s family or caregivers, as well as collateral contact with persons who assist the beneficiary in meeting the beneficiary’s rehabilitation goals specified in the PCP. IHH includes participation and ongoing clinical involvement with the Child and Family Team and meetings for the planning, development, implementation, and revision of the beneficiary’s PCP.

Program Requirements

For IHH beneficiaries, all aspects of the delivery of this service occurring per date of service shall equal one per diem event of a two hour minimum. It is the expectation that service frequency shall decrease over time: at least 12 in-person contacts per beneficiary are required in the first month, and at least 6 in-person contacts per beneficiary per month are required in the second and third months of IHH services. The IHH service varies in intensity to meet the changing needs of beneficiaries, families, and caregivers; to assist them in the home and community settings; and to provide a sufficient level of service as an alternative to the beneficiary’s need for a higher level of care.

The IHH team works together as an organized, coordinated unit under the direct supervision of the team leader. The team meets at least weekly to ensure that the planned interventions are implemented by the appropriate staff members and to discuss beneficiary’s progress toward goals as identified in the PCP.

This service is billed per diem, with a 2-hour minimum. That is, when the total contact time per date of service meets or exceeds 2 hours, it is a billable event. Based on the percentages listed below, the 2 hours may include:

- a. direct clinical interventions as identified in the PCP; or
- b. case management interventions (in-person, telephone time, and collateral contacts).

Services are delivered in-person with the beneficiary, family, and caregivers and in locations outside the agency’s facility. Each provider agency must assess and document at least annually the aggregate services delivered at each site using both of the following quality assurance benchmarks:

- a. at least 60 percent of the contacts shall occur in-person with the beneficiary, family, and caregivers. The remaining units may be either telephone or collateral contacts; and
- b. at least 60 percent of staff time shall be spent working outside of the agency’s facility, with or on behalf of the beneficiaries.

At any point while the beneficiary is receiving IHH services, IHH staff shall link the beneficiary to an alternative service when clinically indicated and functionally appropriate for the needs of the beneficiary and family as determined by the Child and Family Team. A full-service note is required to document the activities that led to the referral.

It is incumbent upon the IHH provider agency as a professional entity to research and implement evidence-based practices appropriate to this service definition.

Eligibility Criteria

The beneficiary is eligible for this service when all of the following criteria are met:

- a. there is a mental health or substance use disorder diagnosis (as defined by the DSM-5, or any subsequent editions of this reference material), other than a sole diagnosis of intellectual and developmental disability;
- b. based on the current comprehensive clinical assessment, this service was indicated, and outpatient treatment services were considered or previously attempted, but were found to be inappropriate or not effective;
- c. the beneficiary has current or past history of symptoms or behaviors indicating the need for a crisis intervention as evidenced by suicidal or homicidal ideation, physical aggression toward others, self-injurious behavior, serious risk-taking behavior (running away, sexual aggression, sexually reactive behavior, or substance use);
- d. the beneficiary's symptoms and behaviors are unmanageable at home, school, or in other community settings due to the deterioration of the beneficiary's mental health or substance use disorder condition, requiring intensive, coordinated clinical interventions;
- e. the beneficiary is at imminent risk of out-of-home placement based on the beneficiary's current mental health or substance use disorder clinical symptomatology, or is currently in an out-of-home placement and a return home is imminent; and
- f. there is no evidence to support that alternative interventions would be equally or more effective, based on North Carolina community practice standards (Best Practice Guidelines of the American Academy of Child and Adolescent Psychiatry, American Psychiatric Association, American Society of Addiction Medicine).

Entrance Process

The process for a beneficiary to enter this service includes a comprehensive clinical assessment that demonstrates medical necessity shall be completed prior to provision of this service. If a substantially equivalent assessment is available, reflects the current level of functioning, and contains all the required elements as outlined in community practice standards as well as in all applicable federal and state requirements, it may be used as part of the current comprehensive clinical assessment. Relevant diagnostic information shall be obtained and included in the PCP.

For Medicaid funded IHH services, a signed service order shall be completed by a physician, licensed psychologist, physician assistant, or nurse practitioner according to his or her scope of practice. Each service order shall be signed and dated by the authorizing professional and shall indicate the *date* on which the service was ordered. A service order shall be in place *prior to* or on the day that the service is initially provided in order to bill Medicaid for the service. The service order shall be based on a comprehensive clinical assessment of the beneficiary's needs. The provider shall submit a completed LME-MCO Consumer Admission and Discharge Form to the LME-MCO.

The team leader meets with the Child and Family Team, in partnership with the beneficiary and their family for the purpose of developing the PCP.

Continued Service Criteria

The beneficiary is eligible to continue this service if the desired outcome or level of functioning has not been restored, improved, or sustained over the time frame outlined in the beneficiary's PCP; or the beneficiary continues to be at risk for out-of-home placement, based on current clinical assessment, history, and the tenuous nature of the functional gains.

AND

One of the following applies:

- a. The beneficiary has achieved current PCP goals, and additional goals are indicated as evidenced by documented symptoms;
- b. The beneficiary is making satisfactory progress toward meeting goals and there is documentation that supports that continuation of this service will be effective in addressing the goals outlined in the PCP;
- c. The beneficiary is making some progress, but the specific interventions in the PCP need to be modified so that greater gains, which are consistent with the beneficiary's premorbid level of functioning, are possible; or
- d. The beneficiary fails to make progress, or demonstrates regression, in meeting goals through the interventions outlined in the PCP. The beneficiary's diagnosis should be reassessed to identify any unrecognized co-occurring disorders, and interventions or treatment recommendations shall be revised based on the findings. This includes consideration of alternative or additional services.

Discharge Criteria

The beneficiary meets the criteria for discharge if any one of the following applies:

- a. The beneficiary has achieved goals and is no longer in need of IHH services;
- b. The beneficiary's level of functioning has improved with respect to the goals outlined in the PCP, inclusive of a transition plan to step down to a lower level of care;
- c. The beneficiary is not making progress or is regressing, and all reasonable strategies and interventions have been exhausted, indicating a need for more intensive services;
- d. The beneficiary or legally responsible person no longer wishes to receive IHH services; or
- e. The beneficiary, based on presentation and failure to show improvement despite modifications in the PCP, requires a more appropriate best practice treatment modality based on North Carolina community practice standards (for example, National Institute of Drug Abuse, American Psychiatric Association).

In addition, a completed LME-MCO Consumer Admission and Discharge Form shall be submitted to the LME-MCO.

Note: Any denial, reduction, suspension, or termination of service requires notification to the beneficiary, legally responsible person, or both about the beneficiary's appeal rights in accordance with the Department's beneficiary notices procedure.

Expected Clinical Outcomes

The expected clinical outcomes for this service are specific to recommendations resulting from clinical assessments and meeting the identified goals in the beneficiary's PCP.

Expected clinical outcomes include but are not limited to the following:

- a. Decrease in the frequency or intensity of crisis episodes;
- b. Reduction in symptomatology;
- c. Beneficiary and family or caregivers' engagement in the recovery process;
- d. Improved beneficiary functioning in the home, school and community settings;
- e. Ability of the beneficiary and family or caregiver to better identify and manage triggers, cues, and symptoms;

- f. Beneficiary's sustained improvement in developmentally appropriate functioning in specified life domains;
- g. Beneficiary's utilization increased coping skills and social skills that mitigate life stresses resulting from the beneficiary's diagnostic and clinical needs;
- h. Reduction of symptoms and behaviors that interfere with the beneficiary's daily living, such as negative effects of the substance use disorder or dependence, psychiatric symptoms, or both;
- i. Decrease in delinquent behaviors when present; and
- j. Increased use of available natural and social supports by the beneficiary and family or caregivers.

Documentation Requirements

Refer to NC Medicaid Clinical Coverage Policies and the DMHDDSAS *Records Management and Documentation Manual* for a complete listing of documentation requirements.

For this service, one of the documentation requirements is a full service note for each contact or intervention (such as family counseling, individual counseling, case management, crisis response) for each date of service, written and signed by the person(s) who provided the service, which includes the following:

- a. Beneficiary's name;
- b. Medicaid identification number;
- c. Service Record Number;
- d. Service provided (for example, IHH services);
- e. Date of service;
- f. Place of service;
Type of contact (in-person, telephone call, collateral);
- g. Purpose of the contact;
- h. Description of the provider's interventions;
- i. Amount of time spent performing the intervention;
- j. Description of the effectiveness of the interventions in meeting the beneficiary's specified goals as outlined in the PCP; and
- k. Signature and credentials of the staff member(s) providing the service

A documented discharge plan shall be discussed with the beneficiary and included in the service record.

In addition, a completed LME-MCO Consumer Admission and Discharge Form shall be submitted to the LME-MCO.

Billing

This service is billed per diem, with a 2-hour minimum. That is, when the total contact time per date meets or exceeds 2 hours, it is a billable event. The 2 hours may include both direct and indirect interventions (in-person, telephone time, and collateral contacts), based on the percentages listed in Program Requirements.

Service Exclusions and Limitations

A beneficiary may receive IHH services from only one during an episode of care IHH services may not be billed for more than one beneficiary in the family private residence during the same episode of care.

The following are not billable under this service:

- a. Transportation time (this is factored in the rate);
- b. Any habilitation activities;

- c. Any social or recreational activities (or the supervision thereof); or
- d. Clinical and administrative supervision of staff, including team meetings (this is factored in the rate).

Service delivery to individuals other than the beneficiary may be covered only when the activity is directed exclusively toward the benefit of that beneficiary.

IIH services cannot be provided during the same episode of care ~~authorization period~~ as the following services:

- a. Multisystemic Therapy;
- b. Day Treatment;
- c. individual, group and family therapy;
- d. Substance Abuse Intensive Outpatient Program;
- e. child residential treatment services Level II Program Type through Level IV;
- f. Psychiatric Residential Treatment Facility (PRTF); or
- g. substance abuse residential services.

Note: For Medicaid beneficiaries under the age of 21, additional products, services, or procedures may be requested even if they do not appear in the N.C. State Plan or when coverage is limited to those over 21 years of age. Service limitations on scope, amount, or frequency described in the coverage policy may not apply if the product, service, or procedure is medically necessary. [See **Subsection 2.2.1, EPSDT Special Provision**, in this policy (Clinical Coverage Policy 8A, *Enhanced Mental Health and Substance Abuse Services*).]

Multisystemic Therapy (MST): Medicaid Billable Service

Service Definition and Required Components

Multisystemic Therapy (MST) is a program designed for youth generally between the ages 7 through 17 who:

- a. have antisocial, aggressive or violent behaviors;
- b. are at risk of out-of-home placement due to delinquency;
- c. adjudicated youth returning from out-of-home placement;
- d. chronic or violent juvenile offenders; or
- e. youth with serious emotional disturbances or a substance use disorder and their families.

MST provides an intensive model of treatment based on empirical data and evidence-based interventions that target specific behaviors with individualized behavioral interventions. The purpose of this program is to keep youth in the home by delivering an intensive therapy to the family within the home. Services are provided through a team approach to beneficiaries and their families.

Services include:

- a. an initial assessment to identify the focus of the MST intervention;
- b. individual therapeutic interventions with the beneficiary and family;
- c. peer intervention;
- d. case management; and
- e. crisis stabilization.

Specialized therapeutic and rehabilitative interventions are available to address special areas such as:

- a. a substance use disorder;
- b. sexual abuse;
- c. sex offending; and
- d. domestic violence.

Services are available in-home, at school, and in other community settings. MST involves families and other systems such as the school, probation officers, extended families, and community connections.

MST services are delivered in a team approach designed to address the identified needs of children and adolescents with significant behavioral problems who are transitioning from out of home placements or are at risk of out-of-home placement and need intensive interventions to remain stable in the community. This population has access to a variety of interventions 24-hours-a-day, 7-days-a-week, by staff that will maintain contact and intervene as one organizational unit.

This team approach consists of structured therapeutic interventions that provide support and guidance in the following functional domains:

- a. adaptive;
- b. communication;
- c. psychosocial;
- d. problem solving; and
- e. behavior management.

The service promotes the family's capacity to monitor and manage the beneficiary's behavior.

A service order for MST must be completed by a physician, licensed psychologist, physician assistant or nurse practitioner according to their scope of practice prior to or on the day that the services are to be provided.

Provider Requirements

MST services must be delivered by practitioners employed by a mental health or substance abuse provider organization that meets the provider qualification policies, procedures, and standards established by DMH and the requirements of 10A NCAC 27G or be a federally recognized tribal provider or an Indian Health Service Provider. These policies and procedures set forth the administrative, financial, clinical, quality improvement, and information services infrastructure necessary to provide services. Provider organizations must demonstrate that they meet these standards by being credentialed by NC Medicaid. Within three years of enrollment as a provider, the organization must have achieved national accreditation. The organization must be established as a legally recognized entity in the United States and qualified or registered to do business as a corporate entity in the State of North Carolina or established by the Federally Recognized Tribe or be an Indian Health Service Provider..

MST providers must have the ability to deliver services in various environments, such as homes, schools, homeless shelters, street locations, etc. Organizations that provide MST must provide "first responder" crisis response on a 24-hours-a-day, 7-days-a-week, 365-days-a-year, basis to beneficiaries who are receiving this service.

Staffing Requirements

This service model includes at a minimum a master's level QP who is the team supervisor and three QP staff who provide available 24-hour coverage, 7-days-a-week. Staff is required to participate in MST introductory training and quarterly training on topics directly related to the needs of MST beneficiary and their family on an ongoing basis. All staff on the MST team shall receive a minimum of 1 hour of group supervision and 1 hour of telephone consultation per week. MST team member-to-family ratio shall not exceed 1:5 for each member.

Service Type and Setting

MST is a direct and indirect periodic service where the MST worker provides direct intervention and also arranges, coordinates, and monitors services on behalf of the beneficiary. This service is provided in any location. MST services are provided in a range of community settings such as beneficiary's home, school, homeless shelters, libraries, etc. MST also includes telephone time with the individual beneficiary and collateral contact with persons who assist the beneficiary in meeting their goals specified in their PCP.

Note: For all services, federal Medicaid regulations shall deny Medicaid payment for services delivered to inmates of public correctional institutions or for patients in facilities with more than 16 beds that are classified as institutions of mental diseases.

Clinical Requirements

For registered beneficiaries, a minimum of 12 contacts must occur within the first month. For the second and third months of MST, an average of 6 contacts must occur each month. It is the expectation that service frequency shall be titrated over the last 2 months.

Units must be billed in 15-minute increments.

Program services are primarily delivered in-person with the beneficiary or their family and in locations outside the agency's facility. The aggregate services that have been delivered by the agency must be assessed annually for each provider agency using the following quality assurance benchmarks:

- a. A minimum of 50 percent of the contacts occur in-person with the beneficiary or family. The remaining units may either be phone or collateral contacts; and
- b. A minimum of 60 percent of staff time must be spent working outside of the agency's facility, with or on behalf of beneficiaries.

Eligibility Criteria

The beneficiary is eligible for this service when all of the following criteria are met:

- a. there is a mental health or substance use disorder diagnosis present, other than a sole diagnosis of intellectual and developmental disability;
- b. the beneficiary must be between the ages of 7 through 17;
- c. the beneficiary displays willful behavioral misconduct (e.g., theft, property destruction, assault, truancy or substance use or juvenile sex offense), when in conjunction with other adjudicated delinquent behaviors;
- d. the beneficiary is at imminent risk of out-of-home placement or is currently in out-of-home placement due to delinquency and reunification is imminent within 30 days of referral; and
- e. the beneficiary has a caregiver that is willing to assume long term parenting role and caregiver who is willing to participate with service providers for the duration of the treatment.

Continued Service Criteria

The beneficiary is eligible to continue this service if the desired outcome or level of functioning has not been restored, improved or sustained over the time frame outlined in the beneficiary's PCP or the beneficiary continues to be at risk for relapse based on history, or the tenuous nature of the functional gains, or any one of the following apply:

- a. beneficiary continues to exhibit willful behavioral misconduct;

AND

- b. there is a reasonable expectation that the beneficiary shall continue to make progress in reaching overarching goals identified in MST in the first 4 weeks;

OR

- c. beneficiary is not making progress; the PCP must be modified to identify more effective interventions;

OR

- d. beneficiary is regressing; the PCP must be modified to identify more effective interventions.

Discharge Criteria

The beneficiary meets the criteria for discharge if any one of the following applies:

The beneficiary's level of functioning has improved with respect to the goals outlined in the PCP, or no longer benefits from this service. The decision shall be based on one of the following:

- a. beneficiary has achieved 75 percent of the PCP goals, discharge to a lower level of care is indicated;
- b. beneficiary is not making progress or is regressing, and all realistic treatment options within this modality have been exhausted;
- c. the beneficiary or family requests discharge and is not imminently dangerous to self or others; or

- d. the beneficiary requires a higher level of care (i.e., inpatient hospitalization or PRTF).

Note: Any denial, reduction, suspension, or termination of service requires notification to the beneficiary or legal guardian about their appeal rights.

Documentation Requirements

The minimum standard is a daily full service note that includes:

- a. the beneficiary's name;
- b. Medicaid identification number;
- c. date of service;
- d. purpose of contact;
- e. describes the provider's intervention;
- f. time spent performing the intervention;
- g. effectiveness of interventions; and
- h. signature of the staff providing the service.

Expected Outcomes

- a. The beneficiary has improved in domains such as: adaptive, communication, psychosocial, problem solving and behavior.
- b. Willful behavioral misconduct has been reduced or eliminated (e.g. theft, property destruction, assault, truancy or substance use, or juvenile sex offense, when in conjunction with other delinquent behaviors).
- c. The family has increased capacity to monitor and manage the beneficiary's behavior; need for out of home placement has been reduced or eliminated.

Service Exclusions and Limitations

A beneficiary may receive MST services from only one MST provider organization at a time.

MST services may not be billed for beneficiaries who are receiving:

- a. Intensive In-Home Services;
- b. Day Treatment;
- c. Hourly Respite;
- d. individual, group or family therapy;
- e. SAIOP;
- f. child residential Level II–IV; or
- g. substance abuse residential services.

Note: For beneficiaries under the age of 21, additional products, services, or procedures may be requested even if they do not appear in the N.C. State Plan or when coverage is limited to those over 21 years of age. Service limitations on scope, amount, or frequency described in the coverage policy may not apply if the product, service, or procedure is medically necessary.

Psychosocial Rehabilitation: Medicaid Billable Service

Service Definition and Required Components

A Psychosocial Rehabilitation (PSR) service is designed to help adults with psychiatric disabilities increase their functioning so that they can be successful and satisfied in the environments of their choice with the least amount of ongoing professional intervention. PSR focuses on skill and resource development related to life in the community and to increasing the participant's ability to live as independently as possible, to manage their illness and their lives with as little professional intervention as possible, and to participate in community opportunities related to functional, social, educational and vocational goals.

The service is based on the principles of recovery, including equipping beneficiaries with skills, emphasizing self-determination, using natural and community supports, providing individualized intervention, emphasizing employment, emphasizing the "here and now", providing early intervention, providing a caring environment, practicing dignity and respect, promoting beneficiary choice and involvement in the process, emphasizing functioning and support in real world environments, and allowing time for interventions to have an effect over the long term.

There should be a supportive, therapeutic relationship between the providers, beneficiary, and family which addresses or implements interventions outlined in the Person-Centered Plan (PCP) in ANY of the following skills development, educational, and pre-vocational activities:

- a. community living, such as housekeeping, shopping, cooking, use of transportation facilities, money management;
- b. personal care such as health care, medication self-management, grooming;
- c. social relationships;
- d. use of leisure time;
- e. educational activities which include assisting the beneficiary in securing needed education services such as adult basic education and special interest courses; or
- f. prevocational activities which focus on the development of positive work habits and participation in activities that would increase the participant's self-worth, purpose and confidence; these activities are not to be job specific training.

A service order for Psychosocial Rehabilitation must be completed by a physician, licensed psychologist, physician assistant or nurse practitioner according to their scope of practice prior to or on the day that the services are to be provided.

Provider Requirements

Psychosocial Rehabilitation services must be delivered by a mental health provider organization that meets the provider qualification policies, procedures, and standards established by the Division of Mental Health (DMH) and the requirements of 10A NCAC 27G. These policies and procedures set forth the administrative, financial, quality improvement, and information services infrastructure necessary to provide services. Provider organizations must demonstrate that they meet these standards by being credentialed by NC Medicaid. Within three years of enrollment as a provider, the organization must have achieved national accreditation.

The organization must be established as a legally recognized entity:

- a. within the United States; **and**

- b. qualified or registered to do business as a corporate entity in the State of North Carolina; **or**
- c. established by the Federally Recognized Tribe; **or**
- d. be an Indian Health Service Provider.

Staffing Requirements

The program shall be under the direction of a person who meets the requirements specified for QP status according to 10A NCAC 27G .0104 or equivalent tribal code. The QP is responsible for supervision of other program staff which may include APs and Paraprofessionals who meet the requirements according to 10A NCAC 27G .0104 or equivalent tribal code, and who have the knowledge, skills, and abilities required by the population and age to be served.

Service Type and Setting

Psychosocial Rehabilitation is a service that shall be available five hours a day minimally and the setting shall meet the licensure requirements of 10A NCAC 27G .1200 or equivalent tribal code.

Program Requirements

This service is to be available for a period of five or more hours per day at least five days per week and it may be provided on weekends or in the evening. The number of hours that participant receives PSR services are to be specified in his or her PCP.

If the PSR provider organization also provides Supported Employment or Transitional Employment, these services are to be reported separately including reporting of separate costs.

Only the time during which the participant receives PSR services may be billed to Medicaid.

Utilization Management

None Apply.

Eligibility Criteria

The beneficiary is eligible for this service when all of the following criteria are met:

- a. there is a mental health diagnosis present;
- b. The beneficiary has impaired role functioning that adversely affects at least two of the following:
 - 1. employment;
 - 2. management of financial affairs;
 - 3. ability to procure needed public support services;
 - 4. appropriateness of social behavior; or
 - 5. activities of daily living.
- c. The beneficiary's level of functioning may indicate a need for psychosocial rehabilitation if the beneficiary has unmet needs related to recovery and regaining the skills and experience needed to maintain personal care, meal preparation, housing, or to access social, vocational and recreational opportunities in the community.

Continued Service Criteria

The beneficiary is eligible to continue this service if the desired outcome or level of functioning has not been restored, improved, or sustained over the time frame outlined in the beneficiary's PCP or the beneficiary continues to be at risk for relapse based on history, or the tenuous nature of the functional gains, or any one of the following apply:

- a. beneficiary has achieved initial rehabilitation goals in the PCP goals and continued services are needed in order to achieve additional goals;
- b. beneficiary is making satisfactory progress toward meeting rehabilitation goals;
- c. beneficiary is making some progress, but the specific interventions need to be modified so that greater gains, which are consistent with the beneficiary's rehabilitation goals are possible or can be achieved;
- d. beneficiary is not making progress; the rehabilitation goals must be modified to identify more effective interventions; or
- e. beneficiary is regressing; the PCP must be modified to identify more effective interventions.

Discharge Criteria

The beneficiary meets the criteria for discharge if any one of the following applies:

Beneficiary's level of functioning has improved with respect to the rehabilitation goals outlined in the PCP, inclusive of a transition plan to step down, or no longer benefits, or has the ability to function at this level of care and ANY of the following apply:

- a. beneficiary has achieved rehabilitation goals, discharge to a lower level of care is indicated;
- b. beneficiary is not making progress, or is regressing and all realistic treatment options with this modality have been exhausted; or
- c. beneficiary requires a more intensive level of care or service.

Note: Any denial, reduction, suspension, or termination of service requires notification to the beneficiary or legal guardian about their appeal rights.

Expected Outcomes

This service includes interventions that address the functional problems associated with complex or complicated conditions related to mental illness. These interventions are strength-based and focused on promoting recovery, symptom stability, increased coping skills and achievement of the highest level of functioning in the community. The focus of interventions is the individualized goals related to addressing the beneficiary's daily living, financial management and personal development; developing strategies and supportive interventions that will maintain stability; assisting beneficiaries to increase social support skills that ameliorate life stresses resulting from the beneficiary's mental illness.

Documentation Requirements

Minimum standard is a full weekly service note.

Service Exclusions

PSR cannot be provided during the same episode of care with the following services: Partial Hospitalization and ACT.

Note: For beneficiaries under the age of 21, additional products, services, or procedures may be requested even if they do not appear in the N.C. State Plan or when coverage is limited to those over 21 years of age. Service limitations on scope, amount, or frequency described in the coverage policy may not apply if the product, service, or procedure is medically necessary.

Child and Adolescent Day Treatment (MHSA): Medicaid Billable Service

Service Definition and Required Components

Day Treatment is a structured treatment service in a licensed facility, for children or adolescents and their families, that builds on strengths and addresses identified needs. This medically necessary service directly addresses the beneficiary's diagnostic and clinical needs, which are evidenced by the presence of a diagnosable mental, behavioral, or emotional disturbance (as defined by the DSM-5, or any subsequent editions of this reference material), with symptoms and effects documented in a comprehensive clinical assessment and the PCP.

This service is designed to serve children who, as a result of their mental health or substance use disorder treatment needs, are unable to benefit from participation in academic or vocational services at a developmentally appropriate level in a traditional school or work setting. The provider implements therapeutic interventions that are coordinated with the beneficiary's academic or vocational services available through enrollment in an educational setting. A Memorandum of Agreement (MOA) between the Day Treatment provider, the Local Management Entity-Managed Care Organization (LME-MCO) or NC Medicaid designated contractor, the Local Education Agency (LEA) (or private or charter school) is highly encouraged. The purpose of an MOA is to ensure that all relevant parties (LEA, LME-MCO, NC Medicaid designated contractor, provider) understand and support the primary purpose of the Day Treatment service definition which is to serve children who, as a result of their mental health or substance use disorder treatment needs, are unable to benefit from participation in academic or vocational services at a developmentally appropriate level in a traditional school or work setting.

These interventions are designed to reduce symptoms, improve behavioral functioning, increase the individual's ability to cope with and relate to others, promote recovery, and enhance the beneficiary's capacity to function in an educational setting, or to be maintained in community-based services. It is available for children 5 to 17 years of age (20 or younger for those who are eligible for Medicaid). Day Treatment must address the age, behavior, and developmental functioning of each beneficiary to ensure safety, health and appropriate treatment interventions within the program milieu.

Day Treatment provides mental health or substance use disorder interventions in the context of a therapeutic treatment milieu. This service is focused on providing clinical interventions and service to support the beneficiary in achieving functional gains that support the beneficiary's integration in educational or vocational settings, is developmentally appropriate, is culturally relevant and sensitive, and is child and family centered. Each Child and Adolescent Day Treatment provider must follow a clearly identified clinical model(s) or evidence-based treatment(s) consistent with best practice. The selected model(s) must be specified and described in the provider's program description. The clinical model(s) or Evidence-Based Practices (EBPs) should be expected to produce positive outcomes for this population.

The selected clinical model(s) or EBP(s) must address the clinical needs of each beneficiary, and those needs shall be identified in the comprehensive clinical assessment and documented in the PCP. All criteria (program, staffing, clinical and other) for the Day Treatment service definition and all criteria for the chosen clinical model(s) or EBP(s) must be followed. Where there is any incongruence between the service definition and the clinical model(s) or EBP(s), the more stringent requirements must be met.

Providers of Day Treatment must have completed the required certification or licensure of the selected model(s) (as required by the developer of the clinical model or EBP) and must document ongoing supervision and compliance within the terms of the clinical model(s) or EBP(s) to assure model fidelity.

All staff participating in the delivery of the clinical model(s) or EBP(s) shall complete the training requirements of that practice within the first 30 days of each staff member's date of employment to provide this service. This is in addition to the 20 hours of staff training that are minimally required for the delivery of the Day Treatment. All follow up training or ongoing continuing education requirements for fidelity of the clinical model(s) or EBP(s) must be followed.

Intensive services are designed to reduce symptoms and improve level of social, emotional, or behavioral functioning including but not limited to:

- a. functioning in an appropriate educational setting;
- b. maintaining residence with a family or community based non-institutional setting (foster home, Therapeutic Family Services); and
- c. maintaining appropriate role functioning in community settings.

Day Treatment implements developmentally appropriate direct preventive and therapeutic interventions to accomplish the goals of the PCP, as related to the mental health or substance use disorder diagnosis. These interventions include, but are not limited to, the following:

- a. development of skills and replacement behaviors which can be practiced, applied, and continually addressed with treatment staff in a therapeutic and educational environment;
- b. monitoring of psychiatric symptoms in coordination with the appropriate medical care provider;
- c. identification and self-management of symptoms or behaviors;
- d. development or improvement of social and relational skills;
- e. enhancement of communication and problem-solving skills;
- f. relapse prevention and disease management strategies;
- g. individual, group and family counseling;
- h. provision of strengths-based positive behavior supports; and
- i. psycho-education, and training of family, unpaid caregivers, or others who have a legitimate role in addressing the needs identified in the PCP.

Note: Psycho-education services and training furnished to family members or caregivers must be provided to, or directed exclusively toward the treatment of, the eligible beneficiary. Psycho-education imparts information to children, families, caregivers, or other individuals involved with the beneficiary's care. Psycho-education helps explain the beneficiary's diagnosis, condition, and treatment for the express purpose of fostering developmentally appropriate coping skills. These skills will support recovery and encourage problem solving strategies for managing issues posed by the beneficiary's condition. Psycho-educational activities are performed to benefit and help the beneficiary develop appropriate coping skills for handling problems resulting from their condition. The goal of psycho-education is to reduce symptoms, improve functioning, and meet the goals outlined in the PCP.

In partnership with the beneficiary, the beneficiary's family, the legally responsible person (as applicable), and other service providers, a Child and Adolescent Day Treatment QP is responsible for convening the Child and Family Team, which is the vehicle for the person-centered planning process. The Child and Family Team comprises those persons relevant to the beneficiary's successful achievement of service goals including, but not limited to, family members, mentors, school personnel, primary medical care provider, and members of the community who may provide support, structure, and services for the beneficiary. The Day Treatment provider works with other behavioral health service providers, as well as with identified medical (including primary care and psychiatric) and non-medical providers (for example, the county department of social services, school, the Department of Juvenile Justice and Delinquency Prevention), engages community and natural supports, and includes their input in the person-centered planning process. A Day Treatment QP is responsible for developing, implementing, and monitoring the PCP, which shall include a crisis plan. The Day Treatment provider is also responsible for documenting the status of the beneficiary's progress and the effectiveness of the strategies and interventions outlined in the PCP.

As part of the crisis plan of the PCP, the Day Treatment provider shall coordinate with the LME and beneficiaries of this service to assign and ensure "first responder" coverage and crisis response, as indicated in the PCP, 24-hours-a-day, 7-days-a-week, 365-days-a-year.

Day Treatment provides case management services including, but not limited to, the following:

- a. assessing the beneficiary's needs for comprehensive services;
- b. convening Child and Family Team meetings to coordinate the provision of multiple services and the development of, and revisions to, the PCP;
- c. developing and implementing the PCP;
- d. linking the beneficiary or family to needed services and supports (such as medical or psychiatric consultations);
- e. monitoring the provision of services and supports;
- f. assessing the outcomes of services and supports; and
- g. collaborating with other medical and treatment providers.

For Medicaid funded Day Treatment services, a signed service order shall be completed by a physician, licensed psychologist, physician assistant, or nurse practitioner according to his or her scope of practice and shall be accompanied by other required documentation as outlined elsewhere in this policy. Each service order shall be signed and dated by the authorizing professional and shall indicate the date on which the service was ordered. A service order shall be in place prior to or on the day that the service is initially provided in order to bill Medicaid for the service. The service order shall be based on a comprehensive clinical assessment of the beneficiary's needs.

Provider Requirements

Day Treatment services shall be delivered by practitioners employed by mental health or substance abuse provider organizations that:

- a. meet the provider qualification policies, procedures, and standards established by NC Medicaid;
- b. meet the provider qualification policies, procedures, and standards established by the Division of Mental Health, Developmental Disabilities and Substance Abuse Services (DMHDDSAS);
- c. fulfill the requirements of 10A NCAC 27G; and
- d. are currently certified as a Critical Access Behavioral Healthcare Agency (CABHA) according to 10A NCAC 22P or a federally recognized tribal provider or Indian Health Service provider.

These policies and procedures set forth the administrative, financial, clinical, quality improvement, and information services infrastructure necessary to provide services. Provider organizations shall demonstrate that they meet these standards by being credentialed by NC Medicaid. Additionally, within one year of enrollment as a provider with NC Medicaid, the organization shall achieve national accreditation with at least one of the designated accrediting agencies. (Providers who were enrolled prior to July 1, 2008, shall have achieved national accreditation within three years of their enrollment date.) The organization shall be established as a legally constituted entity capable of meeting all of the requirements of the Provider Endorsement, Medicaid Enrollment Agreement, Medicaid Bulletins, and service implementation standards.

For Medicaid services, the organization is responsible for obtaining authorization for medically necessary services identified in the PCP from NC Medicaid's designated contractor or LME-MCO. The Day Treatment provider organization shall comply with all applicable federal and state requirements. This includes but is not limited to DHHS statutes, rules, policies, and Implementation Updates; Medicaid Bulletins; and other published instruction.

A facility providing Day Treatment services shall be licensed under 10A NCAC 27G .1400 or 10A NCAC 27G .3700 or be a federally recognized tribal provider or Indian Health Service Provider.

Staffing Requirements

All staff working in a Day Treatment Program must have the knowledge, skills and abilities required by the population and age to be served.

This service is delivered by the following staff:

- a. One (1) full time program director who meets the requirements specified for a QP (preferably Master's level or a licensed professional), has a minimum of two years' experience in child and adolescent mental health or substance abuse treatment services, and who must be actively involved in program development, implementation, and service delivery. This individual may serve as one of the QPs in the Day Treatment Program staffing ratio.
- b. A minimum of one (1) FTE QP, per six children, who has the knowledge, skills, and abilities required by the population and age to be served, who must be actively involved in service delivery (for example, a program with four beneficiaries needs one FTE QP, a program with seven beneficiaries needs two FTE QPs), and a program with 19 beneficiaries needs 4 FTE QPs).
- c. A minimum of one (1) additional FTE (QP, AP, or Paraprofessional) for every 18 enrolled beneficiaries beginning with the 18th enrolled beneficiary (for example, a program with 17 beneficiaries does not need the additional FTE; a program with 21 beneficiaries needs one additional FTE; and a program with 36 beneficiaries needs two additional FTEs) .
- d. A minimum of a .5 of a full time licensed professional for every 18 enrolled beneficiaries. This individual must be actively involved in service delivery. An associate level licensed professional who fills this position must be fully licensed within 30 months from the date of hire. For substance use disorder focused programs, the licensed professional must be an LCAS (For example, a program with 10 beneficiaries needs one .5 LP; a program with 19 beneficiaries needs one full time LP).

Although the licensed professional is in addition to the program's QP to beneficiary ratio, he or she may serve, as needed, as one of the two staff when children are present.

A minimum ratio of one QP to every six children is required to be present, with a minimum of two staff present with children at all times. The exception is when only one beneficiary is in the program, in which case only one staff member is required to be present. The staffing configuration must be adequate to anticipate and meet the needs of the beneficiaries receiving this service.

If, for additional staffing purposes, the program includes persons who meet the requirements specified for AP or paraprofessional status according to 10A NCAC 27G .0104 or equivalent tribal code, supervision must be provided according to supervision requirements specified in 10A NCAC 27G .0204 or equivalent tribal code and according to licensure requirements of the appropriate discipline.

Staff Training

Within 30 calendar days of hire to provide Day Treatment service all staff shall complete the following training requirements:

- a. 3 hours of training in the Day Treatment service definition required components;
- b. 3 hours of crisis response training;
- c. 11 hours Introduction to System of Care (SOC) training;
- d. Required training specific to the selected clinical model(s) or evidence-based treatment(s); and
- e. 3 hours of PCP Instructional Elements (required for only Day Treatment QP staff responsible for the PCP) training.

Within **90 calendar days** of hire to provide this service, all Day Treatment staff shall complete the following training requirements:

- a. 12 hours of Person-Centered Thinking [PCT] training from a Learning Community for Person Centered Practices certified PCT trainer.
 1. All new hires to Day Treatment must complete the full 12-hour training
 2. Staff who previously worked in Day Treatment for another agency and had six (6) hours of PCT training under the old requirement shall have to meet the 12-hour requirement when moving to a new company.
 3. The 12-hour PCT training shall be portable if an employee changes jobs any time after completing the 12-hour requirement, as long as there is documentation of such training in the new employer's personnel records.
 4. Staff who previously worked in Day Treatment within the same agency and had six (6) hours of PCT training under the old requirement may complete the additional six (6) hour PCT or Recovery training curriculum if not, then the full 12-hour training must be completed.

Time Frame	Training Required	Who	Total Minimum Hours Required
Effective April 1, 2010:			
Within 30 days of hire to provide service	<ul style="list-style-type: none"> ▪ 3 hours Day Treatment service definition required components ▪ 3 hours of crisis response ▪ 11 hours Introduction to SOC* ▪ 6 hours of Person-Centered Thinking 	▪ All Day Treatment Staff	23 hours
	▪ Required training specific to the selected clinical model(s) or evidence-based treatment(s)**	▪ All Day Treatment Staff	To be determined by model selected**
	▪ 3 hours of PCP Instructional Elements	▪ Day Treatment QP staff responsible for PCP	3 hours
***Effective January 1, 2011:			
Within 90 days of hire to provide this service, or by June 30, 2011 for staff members of existing providers	▪ 12 hours of Person-Centered Thinking	▪ All Day Treatment Staff	12 hours

* Day Treatment staff who have documentation of having received the required number of Introduction to SOC training hours within the past three years dating back to January 1, 2007, shall be deemed to have met this requirement.

** The training hours for the selected clinical model(s) or evidence-based treatment(s) must be based on the requirements of the selected clinical model(s) or evidence-based treatment(s).

***All staff shall be required to complete the new 12 hours of Person-Centered Thinking training addressed in Implementation Update # 73.

Total hours of training for the Day Treatment staff (as of 4/1/10):

- a. Day Treatment Staff other than the QPs responsible for PCPs – **23 hours plus the additional training hours on the selected clinical model(s) or evidence-based treatment(s)**
- b. QPs responsible for the PCP – **26 hours plus the additional training hours on the selected clinical model(s) or evidence-based treatment(s)**

Service Type and Setting

A facility providing Day Treatment services shall be licensed under 10A NCAC 27G .1400 or 10A NCAC 27G .3700.

This is a day or night service that shall be available year-round for a minimum of three hours a day during all days of operation. During the school year, the Day Treatment Program must operate each day that the schools in the local education agency, private or charter school, are in operation, and the Day Treatment operating hours shall cover at least the range of hours that the LEAs, private or charter schools operate. Day treatment programs may **not** operate as simply after-school programs.

Day Treatment may include time spent off site in places that are related to achieving service goals such as normalizing community activities that facilitate transition or integration with their school setting, visiting a local place of business to file an application for part time employment.

As part of the crisis plan of the PCP, the Day Treatment provider shall coordinate with the Local Management Entity and beneficiary to assign and ensure “first responder” coverage and crisis response, as indicated in the PCP, 24-hours-a-day, 7-days-a-week, 365-days-a-year, to beneficiaries of this service.

Day Treatment shall be provided in a licensed facility separate from the beneficiary’s residence.

This is a facility-based service and is provided in a licensed and structured program setting appropriate for the developmental age of children and adolescents. No more than 25 percent of treatment services for an individual per agency work week may take place outside of the licensed facility. This shall be documented and tracked by the provider for each beneficiary.

Program Requirements

Each Child and Adolescent Day Treatment provider must follow a clearly identified clinical model consistent with best practice. This model must be specified and described in the provider’s program description. This clinical model should be expected to produce positive outcomes for this population.

The Day Treatment Program staff collaborates with the school and other service providers prior to admission and throughout service duration. The roles of Day Treatment staff and educational or academic staff are established through the MOA (if applicable) among the Day Treatment provider, the LME-MCO or NC Medicaid designated contractor, and the Local Education Agency (or private or charter school as applicable). If no MOA exists, providers must establish written policy which defines these roles. Designation of educational instruction and treatment interventions is determined based on staff function, credentials of staff, the beneficiary’s PCP, and the IEP or 504 plan. Educational instruction is not billable as Day Treatment. The therapeutic milieu should reflect integrated rehabilitative treatment and educational instruction.

Day Treatment is time limited and services are titrated based on the transition plan in the PCP. Transition and discharge planning begin at admission and must be documented in the PCP.

While Day Treatment addresses the mental health or substance use disorder symptoms related to functioning in an educational setting, family involvement and partnership is a critical component of treatment as clinically indicated.

Eligibility Criteria

Children 5 through 17 (20 or younger for those who are eligible for Medicaid) are eligible for this service when all of the following criteria are met:

- a. there is a mental health or substance use disorder diagnosis (as defined by the DSM-5, or any subsequent editions of this reference material), other than a sole diagnosis of an intellectual and developmental disability;
- b. for children with a substance use disorder diagnosis, The ASAM Criteria are met for Level 2.1;
- c. both of the following shall apply:
 1. evidence that less restrictive mental health or substance abuse rehabilitative services in the educational setting have been unsuccessful as evidenced by documentation from the school (e.g., Functional Behavioral Assessment, Functional Behavioral Plan, Individual Education Plan, 504 Plan, behavior plans); and
 2. the beneficiary exhibits behavior resulting in significant school disruption or significant social withdrawal.
- d. the beneficiary is experiencing mental health or substance use disorder symptoms (not solely those related to an individual's diagnosis of intellectual and developmental disability) related to his or her diagnosis that severely impair functional ability in an educational setting which may include vocational education; and
- e. there is no evidence to support that alternative interventions would be equally or more effective, based on North Carolina community practice standards (Best Practice Guidelines of the American Academy of Child and Adolescent Psychiatry, American Psychiatric Association, American Society of Addiction Medicine).

Entrance Process

A comprehensive clinical assessment that demonstrates medical necessity shall be completed prior to provision of this service. If a substantially equivalent assessment is available, reflects the current level of functioning, and contains all the required elements as outlined in community practice standards as well as in all applicable federal and state requirements, it may be used as part of the current comprehensive clinical assessment. Relevant diagnostic information shall be obtained and included in the PCP.

For Medicaid funded Day Treatment services, a signed service order shall be completed by a physician, licensed psychologist, physician assistant, or nurse practitioner according to his or her scope of practice and shall be accompanied by other required documentation as outlined elsewhere in this policy. Each service order shall be signed and dated by the authorizing professional and shall indicate the date on which the service was ordered. A service order shall be in place prior to or on the date that the service is initially provided in order to bill Medicaid for the service. The service order shall be based on a comprehensive clinical assessment of the beneficiary's needs.

Prior authorization is required prior to or on the first date of this service.

For Medicaid funded Day Treatment services, prior authorization by NC Medicaid's designated contractor or LME-MCO is required. To request the initial authorization, the Day Treatment provider must submit the PCP with signatures and the required authorization request form to the Medicaid or approved vendor.

Requests for reauthorization may be submitted by the Day Treatment Program provider.

In partnership with the beneficiary, the beneficiary's family, the legally responsible person (as applicable), and other service providers, a Child and Adolescent Day Treatment QP is responsible for convening the Child and Family Team monthly.

Continued Service Criteria

The beneficiary is eligible to continue this service if the desired outcome or level of functioning has not been restored, improved, or sustained over the time frame outlined in the beneficiary's PCP; or the beneficiary continues to be unable to function in an appropriate educational setting, based on ongoing assessments, history, and the tenuous nature of the functional gains.

AND

One of the following applies. The beneficiary:

- a. has achieved current PCP goals, and additional goals are indicated as evidenced by documented symptoms;
- b. is making satisfactory progress toward meeting goals and there is documentation that supports that continuation of this service will be effective in addressing the goals outlined in the PCP;
- c. is making some progress, but the specific interventions in the PCP need to be modified so that greater gains, which are consistent with the beneficiary's pre-morbid level of functioning, are possible; or
- d. fails to make progress, or demonstrates regression, in meeting goals through the interventions outlined in the PCP. The beneficiary's diagnosis shall be reassessed to identify any unrecognized co-occurring disorders, and interventions or treatment recommendations shall be revised based on the findings. This includes consideration of alternative or additional services.

Discharge Criteria

The beneficiary meets the criteria for discharge if any one of the following applies:

- a. the beneficiary has achieved goals and is no longer in need of Day Treatment services;
- b. the beneficiary's level of functioning has improved with respect to the goals outlined in the PCP, inclusive of a plan to transition to a lower level of care or appropriate educational setting;
- c. the beneficiary is not making progress or is regressing, and all reasonable strategies and interventions have been exhausted, indicating a need for more intensive services;
- d. the beneficiary or legally responsible person no longer wishes to receive Day Treatment services;
- e. the beneficiary, based on presentation and failure to show improvement despite modifications in the PCP, requires a more appropriate best practice treatment modality based on North Carolina community practice standards (for example, National Institute of Drug Abuse, American Psychiatric Association).

In addition, a completed LME-MCO Consumer Admission and Discharge Form must be submitted to the LME-MCO.

Note: Any denial, reduction, suspension, or termination of service requires notification to the beneficiary or legally responsible person about their appeal rights in accordance with the Department's beneficiary notices procedure.

Expected Clinical Outcomes

The expected clinical outcomes for this service are specific to recommendations resulting from clinical assessments and meeting the identified goals in the beneficiary's PCP.

Expected clinical outcomes may include, but are not limited to the following:

- a. improved social, emotional, or behavioral functioning in an appropriate educational setting;
- b. integration or reintegration into an appropriate educational or vocational setting;
- c. reduced mental health or substance use disorder symptomatology;
- d. improvement of behavior, anger management, or developmentally appropriate coping skills;
- e. development or improvement of social and relational skills;
- f. enhancement of communication and problem-solving skills;
- g. increased identification and self-management of triggers, cues, and symptoms and decreased frequency or intensity of crisis episodes;
- h. engagement in the recovery process, for children with substance use disorders,
- i. reduction of negative effects of substance use disorder or psychiatric symptoms that interfere with the beneficiary's daily living
- j. maintaining residence with a family or community based non-institutional setting (foster home, therapeutic family services);
- k. reduction in behaviors that require juvenile justice involvement; or
- l. increased use of available natural and social supports

Documentation Requirements

Refer to NC Medicaid Clinical Coverage Policies, located on NC Medicaid's website at <https://medicaid.ncdhhs.gov/>, and the DMHDDSAS *Records Management and Documentation Manual* for a complete listing of documentation requirements.

For this service, the minimum documentation requirement is a full service note for each date of service, written and signed by at least one of the persons who provided the service. The note shall include the following:

- a. beneficiary's name;
- b. service record number;
- c. Medicaid identification number;
- d. service provided (for example, Day Treatment services);
- e. date of service;
- f. place of service;
- g. other staff involved in the provision of the service;
- h. type of contact (in-person, telephone call, collateral);
- i. purpose of the contact;
- j. description of the provider's interventions;
- k. amount of time spent performing the interventions;

- l. description of the effectiveness of the interventions in meeting the beneficiary's specified goals as outlined in the PCP; and
- m. signature and credentials of the staff member(s) providing the service (for paraprofessionals, position is required in lieu of credentials with staff signature).

A documented discharge plan shall be developed with the beneficiary, family or caregiver, and Child and Family Team and included in the service record.

In addition, a completed LME-MCO Consumer Admission and Discharge Form must be submitted to the LME-MCO.

Utilization Management

Services are based upon a finding of medical necessity, must be directly related to the beneficiary's diagnostic and clinical needs, and are expected to achieve the specific rehabilitative goals specified in the beneficiary's PCP. Medical necessity is determined by North Carolina community practice standards as verified by independent Medicaid consultants for Medicaid funded services.

Medically necessary services are authorized in the most cost-efficient mode, as long as the treatment that is made available is similarly efficacious to services requested by the beneficiary's physician, therapist, or other licensed practitioner. Typically, a medically necessary service must be generally recognized as an accepted method of medical practice or treatment. Each case is reviewed individually to determine if the requested service meets the criteria outlined under EPSDT.

For Medicaid, authorization by the Medicaid approved vendor is required according to published policy.

The Medicaid vendor or the LME-MCO shall evaluate the request to determine if medical necessity supports more or less intensive services.

If continued Day Treatment services are needed at the end of the initial authorization period, the Day Treatment provider must submit the PCP and a new request for authorization reflecting the appropriate level of care and service to the Medicaid approved vendor for Medicaid services. This must occur before the authorization expires.

Services are billed in one-hour increments.

Service Exclusions and Limitations

The beneficiary may receive Day Treatment services from only one Day Treatment provider organization during any active authorization period for this service.

The following are not billable under this service:

- a. transportation time (this is factored in the rate);
- b. any habilitation activities;
- c. child care;
- d. any social or recreational activities (or the supervision thereof);
- e. clinical and administrative supervision of staff (this is factored in the rate); or
- f. educational instruction.

Service delivery to individuals other than the beneficiary may be covered only when the activity is directed exclusively toward the benefit of that beneficiary.

Day Treatment services may not be provided during the same authorization period as the following services:

- a. Intensive In-Home Services;
- b. Multisystemic Therapy;
- c. Individual, group and family therapy;
- d. Substance Abuse Intensive Outpatient Program;
- e. Child Residential Treatment services—Levels II (Program Type) through IV;
- f. Psychiatric Residential Treatment Facility (PRTF);
- g. Substance abuse residential services; or
- h. Inpatient hospitalization.

Day Treatment shall be provided in a licensed facility separate from the beneficiary's residence.

Note: For beneficiaries under the age of 21, additional products, services, or procedures may be requested even if they do not appear in the N.C. State Plan or when coverage is limited to those over 21 years of age. Service limitations on scope, amount, or frequency described in the coverage policy may not apply if the product, service, or procedure is medically necessary. Refer to **Subsection 2.2.1, EPSDT Special Provision.**

Partial Hospitalization: Medicaid Billable Service

Partial Hospitalization (PH) is a short-term service for acutely mentally ill children or adults, which provides a broad range of intensive therapeutic approaches which may include: group activities or therapy, individual therapy, recreational therapy, community living skills or training, increases the individual's ability to relate to others and to function appropriately, coping skills, medical services. This service is designed to prevent hospitalization or to serve as an interim step for those leaving an inpatient facility. A physician shall participate in diagnosis, treatment planning, and admission or discharge decisions. Physician involvement shall be one factor that distinguishes Partial Hospitalization from Day Treatment Services.

Therapeutic Relationship and Interventions

Partial Hospitalization is designed to offer in-person therapeutic interventions to provide support and guidance in preventing, overcoming, or managing identified needs on the service plan to aid with improving the beneficiary's level of functioning in all domains, increasing coping abilities or skills, or sustaining the achieved level of functioning.

Structure of Daily Living

Partial Hospitalization offers a variety of structured therapeutic activities including medication monitoring designed to support a beneficiary remaining in the community that are provided under the direction of a physician, although the program does not have to be hospital - based. Other identified providers shall carry out the identified individual or group interventions (under the direction of the physician). This service offers support and structure to assist the individual beneficiary with coping and functioning on a day-to-day basis to prevent hospitalization or to step down into a lower level of care from inpatient setting.

Cognitive and Behavioral Skill Acquisition

Partial Hospitalization includes interventions that address functional deficits associated with affective or cognitive problems or the beneficiary's diagnostic conditions. This may include training in community living, and specific coping skills, and medication management. This assistance allows beneficiaries to develop their strengths and establish peer and community relationships.

Service Type

This is day or night service that shall be provided a minimum of 4 hours per day, 5 days per week, and 12 months a year (exclusive of transportation time), excluding legal or governing body designated holidays.

Service standards and licensure requirements are outlined in 10A NCAC 27G .1100 or equivalent tribal code.

Resiliency or Environmental Intervention

Partial Hospitalization assists the beneficiary in transitioning from one service to another (an inpatient setting to a community-based service) or preventing hospitalization. This service provides a broad array of intensive approaches, which may include group and individual activities.

Service Delivery Setting

Partial Hospitalization is provided in a licensed facility that offers a structured, therapeutic program under the direction of a physician that may or may not be hospital based.

Utilization Management

None Apply.

Eligibility Criteria

The beneficiary is eligible for this service when all of the following criteria are met:

- a. Beneficiary must have a mental health diagnosis;
- b. The beneficiary is experiencing difficulties in at least one of the following areas:
 1. Functional impairment, crisis intervention, diversion, aftercare needs, or at risk for placement outside the natural home setting; and
 2. The beneficiary's level of functioning has not been restored or improved and may indicate a need for clinical interventions in a natural setting if any one of the following apply:
 - A. being unable to remain in family or community setting due to symptoms associated with diagnosis, therefore being at risk for out of home placement, hospitalizations, or institutionalization;
 - B. presenting with intensive, verbal and limited physical aggression due to symptoms associated with diagnosis, which are sufficient to create functional problems in a community setting;
 - C. being at risk of exclusion from services, placement or significant community support system as a result of functional behavioral problems associated with diagnosis;
 - D. requires a structured setting to monitor mental stability and symptomology, and foster successful integration into the community through individualized interventions and activities; or
 - E. service is a part of an aftercare planning process (time limited or transitioning) and is required to avoid returning to a higher, or more restrictive level of service.

Service Order Requirement

A physician, doctoral level licensed psychologist, psychiatric nurse practitioners, psychiatric clinical nurse specialist within their scope of practice can order this service. The service must be ordered prior to or on the day the service is initiated.

Continuation Review Criteria

The desired outcome or level of functioning has not been restored, improved, or sustained over the time frame outlined in the beneficiary's service plan or the beneficiary continues to be at risk for relapse based on history or the tenuous nature of the functional gains or ANY of the following applies:

- a. beneficiary has achieved initial service plan goals and additional goals are indicated;
- b. beneficiary is making satisfactory progress toward meeting goals;
- c. beneficiary is making some progress, but the service plan (specific interventions) need to be modified so that greater gains which are consistent with the beneficiary's premorbid level of functioning are possible or can be achieved;
- d. beneficiary is not making progress; the service plan must be modified to identify more effective interventions; or
- e. beneficiary is regressing; the service plan must be modified to identify more effective interventions.

Discharge Criteria

The beneficiary meets the criteria for discharge if any one of the following applies:

Beneficiary's level of functioning has improved with respect to the goals outlined in the service plan, inclusive of a transition plan to step down, or no longer benefits, or has the ability to function at this level of care and any of the following apply:

- a. beneficiary has achieved goals, discharged to a lower level of care is indicated; or
- b. beneficiary is not making progress or is regressing and all realistic treatment options with this modality have been exhausted.

Note: Any denial, reduction, suspension, or termination of service requires notification to the beneficiary or legal guardian about their appeal rights.

Service Maintenance Criteria

If the beneficiary is functioning effectively with this service and discharge would otherwise be indicated, PH must be maintained when it can be reasonably anticipated that regression is likely to occur if the service is withdrawn. The decision shall be based on ANY of the following:

- a. past history of regression in the absence of PH is documented in the beneficiary record; or
- b. the presence of a DSM-5 (or any subsequent editions of this reference material) diagnosis that would necessitate a disability management approach.

In the event, there are epidemiological sound expectations that symptoms will persist and that ongoing treatment interventions are needed to sustain functional gains.

Note: Any denial, reduction, suspension, or termination of service requires notification to the beneficiary or legal guardian about their appeal rights.

Provider Requirement and Supervision

All services in the partial hospital are provided by a team, which may have the following configuration: social workers, psychologists, therapists, case managers, or other MH/SA paraprofessional staff. The partial hospital milieu is directed under the supervision of a physician. Staffing requirements are outlined in 10A NCAC 27G .1102 or equivalent tribal code.

Documentation Requirements

The minimum documentation is a weekly service note that includes the purpose of contact, describes the provider's interventions, and the effectiveness of the interventions.

Note: For beneficiaries under the age of 21, additional products, services, or procedures may be requested even if they do not appear in the N.C. State Plan or when coverage is limited to those over 21 years of age. Service limitations on scope, amount, or frequency described in the coverage policy may not apply if the product, service, or procedure is medically necessary.

Professional Treatment Services in Facility-Based Crisis Program

This service provides an alternative to hospitalization for adults who have a mental illness or substance use disorder. This is a 24-hour residential facility with 16 beds or less that provides support and crisis services in a community setting. This can be provided in a non-hospital setting for beneficiaries in crisis who need short-term intensive evaluation, treatment intervention or behavioral management to stabilize acute or crisis situations.

Therapeutic Relationship and Interventions

This service offers therapeutic interventions designed to support a beneficiary remaining in the community and alleviate acute or crisis situations that are provided under the direction of a physician, although the program does not have to be hospital based. Interventions are implemented by other staff under the direction of the physician. These supportive interventions assist the beneficiary with coping and functioning on a day-to-day basis to prevent hospitalization.

Structure of Daily Living

This service is an intensified short-term, medically supervised service that is provided in certain 24-hour service sites. The objectives of the service include assessment and evaluation of the condition(s) that have resulted in acute psychiatric symptoms, disruptive or dangerous behaviors, or intoxication from alcohol or drugs; to implement intensive treatment, behavioral management interventions, or detoxification protocols; to stabilize the immediate problems that have resulted in the need for crisis intervention or detoxification; to ensure the safety of the beneficiary by closely monitoring his or her medical condition and response to the treatment protocol; and to arrange for linkage to services that will provide further treatment or rehabilitation upon discharge from the Facility Based Crisis Service.

Cognitive and Behavioral Skill Acquisition

This service is designed to provide support and treatment in preventing, overcoming, or managing the identified crisis or acute situations on the service plan to assist with improving the beneficiary's level of functioning in all documented domains, increasing coping abilities or skills, or sustaining the achieved level of functioning.

Service Type

This is a 24-hour service that is offered seven days a week.

Resiliency or Environmental Intervention

This service assists the beneficiary with remaining in the community and receiving treatment interventions at an intensive level without the structure of an inpatient setting. This structured program assesses, monitors, and stabilizes acute symptoms 24-hours-a-day.

Service Delivery Setting

This service can be provided in a licensed facility that meets 10A NCAC 27G .5000 licensure standards or be operated by a federally recognized tribal provider or an Indian Health Service provider.

Eligibility Criteria

The beneficiary is eligible for this service when all of the following are met:

- a. There is a mental health or substance use disorder diagnosis present or the beneficiary has a condition that may be defined as a intellectual and developmental disability as defined in GS 122C-3 (12a);

- b. Level of Care Criteria, Level D NC-SNAP (NC Supports or Needs Assessment Profile) or The ASAM Criteria;
- c. The beneficiary is experiencing difficulties in at least one of the following areas:
 - 1. functional impairment,
 - 2. crisis intervention, diversion, or after-care needs, or
 - 3. at risk for placement outside of the natural home setting; and
- d. The beneficiary's level of functioning has not been restored or improved and may indicate a need for clinical interventions in a natural setting if any one of the following apply:
 - 4. unable to remain in family or community setting due to symptoms associated with diagnosis, therefore being at risk for out of home placement, hospitalization, or institutionalization;
 - 5. intensive, verbal and limited physical aggression due to symptoms associated with diagnosis, which are sufficient to create functional problems in a community setting; or
 - 6. at risk of exclusion from services, placement or significant community support systems as a result of functional behavioral problems associated with diagnosis.

Service Order Requirement

Service must be ordered by a primary care physician, psychiatrist or a licensed psychologist. All service orders must be made prior to or on the day service is initiated.

Continuation Review

The desired outcome or level of functioning has not been restored, improved or sustained over the time frame outlined in the beneficiary's service plan or the beneficiary continues to be at risk for relapse based on history or the tenuous nature of the functional gains or **any one of the following** applies:

- a. beneficiary has achieved initial service plan goals and additional goals are indicated;
- b. beneficiary is making satisfactory progress toward meeting goals;
- c. beneficiary is making some progress, but the service plan (specific interventions) need to be modified so that greater gains, which are consistent with the beneficiary's premorbid level of functioning, are possible or can be achieved;
- d. beneficiary is not making progress; the service plan must be modified to identify more effective interventions; or
- e. beneficiary is regressing; the service plan must be modified to identify more effective interventions.

Units are billed in 1-hour increments up to 24 hours in a 24-hour period.

When providing evaluation and management services to beneficiaries, the psychiatrist or physician extender may bill additional psychiatric evaluations (excluding the initial evaluation) and other therapeutic services separately.

Discharge Criteria

The beneficiary meets the criteria for discharge if any one of the following applies:

Beneficiary's level of functioning has improved with respect to the goals outlined in the service plan, inclusive of a transition plan to step-down or no longer benefits or has the ability to function at this level of care and ANY of the following apply:

- a. beneficiary has achieved goals, discharge to a lower level of care is indicated; or
- b. beneficiary is not making progress or is regressing and all realistic treatment options with this modality have been exhausted.

Note: Any denial, reduction, suspension, or termination of service requires notification to the beneficiary or legal guardian about their appeal rights.

Service Maintenance Criteria

If the beneficiary is functioning effectively with this service and discharge would otherwise be indicated, Facility-based crisis service must be maintained when it can be reasonably anticipated that regression is likely to occur if the service is withdrawn. The decision shall be based on ANY of the following:

- a. past history of regression in the absence of facility based crisis service is documented in the service record; or
- b. in the event there are epidemiologically sound expectations that symptoms will persist and that ongoing treatment interventions are needed to sustain functional gains, the nature of the beneficiary's DSM-5 (or any subsequent editions of this reference material) diagnosis necessitates a disability management approach.

Note: Any denial, reduction, suspension, or termination of service requires notification to the beneficiary or legal guardian about their appeal rights.

Provider Requirement and Supervision

This is a 24-hour service that is offered seven days a week, with a staff to beneficiary ratio that ensures the health and safety of beneficiaries served in the community and compliance with 10A NCAC 27E Seclusion, Restraint and Isolation Time Out or equivalent federally recognized tribal code. At no time shall staff to beneficiary ratio be less than 1:6 for adults with a mental health disorder and 1:9 for adults with a substance use disorder.

Documentation Requirements

The minimum documentation is a daily service note per shift.