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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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Related Clinical Coverage Policies

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

8A- Enhanced Mental Health and Substance Abuse Services

8A-1 Assertive Community Treatment (ACT) Program

8A-2 Facility-Based Crisis Service for Children and Adolescents

8A-5 Diagnostic Assessment

8A-6 Community Support Team (CST)

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

8G Peer Support Services

1.0 Description of the Procedure, Product, or Service

Clinically Managed Residential Services are designed to serve a beneficiary who, because of specific functional limitations due to their substance use disorder, need a 24-hour structured, safe, and stable living environment. A beneficiary meeting The American Society of Addiction Medicine (ASAM) Criteria, Third Edition, Level 3.5 has significant social and psychological issues complicating their care. This service helps the beneficiary develop and demonstrate recovery skills, so they do not immediately return to use or continue to use in an eminently dangerous manner upon transfer to a less intense level of care. A beneficiary meeting this level of care may be experiencing justice system involvement, co-occurring mental illness, a personality disorder, and impaired functioning. Treatment is tailored to meet the beneficiary's level of readiness to change.

The goals of treatment are to promote abstinence from substance use which can consist of the use of medication assisted treatment for opioid use disorder or other FDA approved medications for the treatment of substance use disorders. Additionally, this level of care is intended to affect change in the beneficiary's lifestyle, attitudes, and values to facilitate healthy reintegration into the community.

This service can be provided to the following beneficiaries:

- a. **Attachment B-** Adolescents, Medium-Intensity;
- b. **Attachment C-** Adults, High-Intensity; and
- c. **Attachment D-** Pregnant and Parenting Women, High-Intensity

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1.1 Definitions

The ASAM Criteria, Third Edition

The American Society of Addiction Medicine (ASAM) Criteria is a comprehensive set of treatment standards for addictive, substance-related, and co-occurring conditions. The ASAM Criteria, Third Edition uses six dimensions to create a holistic, biopsychosocial assessment to be used for service planning and treatment. The six dimensions are:

1. Acute Intoxication and Withdrawal Potential;
2. Biomedical Conditions and Complications;
3. Emotional, Behavioral, or Cognitive Conditions and Complications;
4. Readiness to Change;
5. Relapse, Continued Use, or Continued Problem Potential; and
6. Recovery and Living Environment.

Medication Assisted Treatment (MAT)

As defined by the Substance Abuse and Mental Health Services Administration (SAMHSA), Medication Assisted Treatment (MAT) is “the use of medications, in combination with counseling and behavioral therapies, to provide a ‘whole patient’ approach to the treatment of substance use disorders. Medications used are approved by the Food and Drug Administration (FDA), and are clinically driven and tailored to meet each beneficiary’s needs.”

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 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. A beneficiary may become retroactively eligible for Medicaid while receiving covered services.

A retroactively eligible beneficiary is entitled to receive Medicaid covered services and to be reimbursed by the provider for all money paid during the retroactive period, except for any third-party payments or cost-sharing

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amounts. The qualified provider may file for reimbursement with Medicaid for these services.

b. Populations Served

Medicaid shall cover Clinically Managed Residential Services for an eligible beneficiary who is either an adolescent aged 12-17 or an adult 18 years of age and older, and who meets the criteria in **Section 3.0** of this policy.

c. Medicaid for Pregnant Women (MPW)

An applicant may be approved for MPW if the applicant meets all eligibility requirements. A beneficiary may become retroactively eligible for Medicaid while receiving covered services.

A retroactively eligible beneficiary is entitled to receive Medicaid covered services and to be reimbursed by the provider for all money paid during the retroactive period except for any third-party payments or cost-sharing amounts. The qualified provider may file for reimbursement with Medicaid for these services.

MPW shall cover Clinically Managed Residential Services for an eligible beneficiary who is 18 years of age and older and meets the criteria in **Section 3.0** of this policy.

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 a 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 practitioner).

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 will 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.

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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 the procedure, product, or service related to this policy when 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.

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3.2 Specific Criteria Covered

3.2.1 Specific criteria covered by Medicaid

Medicaid shall cover Clinically Managed Residential Services when the beneficiary meets the following specific criteria:

- a. has a substance use disorder (SUD) diagnosis as defined by the Diagnostic and Statistical Manual of Mental Disorders (DSM)-5, or any subsequent editions of this reference material; and
- b. meets American Society of Addiction Medicine (ASAM) Level 3.5 Clinically Managed Residential Services admission criteria as defined in The ASAM Criteria, Third Edition, 2013; and
- c. the beneficiary is:
 1. an adolescent age 12-17;
 2. an adult age 18 and older;
 3. a pregnant beneficiary; or
 4. a parenting beneficiary with a dependent minor child or children in their physical custody.

3.2.2 Medicaid Additional Criteria Covered

None Apply.

3.2.3 Admission Criteria

Clinically Managed Residential Services requires a comprehensive clinical assessment (CCA) or a diagnostic assessment (DA) to be completed within seven days of admission that confirms the beneficiary has a SUD diagnosis using the most recent Diagnostic and Statistical Manual of Mental Disorders (DSM) criteria and meets ASAM Criteria, Third Edition, Level 3.5. The assessment must be updated as new strengths and barriers are observed in the residential setting. Relevant diagnostic information must be obtained and documented in the Person-Centered Plan (PCP).

The completion of the CCA, DA, laboratory or toxicology tests can be billed separately.

3.2.4 Continued Stay and Discharge Criteria

- a. The beneficiary meets the criteria for continued stay if any ONE of the following applies:
 1. The beneficiary has achieved initial PCP goals and requires this service in order to meet additional goals;
 2. The beneficiary is making progress, but the PCP (specific interventions) needs to be modified so that greater gains, which are consistent with the beneficiary's pre-morbid level of functioning, are possible or can be achieved; or
 3. The beneficiary is not making progress or regressing, and the PCP must be modified to identify more effective interventions.
- b. The beneficiary meets the criteria for discharge if any one of the following applies:

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1. The beneficiary has achieved goals documented in the PCP, thus resolving the symptom(s) that justified admission to the present level of care; and continuing the chronic disease management of the beneficiary's condition at a less intensive level of care is indicated;
2. The beneficiary has been unable to resolve the symptom(s) that justified admission to the present level of care, or symptom(s) have intensified despite ongoing evaluation and updates to the PCP, and an updated CCA or DA indicates transfer to a different level of care is needed;
3. The beneficiary has demonstrated a lack of progress due to diagnostic or co-occurring conditions that limit the ability to alleviate the beneficiary's symptom(s), and an updated CCA or DA indicates transfer to a different level of care is needed; or
4. The beneficiary or person legally responsible for the beneficiary requests a discharge from Clinically Managed Residential Services.

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 the procedure, product, or service 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 criteria listed in **Section 3.0**;
- c. the procedure, product, or service 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

Medicaid shall not cover these activities:

- a. Transportation for the beneficiary or family members;
- b. Any habilitation activities;
- c. Time spent doing, attending, or participating in recreational activities unless tied to specific planned social skill assistance;
- d. Clinical and administrative supervision of staff, which is covered as an indirect cost and part of the rate;
- e. Covered services that have not been rendered;
- f. Childcare services or services provided as a substitute for the parent or other individuals responsible for providing care and supervision;

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- g. Services provided to teach academic subjects or as a substitute for education personnel;
- h. Interventions not identified on the beneficiary's PCP;
- i. Services provided to children, spouse, parents, or siblings of the beneficiary under treatment or others in the beneficiary's life to address problems not directly related to the beneficiary's needs and not listed on the Person-Centered Plan; and
- j. Payment for room and board.

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 and MPW shall not require prior approval for Clinically Managed Residential Services upon admission through the first 14 calendar days of services.

5.2 Prior Approval Requirements

5.2.1 General

None Apply.

5.2.2 Specific

None Apply.

5.3 Utilization Management and Additional Limitations

5.3.1 Utilization Management

Utilization management of covered services is a part of the assurance of medically necessary service provision. Authorization, which is an aspect of utilization management, validates approval to provide a medically necessary covered service to an eligible beneficiary.

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 detailed in the beneficiary's PCP. Medical necessity is determined by North Carolina community practice standards, by 10A NCAC 25A .0201, and as verified by the Prepaid Inpatient Health Plan (PIHP) or utilization management contractor who evaluates the request to determine if medical necessity supports intensive services.

Medically necessary services are authorized in the most cost-effective modes, if the treatment that is made available is similarly effective as services requested by the beneficiary's physician, therapist, or another licensed practitioner. The medically necessary service must be recognized as an accepted method of medical practice or treatment.

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5.3.2 Initial Authorization

To request an initial authorization, the CCA or DA, service order for medical necessity, the Person-Centered Plan (PCP), and the required NC Medicaid authorization request form must be submitted to the PIHP or utilization management contractor within the first fourteen (14) calendar days of service initiation.

Concurrent reviews determine the ongoing medical necessity for the service or the medical necessity for a higher or lower level of care. To request a concurrent authorization, the updated PCP and the required NC Medicaid authorization request form must be submitted to the PIHP or utilization management contractor.

5.3.3 Additional Limitations

Clinically Managed Residential Services must not be billed on the same day (except day of admission or discharge) as:

- a. Residential levels of care
- b. Withdrawal management services
- c. Substance Abuse Intensive Outpatient Program (SAIOP)
- d. Substance Abuse Comprehensive Outpatient Treatment (SACOT)
- e. Assertive Community Treatment (ACT)
- f. Community Support Team (CST)
- g. Psychiatric Rehabilitation (PSR)
- h. Peer Support Services (PSS)
- i. Partial Hospitalization
- j. Facility Based Crisis (Adult)
- k. Facility Based Crisis (Child and Adolescent)
- l. Psychiatric Residential Treatment Facilities for Children under the Age of 21.

Outpatient therapy services can be billed separately when the beneficiary is in need of a specialized therapy that cannot be provided by the Clinically Managed Residential Service provider, including Dialectical Behavioral Therapy, exposure therapy, and Eye Movement Desensitization and Reprocessing.

5.4 Service Order

A service order is a mechanism to demonstrate medical necessity for a service and is based upon an assessment of the beneficiary's needs. A signed service order must be completed by the physician, a physician assistant, or nurse practitioner, according to their scope of practice. Service orders are valid for the episode of care. Medical necessity must be revisited, and service must be ordered based on the current episode of care if multiple episodes of care are required within a twelve (12) month period.

ALL of the following apply to a service order:

- a. Backdating of the service order is not allowed;
- b. Each service order must be signed and dated by the authorizing professional and must indicate the date on which the service was ordered;

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- c. A service order must be in place prior to or on the first day that the service is initially provided, to bill Medicaid for the service. Even if the beneficiary is retroactively eligible for Medicaid, the provider cannot bill Medicaid without a valid service order.

5.5 Documentation Requirements

The service record documents the nature and course of a beneficiary's progress in treatment. To bill Medicaid, providers shall ensure that their documentation is consistent with the requirements contained in this policy. This service requires a shift note to be completed for every shift of service provided. Events in a beneficiary's life which require additional activities or interventions must be documented using a service note, over and above the minimum frequency requirement.

To bill Medicaid, providers shall ensure that their documentation is consistent with the requirements contained in this policy. The staff member who provides the service is responsible for timely and accurate documentation in the service record that is billed to and reimbursed by Medicaid. Service notes must meet the requirements of the DHHS Records Management and Documentation Manual. Medication administration records (MAR) or electronic MARs must meet the requirements of 10A NCAC 27G .0209 (c)(4).

6.0 Provider(s) Eligible to Bill for the Procedure, Product, or Service

To be eligible to bill for the procedure, product, or service 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

Clinically Managed Residential Services must be delivered by a substance use disorder provider organization that:

- a. meets the provider qualification policies, procedures, and standards established by the NC Medicaid;
- b. meets the requirements of 10A NCAC 27G Rules for Mental Health, Developmental Disabilities, and Substance Abuse Facilities and Services;
- c. demonstrates that they meet these standards by being credentialed and contracted by the DHHS designated contractor;
- d. within one year of enrollment as a provider with NC Medicaid, achieves national accreditation with at least one of the designated accrediting agencies; and
- e. becomes established as a legally constituted entity capable of meeting all the requirements of the Provider Certification Medicaid Enrollment Agreement, Medicaid Bulletins and service implementation standards.

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Population Specific Provider Qualifications and Occupational Licensing Entity Regulations are identified in the population specific attachments.

6.2 Provider Certifications

The Provider Certifications for Clinically Managed Residential Services are identified in the population specific attachments.

Refer to the following attachments and sections for population specific provider certifications:

- a. **Attachment B** - Adolescent, Section B. Population Specific Provider Requirements;
- b. **Attachment C** - Adult, Section B. Population Specific Provider Requirements; and
- c. **Attachment D** - Pregnant and Parenting, Section B. Population Specific Provider Requirements.

6.3 Program Requirements

Clinically Managed Residential Service provides a structured recovery environment in combination with clinical services to meet the unique functional limitations of a beneficiary with a substance use disorder who is appropriate for one of the following three program types: adolescent, adult, or pregnant or parenting. This service offers support for recovery from substance use related disorders. This service is provided by licensed professionals, certified staff, peers, and paraprofessionals who have experience and training working with a beneficiary who has a substance use disorder and is either an adolescent, adult, or a beneficiary who is pregnant or parenting. A beneficiary eligible for this service experiences significant impairments from their substance use disorder that make outpatient or relapse prevention strategies not feasible or effective.

Protocols must be in place to determine the nature of the interventions that are required. Protocols must contain under what conditions physician care is warranted, when transfer to a medically monitored facility or an acute care hospital is necessary, and when a beneficiary is medically appropriate to step down to a lower level of care based on the ASAM Criteria, Third Edition level of care criteria.

The Clinically Managed Residential Service provider shall provide notification to the beneficiary's Care Manager or care coordinator on the first day of admission to the service to coordinate services.

The Clinically Managed Residential Service provider shall have either access to on-site medical care or have a Memorandum of Agreement (MOA) or Memorandum of Understanding (MOU) that details the collaboration with external provider(s) to ensure the beneficiary has access to medical care while receiving treatment.

A provider shall ensure access to all approved Federal Drug Administration (FDA) medications for Medication Assisted Treatment (MAT) covered by the Medicaid formulary for a beneficiary that meets medical necessity for this service. MAT can be provided on-site by the provider(s) or through a MOA or MOU with an off-site provider(s) that is no further than 60 minutes from the facility.

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Clinically Managed Residential Service providers shall ensure that all programs have access to naloxone or other Federal Food and Drug Administration approved opioid antagonist for drug overdose on site, and that all staff have training and education on the use of naloxone in suspected opioid overdoses. Programs shall develop policies that detail the use, storage and education provided to staff regarding naloxone.

Clinically Managed Residential Service providers shall ensure either on-site access to behavioral health prescriber services or have a MOU or MOA that details the collaboration with an external provider(s) to ensure a beneficiary has access to medically necessary behavioral health medications while receiving treatment.

Clinically Managed Residential Service providers shall have clinicians and professional staff who are available 24 hours a day, and the ability to screen a potential beneficiary seven days a week. A provider shall be staffed to complete CCAs or DAs and accept medically necessary admissions a minimum of five days a week. There must be policies and procedures that address admission expectations, how the screening, intake and admission process are handled, and staffing expectations to consist of back-up and consultation coverage.

This service must be in operation 24 hours a day, seven days a week. Clinical staff (Certified Clinical Supervisor, Licensed Clinical Addictions Specialist, Licensed Clinical Addictions Specialist-Associate, Licensed Clinical Social Worker, Licensed Clinical Social Worker Associate, Licensed Clinical Mental Health Counselor, Licensed Clinical Mental Health Counselor Associate, Licensed Marriage and Family Therapist, Licensed Marriage and Family Therapist Associate, Certified Substance Abuse Counselor, Certified Substance Abuse Counselor Intern, Certified Alcohol and Drug Counselor, or Certified Alcohol and Drug Counselor Intern) shall be available seven days a week for clinical interventions. Clinical interventions must be provided a minimum of 20 hours per week for each beneficiary.

Additional program requirements and training requirements are identified in the population specific attachments.

Required components of this service are the following:

- a. A CCA or DA completed within seven (7) days of admission;
- b. Interdisciplinary assessments and treatment designed to develop and apply recovery skills;
- c. A PCP, documenting problem identification in the ASAM Criteria, Third Edition dimensions two through six, development of treatment goals, measurable treatment objectives, and activities designed to meet those objectives;
- d. A daily program schedule that consists of clinical services, individual, group and family therapy, case management, peer supports, and other recovery supports. Interventions can focus on improving the beneficiary's ability to structure and organize their tasks of daily living and recovery, develop and practice prosocial behaviors, stabilize and maintain the stability of the beneficiary's addiction symptoms, and help the beneficiary develop and apply recovery skills;
- e. Counseling and clinical monitoring to assist the beneficiary with successful initial involvement or reinvolved in regular, productive daily activities;

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- f. Trauma informed practices and interventions tailored to the specific population being served;
- g. Random drug screening to shape behavior and reinforce treatment gains, as appropriate to the beneficiary's PCP;
- h. A range of evidence-based cognitive, behavioral, and other therapies administered on an individual and group basis, medication education and management, addiction pharmacotherapy, educational skill building groups, and occupational or recreational activities;
- i. A range of evidence-based practices and therapies for a beneficiary with co-occurring substance use and mental health disorders;
- j. Motivational enhancement and engagement strategies appropriate to the beneficiary's stage of readiness and desire to change;
- k. Counseling and clinical interventions to facilitate teaching the beneficiary skills needed for successful reintegration into family and community living;
- l. Reproductive planning and health education, including referral to external partners to access necessary services and supports;
- m. Regular monitoring of the beneficiary's adherence in taking any prescribed and over the counter medications;
- n. Daily assessment of progress and any treatment changes;
- o. 24-hour access to emergency medical consultation services;
- p. Behavioral health crisis interventions, when clinically appropriate;
- q. Peer support services that focus on mutual aid, recovery, wellness, and self-advocacy;
- r. Arrange for the involvement of family members or significant others to provide education on and engagement in the treatment process, with informed consent;
- s. Direct coordination with other levels of care, including specialized psychological and psychiatric consultation and supervision for biomedical, emotional, behavioral, and cognitive problems, as indicated;
- t. Direct coordination with the justice system and the Department of Social Services, when the beneficiary has current involvement with either of these systems;
- u. Affiliation with other ASAM levels of care, behavioral health providers, and care management for linkage and referrals for counseling, as well as medical, psychiatric, and continuing care; and
- v. Discharge and transfer planning beginning at admission.

Note: Additional population specific required components are identified in the population specific appendix.

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

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- 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, DHHS division(s) or fiscal contractor(s). All providers shall be in compliance with 42 CFR Part 2- Confidentiality of Substance Use Disorder Patient Records. Federally recognized tribal and IHS providers may be exempt to one or more of these items in accordance with Federal law and regulations.

8.0 Policy Implementation and History

Original Effective Date: 07/01/2024

History:

Date	Section or Subsection Amended	Change
	All Sections and Attachment(s)	

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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. 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:

A. Claim Type

Professional (CMS-1500/837P 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-CM 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.

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.

If no such specific CPT or HCPCS code exists, then the provider(s) shall report the procedure, product or service using the appropriate unlisted procedure or service code.

HCPCS Code(s)	Billing Unit
H0012 HD- Pregnant and Parenting	1 Unit = 1 Day
H0012 HB- Adult	1 Unit = 1 Day
H0012 HA- Adolescent	1 Unit = 1 Day

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.

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D. Modifiers

Provider(s) shall follow applicable modifier guidelines.

E. Billing Units

Provider(s) shall report the appropriate code(s) used which determines the billing unit(s). Federally recognized tribal or IHS providers may be entitled to alternate reimbursement methodologies under Federal Law.

F. Place of Service

This is a facility-based service.

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/>

Physician and other professional time not included in the daily rate are billed separately.

Evaluation and Management CPT codes, specifically with an addiction focused history and biopsychosocial screening assessments, the comprehensive clinical assessment, diagnostic assessment, physical exam, laboratory tests and toxicology tests, and medical evaluation and consultation can be billed separate from the Clinically Managed Residential Service.

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

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Attachment B: Clinically Managed Medium-Intensity Residential Service - Adolescent

A. Adolescent Population Specific Service Definition and Required Components

Clinically Managed Medium-Intensity Residential Service, ASAM Criteria, Third Edition, Level 3.5 - Adolescent is an organized service delivered by clinical and support staff in a 24-hour supportive treatment environment. Services are delivered under a defined set of licensed professional approved policies and protocols. This level of care is for an adolescent beneficiary who is aged 12 to 17 and experiencing impaired functioning across a broad range of psychosocial domains. These impairments can manifest as disruptive behaviors, delinquency, juvenile justice involvement, educational difficulties, family conflicts, developmental immaturity, and psychological problems. This level of care frequently works with adolescents who are impulsive, displaying severe conduct problems, and struggling with interpersonal relationships, hostility, and aggression.

Clinically Managed Medium-Intensity Residential Service - Adolescent programs operate under protocols for the management of medical or behavioral health emergencies. Programs are staffed by clinicians and professional staff who have training and experience working with an adolescent diagnosed with substance use disorder and co-occurring mental health conditions, and who are available 24 hours a day. This service must have: the availability of specialized medical consultation; the ability to arrange for medical procedures, including indicated laboratory and toxicology testing; the ability to arrange for medical and psychiatric treatment through consultation; the ability to refer to off-site, concurrent treatment services or transfer to another level of care; and direct affiliations with other levels of care to effectively facilitate the beneficiary's transition into ongoing treatment and recovery.

Programs are expected to coordinate with other agencies and entities involved in the beneficiary's care such as social services, juvenile justice, and medical providers.

B. Population Specific Provider Requirements

In addition to the provider and program requirements identified above, Clinically Managed Medium-Intensity Residential Service - Adolescent providers shall be expected to provide or directly link to educational services that are provided according to local regulations, designed to maintain the educational and intellectual development of the beneficiary and, when indicated, provide opportunities to remedy deficits in the educational level of a beneficiary who has fallen behind because of their involvement with alcohol and other substances. If the program is coordinating with a local school district for educational supports, this must be documented in a MOU or MOA.

Clinically Managed Medium-Intensity Residential Service - Adolescent providers shall coordinate with local Department of Social Services (DSS) offices when working with an adolescent beneficiary who has a DSS case worker or DSS involvement.

This service must be provided in a facility licensed by the [NC Division of Health Service Regulation Mental Health Licensure and Certification Section](#) under 10A NCAC 27G Section .5600 Supervised Living for Individuals of All Disability Groups waiver rules. Refer to [Tribal & Urban Indian Health Centers | HRSA](#) when the service is provided by an Indian Health Service (IHS) or 638 contract or compact operated by a Federally Recognized Tribe as allowed in 25

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USC Ch. 18: INDIAN HEALTH CARE §1621t Licensing and §1647a Nondiscrimination under Federal health care programs in qualifications for reimbursement services.

C. Population Specific Staffing Requirements

Required Position	Minimum Qualifications	Responsibilities
Program Director	<p>Certified Clinical Supervisor (CCS) or Licensed Clinical Addictions Specialist (LCAS)</p> <p>Shall be licensed and in good standing with the NC Addictions Specialist Professional Practice Board.</p> <p>Shall have at least one year of experience working with adolescents.</p> <p>Shall have at least one year of experience working in a residential SUD facility.</p> <p>This position may be filled by a Licensed Clinical Social Worker (LCSW), Licensed Clinical Social Worker Associate (LCSWA), Licensed Clinical Mental Health Counselor (LCMHC), Licensed Clinical Mental Health Counselor Associate (LCMHCA), Licensed Marriage Family Therapist (LMFT), or a Licensed Marriage</p>	<p>The Program Director is responsible for clinical and general oversight of the program, to include development of clinical policies and procedures, clinical oversight and management of staff, oversight of admissions and discharges, identifying and leading quality improvement projects, managing admission and discharges, and ensuring the program is adhering to the policy, rule, and statutes. The Program Director shall be available 24 hours a day, seven days a week, in-person or virtually, for consultation with the Program Manager, clinical staff, and support staff.</p> <p>In addition to the above, the Program Director is responsible for the following:</p> <ul style="list-style-type: none"> • Direct oversight of admissions and discharges to the program; • Plan and oversee all clinical operations; • Develop program policies and procedures; • Identify evidence-based practices for the program to implement, and oversee the implementation of evidence-based practices; • Provide individual, group, and family therapy; • Provide clinical supervision to staff to ensure the delivery of best and ethical practices, especially as it relates to population specific best practices; • Coordinate initial and ongoing assessment activities; • Model best practices in clinical interventions through service provision, for the purpose of staff supervision; • Develop and implement an outcome tracking plan to measure the effectiveness of the program; • Facilitate any recurring clinical staffing meetings; • Facilitate or provide support for any scheduled clinical beneficiary meetings;

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	<p>Family Therapist Associate (LMFTA) if the Program Director held the position as of the original effective date of this policy. Refer to Section 8.0 of this policy.</p>	<ul style="list-style-type: none"> • Coordinate with external partners, including DSS, juvenile justice, local school districts, and medical providers; • Coordinate with Care Management or other care coordination to ensure the beneficiary is informed about benefits, community resources, and services; • Coordinate with Care Management or other care coordination to ensure the beneficiary is provided linkage and referrals for needed services and supports; • Monitor and evaluate the services, interventions, and activities provided by the team; • Assist with crisis interventions; • Participate in service and discharge planning meetings; • Facilitate transition to the next level of care and community-based resources; • Work with the beneficiary's natural supports; • Develop collaborative working relationships with community-based providers and organizations to facilitate warm handoffs at discharge; and • Develop and implement supervision plans.
Program Manager	<p>Qualified Professional (QP)</p> <p>Shall have one year of experience working with adolescents.</p> <p>Shall have at least one year of experience working in a residential SUD facility.</p>	<p>The Program Manager is responsible for the general oversight of the program, as delegated by the Program Director, to include administrative oversight and management of staff. The Program Manager supports the Program Director in quality improvement projects, providing support in the oversight of admissions and discharges, ensuring the program is adhering to the policy, rule, and statutes. The Program Manager shall be available 24 hours a day, seven days a week, in-person or virtually, for emergency program oversight.</p> <p>In addition to the above, the Program Manager is responsible for the following:</p> <ul style="list-style-type: none"> • Oversee the administrative operation of the Clinically Managed Medium-Intensity Residential program; • Coordinate with the Program Director to develop program policies and procedures; • Organize and oversee the implementation of daily activities; • Provide administrative oversight to staff and ensure the policies and procedures are implemented as written;

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		<ul style="list-style-type: none"> • Maintain programmatic standards of satisfaction, quality, and performance; • Coordinate the initial and ongoing assessment activities; • Coordinate with external partners, including DSS, juvenile justice, local school districts, and medical providers; • Facilitate any recurring administrative program meetings; • Monitor and evaluate the services, interventions, and activities provided by the team; • Assist with crisis interventions; • Participate in service and discharge planning meetings; • Facilitate transition to the next level of care and community-based resources; • Work with the beneficiary's natural supports; • Develop collaborative working relationships with community-based providers and organizations to facilitate warm handoffs at discharge; • Develop and implement supervision plans that meet the requirements of 10A NCAC 27G .0204.
Licensed Clinical Staff	<p>The Licensed Clinical Staff shall meet one of the following:</p> <ol style="list-style-type: none"> Be a LCAS or LCAS-A with a valid licensed from the NC Addictions Specialist Professional Practice Board. Be a LCSW or LCSWA with a valid license from the NC Social Work Certification and Licensure Board. Be a LCMHC or LCMHCA with a valid license 	<p>The Licensed Clinical Staff provides substance use focused and co-occurring assessment services, develops an ASAM Level of Care determination, and provides referral and coordination to substance use disorder treatment and recovery resources.</p> <p>In addition to the above, the Licensed Clinical Staff is responsible for the following:</p> <ul style="list-style-type: none"> • Complete any clinical assessments or documentation required for admission; • Begin discharge planning at admission; • Complete CCAs or DAs and updates; • Lead the development of the PCP and ongoing revisions; • Provide ongoing assessment and reassessment of the beneficiary based on their PCP and goals; • Plan and deliver clinical and didactic motivational interventions appropriate to the beneficiary's stage of readiness to change; • Facilitate individual, group, and family therapy sessions; • Provide crisis interventions;

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	<p>from the NC Board of Licensed Clinical Mental Health Counselors.</p> <p>d. Be a LMFT or LMFTA with a valid license from the NC Marriage and Family Therapy Licensure Board.</p> <p>AND</p> <p>Shall have at least one year of experience working with adolescents.</p>	<ul style="list-style-type: none"> • Provide after-hours phone consultation to on-site staff, and coordinate with the Program Director regarding clinical situations; • Provide reproductive planning and health education, and refer to external partners as necessary; • Engage with family members or significant others and provide education and supports, with beneficiary consent; • Provide support for the coordination and consultation with medical, clinical, familial, and ancillary relevant parties, with beneficiary consent; • Coordinate with external partners, including DSS, juvenile justice, local school districts, and medical providers; • Coordinate with Care Management or other care coordination to ensure the beneficiary is informed about benefits, community resources, and services; • Coordinate with Care Management or other care coordination to ensure beneficiary is provided linkage and referrals for needed services and supports; • Ensure linkage to the most clinically appropriate and effective services, including arranging for psychological and psychiatric evaluations; • Inform the beneficiary about benefits, community resources, and services; • Monitor and document the status of the beneficiary's progress and the effectiveness of the strategies and interventions outlined in the PCP; • Maintain accurate service notes and documentation for all interventions provided; and • Participate in staff meetings and treatment team meetings.
Certified Clinical Staff	Certified Substance Abuse Counselor (CSAC), Certified Substance Abuse Counselor Intern (CSAC-I), Certified Alcohol and Drug Counselor (CADC), or Certified Alcohol and	The CSAC, CSAC-I, CADC or CADC-I coordinates with the Licensed Clinical Staff and Program Manager to ensure that a beneficiary has access to counseling supports, psychoeducation, and crisis interventions when needed. The Certified Clinical Staff play a lead role in case management and coordination of care functions.

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	<p>Drug Counselor Intern (CADC-I)</p> <p>Shall be certified and in good standing with the NC Addictions Specialist Professional Practice Board.</p> <p>Shall have at least one year of experience working with adolescents.</p>	<p>In addition to the above, the CSAC, CSAC-I, CADC or CADC-I is responsible for the following:</p> <ul style="list-style-type: none"> • Participate in the development, implementation, and ongoing revision of the PCP; • Assist the Licensed Clinical Staff with behavioral and substance use disorder interventions; • Coordinate with Care Management or other care coordination to ensure the beneficiary is informed about benefits, community resources, and services; • Coordinate with Care Management or other care coordination to ensure beneficiary is provided linkage and referrals for needed services and supports; • Provide ongoing assessment and reassessment of the beneficiary based on their PCP and goals; • Provide crisis interventions, when clinically appropriate; • Provide psychoeducation as indicated in the PCP; • Provide reproductive planning and health education, and refer to external partners, as necessary; • Monitor and document the status of the beneficiary's progress and the effectiveness of the strategies and interventions outlined in the PCP; • Provide substance use, health, and community services education; • Assist with the development of relapse prevention and disease management strategies; • Communicate the beneficiary's progress and the effectiveness of the strategies and interventions to the Licensed Clinical Staff and Program Manager as outlined in the PCP; • Engage with family members or significant others and provide education and supports, with beneficiary consent; • Coordinate with external partners, including DSS, juvenile justice, local school districts, and medical providers; • Inform the beneficiary about benefits, community resources, and services; • Provide linkage and referrals for recovery services and supports;
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		<ul style="list-style-type: none"> • Advocate for and assist the beneficiary in accessing benefits and services; • Maintain accurate service notes and documentation for all interventions provided; and • Participate in staff meetings and treatment team meetings.
Recovery Supports	<p>Certified Peer Support Specialist (CPSS)</p> <p>Shall be fully certified as a peer support specialist in NC.</p> <p>Shall have at least one year of experience working with a beneficiary diagnosed with a SUD.</p> <p>Shall have at least one year of experience working with adolescents.</p>	<p>The Certified Peer Support Specialist (CPSS) uses their lived experience and recovery to provide support and share hope as they walk with a beneficiary through the first steps of their recovery journey.</p> <p>In addition to the above, the CPSS is responsible for the following:</p> <ul style="list-style-type: none"> • Share lived experience to support, encourage and enhance a beneficiary's treatment and recovery; • Model recovery values, attitudes, beliefs, and personal actions to encourage wellness and resilience for a beneficiary served; • Act as a mentor in the recovery process; • Explore the importance and creation of a recovery and wellness identity; • Promote the opportunity for personal growth by identifying teachable moments for building relationship skills to empower the beneficiary and enhance personal responsibility; • Model and share examples of healthy social interactions and facilitate familiarity with, and connection to, the local community, including mutual aid groups and self-help resources; • Guide and encourage a beneficiary to take responsibility for and actively participate in their own recovery; • Provide reproductive planning and health education, and refer to external partners, as necessary; • Assist with self-determination and decision-making; • Model recovery values, attitudes, beliefs, and personal action to encourage wellness and resilience; • Teach and promote self-advocacy;

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		<ul style="list-style-type: none"> • Assist with crisis interventions; and • Participate in team meetings and the PCP process.
Recovery Supports	<p>Licensed Recreation Therapist (LRT), Art Therapist-Registered (AT-R), or Music Therapist-Board Certified (MT-BC)</p> <p>Shall be licensed with the NC Board of Recreational Therapy Licensure.</p> <p>Shall have at least one year of experience working with a beneficiary with SUD.</p> <p>OR</p> <p>Shall have at least one year of experience working with adolescents.</p>	<p>The Licensed Recreation Therapist (LRT), Art Therapist-Registered (AT-R), or Music Therapist-Board Certified (MT-BC) uses recreation, art, or music to support a beneficiary as they foster healthy ways to manage their symptoms and begin to experience recovery from substance use disorder. The LRT, AT-R or MT-BC helps the beneficiary develop positive social and communication skills, and explore new recovery-oriented leisure activities that address the beneficiary's emotional, recreational, and sensory needs.</p> <p>In addition to the above, the Licensed Recreation Therapist (LRT), Art Therapist-Registered (AT-R), and Music Therapist-Board Certified (MT-BC) are responsible for the following:</p> <ul style="list-style-type: none"> • Use assessments to determine the beneficiary's needs that can be addressed through leisure and creative expressive arts; • Establish treatment goals specific to their certification or licensure that support the beneficiary in their recovery journey; • Facilitate individual and group therapy sessions, using interventions and supportive techniques to restore, remediate, or rehabilitate physical, cognitive, emotional, or social functioning to improve independence in life activities; • Complete routine evaluation of beneficiary progress and satisfaction, to include the need to modify or discontinue specific interventions, to ensure the beneficiary is able to achieve their functional outcome goals; • Identify goals to include in the discharge planning process, to identify aftercare services; • Communicate with community programs to ensure the beneficiary is linked to community resources and supports to reintegrate into the community after discharge; • Provide reproductive planning and health education, and refer to external partners, as necessary; and

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		<ul style="list-style-type: none"> Participate in team meetings and provide input into the PCP.
Support Staff	<p>Paraprofessional, Associate Professional (AP), or Qualified Professional (QP)</p> <p>Shall have at least one year of experience working with a beneficiary diagnosed with a SUD.</p>	<p>Support Staff are responsible for tasks that ensure the beneficiary has 24 hour a day, seven day a week access to supports to meet their behavioral health and physical needs. Support Staff work closely with clinical staff to support and monitor the acquisition of new skills, ensure basic daily needs and activities of daily living are completed and met, ensure monitoring is completed and recorded, and support in the provision of recovery-oriented interventions.</p> <p>In addition to the above, Support Staff are responsible for the following:</p> <ul style="list-style-type: none"> Use psychoeducation strategies and recovery interventions to support the beneficiary; Communicate observations and recommendations effectively in written and verbal form; Assist with crisis interventions; Follow the PCP and clinical orders; Communicate effectively with a beneficiary, staff, and others; Learn and apply recovery-oriented practices and person-centered approaches when working with a beneficiary; Provide reproductive planning and health education, and refer to external partners, as necessary; and Participate in team meetings and provide input into the PCP.
Medication Assisted Treatment Organizer	<p>At minimum, shall be a paraprofessional and have a current NC driver's license.</p>	<p>The Medication Assisted Treatment (MAT) Organizer coordinates MAT appointments and facilitates transportation to scheduled MAT appointments for a beneficiary. The MAT Organizer also provides support coordinating physical health and specialist appointments to ensure the beneficiary is able to access needed physical health care services without disrupting treatment. The MAT Organizer collaborates with the medical staff and program treatment team to ensure information regarding MAT is reflected in the beneficiary's PCP and service record.</p> <p>In addition to the above, the MAT Organizer is responsible for the following:</p>

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		<ul style="list-style-type: none"> • Organize, coordinate, and monitor all MAT appointments; • Organize, coordinate, and monitor all physical health and specialist appointments; • Ensure that a beneficiary eligible to receive MAT has transportation to and from the MAT administration site, which includes direct facilitation of transportation; • Ensure that the beneficiary has transportation to and from physical health and specialist appointments, which includes direct facilitation of transportation; • Ensure safe and secure transportation of any prescribed medications from the MAT provider to the residential program; • Complete progress notes regarding a beneficiary that receives MAT coordination support, to include detailing the secure custody procedures that were followed; • Complete progress notes regarding a beneficiary who receives physical health and specialist appointment coordination support. Progress notes must include the date and time of appointments, provider contact information, and ensuring release of information forms are completed and filed; • Coordinate exchange of information between MAT staff and the medical and clinical staff; and • Document MAT information in the beneficiary's service record.
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A minimum of two (2) awake staff shall be onsite at all times when a beneficiary is present. Clinical staff must be available seven days per week for clinical interventions. Programs shall develop and adhere to staffing ratio policies that consider the number of beneficiaries currently residing in the program to ensure health, safety, and availability of clinical supports.

Note: To comply with the NC General Assembly Session Law 2019-240 Senate Bill 537, the 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 for 10A NCAC 27G is finalized.

Note: According to 25 USC 1621t “Licensed health professionals employed by a tribal health program shall be exempt, if licensed in any State, from the licensing requirements of the State in which the tribal health program performs the services described in the contract or compact of the tribal health program under the Indian Self-Determination and Education Assistance Act (25 U.S.C. 450 et seq.).”

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D. Population Specific Training Requirements

Time Frame	Training Required	Who
Prior to Service Delivery	<ul style="list-style-type: none"> ▪ Crisis Response* ▪ Opioid Antagonist administration (Administering Naloxone or other Federal Food and Drug Administration approved opioid antagonist for drug overdose); ▪ Harm Reduction ▪ Clinically Managed Adolescent Population Specific Residential Service Definition Required Components 	All Staff
	<ul style="list-style-type: none"> ▪ Medication Administration 	Program Manager, Licensed Clinical Staff, Certified Clinical Staff, Support Staff
Within 90 calendar days of hire to provide service	<ul style="list-style-type: none"> ▪ Substance Use Disorder and Adolescent Specific Needs and Considerations* ▪ Reproductive Planning and Health Education 	All Staff
	<ul style="list-style-type: none"> ▪ ASAM Criteria 	Program Director, Program Manager, Licensed Clinical Staff, Certified Clinical Staff, CPSS
Within 180 calendar days of hire to provide this service	<ul style="list-style-type: none"> ▪ Introductory Motivational Interviewing 	Program Director, Program Manager, Licensed Clinical Staff, Certified Clinical Staff
	<ul style="list-style-type: none"> ▪ Trauma informed care* ▪ Co-occurring conditions* ▪ Evidence-based practice for adolescents with SUD or co-occurring SUD and mental illness* 	All Staff
Annually	<ul style="list-style-type: none"> ▪ Continuing education in evidence-based treatment practices, which must include crisis response training and cultural competency* 	All Staff

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The initial training requirements may be waived by the hiring agency if the staff can produce documentation certifying that training appropriate for the population being served was completed no more than 48 months before the hire date.

Staff hired prior to the effective date of this policy shall complete the required training identified in the above Staff Training Requirements chart. Training must be completed within one (1) year of the original effective date of this policy. **Refer to Section 8.0 of this policy.**

Documentation of training activities shall be maintained by the provider.

*Training must be approved and certified by a nationally recognized program that issues continuing education for licensed or clinical professionals. Some approved programs include North Carolina Addictions Specialist Professional Practice Board (NCASPPB), National Association for Addiction Professionals (NAADAC), National Board for Certified Counselors (NBCC), Approved Continuing Education Provider (ACEP), National Association of Social Work (NASW), and Motivational Interviewing Network of Trainers (MINT).

E. Population Specific Expected Outcomes

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

- a. Developing and fostering a recovery identity and social skills that facilitate return to family and community;
- b. Beneficiary and family or caregivers' engagement in the recovery process;
- c. Providing family and significant supports with education on how to support the beneficiary's continued recovery journey, including identification and management of triggers, cues, and symptoms;
- d. Increased use of available natural and social supports by the beneficiary and family or caregivers;
- e. Increase use of leisure activities and skills that support continued recovery;
- f. Reduction of symptoms and behaviors that interfere with the beneficiary's daily living, such as negative effects of substance use, psychiatric symptoms, or both;
- g. The family or caregivers have increased capacity to monitor and manage the beneficiary's behavior, the need for residential treatment for substance use disorder has been reduced or eliminated, and the beneficiary's needs can be met at a lower level of care;
- h. Improved anger management;
- i. Acquisition of conflict resolution skills; and
- j. Development of effective behavioral contingency strategies.

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Attachment C: Clinically Managed High-Intensity Residential Service – Adult

A. Adult Population Specific Service Definition and Required Components

Clinically Managed High-Intensity Residential Service ASAM Criteria, Third Edition, Level 3.5 – Adult is an organized service delivered by clinical and support staff in a 24-hour supportive treatment environment. Services are delivered under a defined set of policies and protocols. This level of care is for an adult beneficiary 18 years of age or older who, because of functional limitations, needs a safe and stable living environment to develop and demonstrate sufficient recovery skills to prevent immediate relapse or continued use in an imminently dangerous manner upon transfer to a lower, less intensive level of care. An adult beneficiary meeting this level of care has significant mental health support needs along with psychological and self-management functional limitations. The beneficiary may have a history of physical, sexual, or emotional trauma, a history of, or current involvement with, the justice system, limited education or work history, inadequate anger management skills, and extreme impulsivity.

Clinically Managed High-Intensity Residential Service – Adult has protocols in place for the management of medical and behavioral health emergencies. Programs are staffed by clinicians and professional staff who have training and experience working with adults diagnosed with substance use disorders and co-occurring mental health conditions, and are available 24 hours a day. Support systems must have availability of specialized medical consultation, ability to arrange for medical procedures, including indicated laboratory and toxicology testing, ability to arrange for medical and psychiatric treatment through consultation, referral to off-site concurrent treatment services, or transfer to another level of care, as well as direct affiliations with other levels of care to effectively facilitate the beneficiary’s transition into ongoing treatment and recovery.

Clinically Managed High-Intensity Residential Service – Adult providers shall have collaborative agreements in place with Individual Placement and Support (IPS) providers and Division of Vocational Rehabilitation (DVR) offices to facilitate the direct referral of a beneficiary to these services for support in identifying and attaining employment and achieving education related goals.

Clinically Managed High-Intensity Residential Service – Adult providers shall coordinate with housing providers (local housing authorities, Oxford Houses) and a beneficiary’s Care Manager or care coordinator to support the beneficiary in having safe and stable housing to transition to after discharge.

B. Population Specific Provider Requirements

In addition to the program requirements identified above, Clinically Managed High-Intensity Residential Service – Adult providers shall be expected to provide:

- a. Daily clinical services to improve the ability to structure and organize the tasks of daily living and recovery, and to develop and practice prosocial behaviors;
- b. Planned clinical program activities to support reduction or elimination of substance use, and to help develop and apply recovery skills;
- c. Counseling and clinical monitoring, using trauma informed interventions that support successful reintegration into work, family, and the community;
- d. Medication education and management;
- e. Referral and coordination with IPS or DVR staff to support a beneficiary identifying and attaining employment and achieving education related goals;

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- f. Planned clinical activities to enhance understanding of substance use or mental disorders; and
- g. Daily scheduled professional services that can include relapse prevention, exploring interpersonal choices, development of a social network, and family therapy. Services may also include occupational therapy or physical therapy through linkage or referral.

This service must be provided in a facility licensed by the [NC Division of Health Service Regulation Mental Health Licensure and Certification Section](#) under 10A NCAC 27G .5600 Supervised Living for Individuals of All Disability Groups waiver rules. Refer to [Tribal & Urban Indian Health Centers | HRSA](#) when the service is provided by an Indian Health Service (his) or 638 contract or compact operated by a Federally Recognized Tribe as allowed in 25 USC Ch. 18: INDIAN HEALTH CARE §1621t Licensing and §1647a Nondiscrimination under Federal health care programs in qualifications for reimbursement services.

C. Population Specific Staffing Requirements

Required Position	Minimum Qualifications	Responsibilities
Program Director	<p>Certified Clinical Supervisor (CCS) or Licensed Clinical Addictions Specialist (LCAS)</p> <p>Shall be licensed and in good standing with the NC Addictions Specialist Professional Practice Board.</p> <p>Shall have at least one year of experience working with adults diagnosed with a SUD.</p> <p>Shall have at least one year of experience working in a residential SUD facility.</p>	<p>The Program Director is responsible for clinical and general oversight of the program, to include development of clinical policies and procedures, clinical oversight and management of staff, oversight of admissions and discharges, identifying and leading quality improvement projects, and ensuring the program is adhering to the policy, rule, and statutes. The Program Director shall be available 24 hours a day, seven days a week, in-person or virtually, for consultation with the Program Manager, Clinical Staff, and Support Staff.</p> <p>In addition to the above, the Program Director is responsible for the following:</p> <ul style="list-style-type: none"> • Direct oversight of admissions and discharges to the program; • Plan and oversee all clinical operations; • Develop program policies and procedures; • Identify evidence-based practices for the program to implement, and oversee the implementation of evidence-based practices; • Provide individual, group, and family therapy; • Provide clinical supervision to staff to ensure the delivery of best and ethical practices, especially as it relates to population specific best practices; • Coordinate initial and ongoing assessment activities; • Model best practice in clinical interventions through service provision, for the purpose of staff supervision;

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		<ul style="list-style-type: none"> • Develop and implement an outcome tracking plan to measure the effectiveness of the program; • Facilitate any recurring clinical staffing meetings; • Facilitate or provide support for any scheduled clinical beneficiary meetings; • Coordinate with external partners, including the justice system, local DSS, medication assisted treatment providers, agencies providing employment or education supports, housing agencies, behavioral health prescribers, and medical providers; • Monitor and evaluate the services, interventions, and activities provided by the team; • Assist with crisis interventions; • Participate in service and discharge planning meetings; • Facilitate transition to the next level of care and community-based resources; • Work with the beneficiary's natural supports; • Develop collaborative working relationships with community-based providers and organizations to facilitate warm handoffs at discharge; and • Develop and implement supervision plans that meet the requirements of 10A NCAC 27G .0204.
Program Manager	<p>Qualified Professional (QP)</p> <p>Shall have at least one year of experience working with adults diagnosed with a SUD.</p> <p>Shall have at least one year of experience working in a residential SUD facility.</p>	<p>The Program Manager is responsible for the general oversight of the program, as delegated by the Program Director, to include administrative oversight and management of staff. The Program Manager supports the Program Director in quality improvement projects, providing support for the oversight of admissions and discharges, and ensuring the program is adhering to the policy, rule, and statutes. The Program Manager shall be available 24 hours a day, seven days a week, in-person or virtually, for emergency program oversight.</p> <p>In addition to the above, the Program Manager is responsible for the following:</p> <ul style="list-style-type: none"> • Oversee the administrative operation of the Clinically Managed High-Intensity Residential Service; • Coordinate with the Program Director to develop program policies and procedures;

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		<ul style="list-style-type: none"> • Organize and oversee the implementation of daily activities; • Provide administrative supervision to staff to ensure the policies and procedures are implemented as written; • Maintain programmatic standards of satisfaction, quality, and performance; • Coordinate the initial and ongoing assessment activities; • Coordinate with external partners, including the justice system, local DSS, medication assisted treatment providers, agencies providing employment or education supports, housing agencies, behavioral health prescribers, and medical providers; • Facilitate any recurring administrative program meetings; • Monitor and evaluate the services, interventions, and activities provided by the team; • Assist with crisis interventions; • Participate in service and discharge planning meetings; • Facilitate transition to the next level of care and community-based resources; • Work with the beneficiary's natural supports; • Develop collaborative working relationships with community-based providers and organizations to facilitate warm handoffs at discharge; and • Develop and implement supervision plans that meet the requirements of 10A NCAC 27G .0204
Licensed Clinical Staff	<p>The Licensed Clinical Staff shall meet one of the following:</p> <ol style="list-style-type: none"> a. Be a LCAS or LCAS-A with a valid licensed from the NC Addictions Specialist Professional Practice Board; b. Be a LCSW or LCSWA with a valid license from the NC Social Work 	<p>The Licensed Clinical Staff is responsible for providing substance use focused and co-occurring assessment services, developing an ASAM level of care determination and providing referral and coordination to substance use disorder treatment and recovery resources.</p> <p>In addition to the above, the Licensed Clinical Staff is responsible for the following:</p> <ul style="list-style-type: none"> • Complete any clinical assessments or documentation required for admission; • Begin discharge planning at admission; • Complete CCAs or DAs and updates; • Lead the development of the PCP and ongoing revisions; • Provide ongoing assessment and reassessment based on the PCP and goals;

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	<p>Certification and Licensure Board;</p> <p>c. Be a LCMHC or LCMHCA with a valid license from the NC Board of Licensed Clinical Mental Health Counselors; or</p> <p>d. Be a LMFT or LMFTA with a valid license from the NC of Marriage and Family Therapy Licensure Board.</p> <p>AND</p> <p>Shall have at least one year of experience working with adults diagnosed with a SUD.</p>	<ul style="list-style-type: none"> • Plan and deliver clinical and didactic motivational interventions appropriate to the stage of readiness to change; • Facilitate individual, group, and family therapy sessions; • Provide crisis interventions, when clinically appropriate; • Engage with family members or significant others and provide education and supports, with beneficiary consent; • Provide support for the coordination and consultation with medical, clinical, familial, and ancillary relevant parties, with consent; • Ensure linkage to the most clinically appropriate and effective services, including arranging for psychological and psychiatric evaluations; • Provide reproductive planning and health education, and refer to external partners, as necessary; • Provide information about benefits, community resources, and services; • Monitor and document the status of treatment progress and the effectiveness of the strategies and interventions outlined in the PCP; • Coordinate with external partners, including the justice system, local DSS, medication assisted treatment providers, agencies providing employment or education supports, housing agencies, behavioral health prescribers, and medical providers; • Coordinate with Care Management to ensure the beneficiary is informed about benefits and services; • Provide after-hours phone consultation to on-site staff, and coordinate with the Program Director regarding after hours clinical situations; • Maintain accurate service notes and documentation for all interventions provided; and • Participate in staff meetings and treatment team meetings.
Certified Clinical Staff	Certified Substance Abuse Counselor (CSAC), Certified Substance Abuse Counselor Intern (CSAC-I), Certified Alcohol and Drug	The CSAC, CSAC-I, CADC, or CADC-I coordinates with the Licensed Clinical Staff and Program Manager to ensure that the beneficiary has access to counseling supports, psychoeducation, and crisis interventions. The Certified Clinical Staff play a lead role in case management and coordination of care functions.

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	<p>Counselor (CADC), or Certified Alcohol and Drug Counselor Intern (CADC-I)</p> <p>Shall be certified and in good standing with the NC Addictions Specialist Professional Practice Board.</p> <p>Shall have at least one year of experience working with adults diagnosed with a SUD.</p> <p>Shall have at least one year of experience working in a residential SUD program.</p>	<p>In addition to the above, the CSAC, CSAC-I, CADC, or CADC-I is responsible for the following:</p> <ul style="list-style-type: none"> • Participate in the development, implementation, and ongoing revision of the PCP; • Assist the Licensed Clinical Staff with behavioral and substance use disorder interventions; • Coordinate with Care Management or other care coordination to ensure the beneficiary is informed about benefits, community resources, and services; • Coordinate with Care Management or other care coordination to ensure beneficiary is provided linkage and referrals for needed services and supports; • Provide ongoing assessment and reassessment based on the PCP and goals; • Provide crisis interventions, when clinically appropriate; • Provide psychoeducation as indicated in the PCP; • Monitor and document the status of treatment progress and the effectiveness of the strategies and interventions outlined in the PCP; • Provide substance use, health, and community services education; • Provide reproductive planning and health education, and refer to external partners as necessary; • Assist with the development of relapse prevention and disease management strategies; • Communicate the beneficiary's progress and the effectiveness of the strategies and interventions to the Licensed Clinical Staff and Program Manager as outlined in the PCP; • Engage with family members or significant others and provide education and supports, with beneficiary consent; • Coordinate with external partners, including the justice system, local DSS, medication assisted treatment providers, agencies providing employment or education supports, housing agencies, behavioral health prescribers, and medical providers;
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		<ul style="list-style-type: none"> • Inform the beneficiary about benefits, community resources, and services; • Provide linkage and referrals for recovery services and supports; • Advocate for and provide assistance in accessing benefits and services; • Maintain accurate service notes and documentation for all interventions provided; and • Participate in staff meetings and treatment team meetings.
Recovery Supports	Licensed Recreation Therapist (LRT), Art Therapist-Registered (AT-R), or Music Therapist-Board Certified (MT-BC)	<p>The Licensed Recreation Therapist (LRT), Art Therapist-Registered (AT-R), or Music Therapist-Board Certified (MT-BC) uses recreation, art, or music to support a beneficiary as they foster healthy ways to manage their symptoms and begin to experience recovery from substance use disorder. The LRT, AT-R or MT-BC helps the beneficiary develop positive social and communication skills, and explore new recovery-oriented leisure activities that address the beneficiary's emotional, recreational, and sensory needs.</p> <p>In addition to the above, the Licensed Recreation Therapist (LRT), Art Therapist-Registered (AT-R), and Music Therapist-Board Certified (MT-BC) are responsible for the following:</p> <ul style="list-style-type: none"> • Use assessments to determine the beneficiary's needs that can be addressed through leisure or creative expressive arts; • Establish treatment goals specific to their certification or licensure that support the beneficiary in their recovery journey; • Facilitate individual and group therapy sessions, using interventions and supportive techniques to restore, remediate, or rehabilitate physical, cognitive, emotional, or social functioning to improve independence in life activities; • Monitor and document the status of treatment progress and the effectiveness of the strategies and interventions outlined in the PCP; • Integrate behavioral approaches into treatment; • Support the acquisition and practice of new coping mechanisms that support recovery;

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		<ul style="list-style-type: none"> • Provide a creative or leisure outlet that ensures a beneficiary has opportunities to work through his or her emotions; • Design individual and group counseling sessions using recreation or expressive arts to support the beneficiary in meeting their treatment goals; • Facilitate group and individual counseling sessions using the interventions specific to their certification and training; • Engage family and natural supports as appropriate in the assessment and treatment process, with beneficiary consent; • Coordinate with external partners, including the justice system, local DSS, medication assisted treatment providers, agencies providing employment or education supports, housing agencies, behavioral health prescribers, and medical providers; • Provide reproductive planning and health education, and refer to external partners, as necessary; • Assist with crisis interventions; • Participate in team meetings and the PCP process; and • Maintain accurate service notes and documentation for all interventions provided.
Recovery Supports	<p>Certified Peer Support Specialist (CPSS)</p> <p>Shall be fully certified as a peer support specialist in NC.</p> <p>Shall have at least one year of experience working with a beneficiary diagnosed with a SUD.</p>	<p>The Certified Peer Support Specialist (CPSS) uses their lived experience and recovery to provide support and share hope as they walk with a beneficiary through the first steps of their recovery journey.</p> <p>In addition to the above, the CPSS is responsible for the following:</p> <ul style="list-style-type: none"> • Share lived experience to support, encourage, and enhance a beneficiary's treatment and recovery; • Model recovery values, attitudes, beliefs, and personal actions to encourage wellness and resilience for a beneficiary served; • Act as a mentor in the recovery process; • Explore the importance and creation of a recovery and wellness identity;

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		<ul style="list-style-type: none"> • Promote the opportunity for personal growth by identifying teachable moments for building relationship skills to empower the beneficiary and enhance personal responsibility; • Model and share examples of healthy social interactions and facilitate familiarity with, and connection to, the local community, including mutual aid groups and self-help resources; • Guide and encourage a beneficiary to take responsibility for and actively participate in their own recovery; • Assist with self-determination and decision-making; • Model recovery values, attitudes, beliefs, and personal actions to encourage wellness and resilience; • Teach and promote self-advocacy to the beneficiary; • Coordinate with external partners, including the justice system, local DSS, medication assisted treatment providers, agencies providing employment or education supports, housing agencies, behavioral health prescribers, and medical providers; • Provide reproductive planning and health education, and refer to external partners, as necessary; • Assist with crisis interventions; and • Participate in team meetings and the PCP process.
Support Staff	<p>Paraprofessional, Associate Professional (AP), or Qualified Professional (QP)</p> <p>Shall have at least one year of experience working with a beneficiary diagnosed with a SUD.</p>	<p>Support Staff are responsible for tasks that ensure a beneficiary has 24 hour a day, seven day a week access to supports to meet their behavioral health and physical needs. Support Staff work closely with Clinical Staff to support and monitor the acquisition of new skills, ensure basic daily needs and activities of daily living are completed and met, ensure monitoring is completed and recorded, and support in the provision of recovery oriented interventions.</p> <p>In addition to the above, the Support Staff are responsible for the following:</p> <ul style="list-style-type: none"> • Use psychoeducation strategies and recovery interventions to support a beneficiary with SUD;

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		<ul style="list-style-type: none"> • Communicate observations and recommendations effectively in written and verbal form; • Assist with crisis interventions; • Follow the PCP and clinical orders; • Provide reproductive planning and health education, and refer to external partners, as necessary; • Coordinate with external partners, including the justice system, local DSS, medication assisted treatment providers, agencies providing employment or education supports, housing agencies, behavioral health prescribers, and medical providers; • Learn and apply recovery-oriented practices and person-centered approaches when working with a beneficiary; and • Participate in team meetings and provide input into the PCP.
Medication Assisted Treatment Organizer	At minimum, shall be a paraprofessional and have a current NC driver's license.	<p>The Medication Assisted Treatment (MAT) Organizer coordinates MAT appointments and facilitates transportation to scheduled MAT appointments for a beneficiary. The MAT Organizer also provides support coordinating physical health and specialist appointments to ensure the beneficiary is able to access needed physical health care services without disrupting treatment. The MAT Organizer collaborates with the medical staff and program treatment team to ensure information regarding MAT is reflected in the beneficiary's PCP and service record.</p> <p>In addition to the above, the MAT Organizer is responsible for the following:</p> <ul style="list-style-type: none"> • Organize, coordinate, and monitor all MAT appointments; • Organize, coordinate, and monitor all physical health and specialist appointments; • Ensure that a beneficiary eligible to receive MAT has transportation to and from the MAT administration site, which includes direct facilitation of transportation; • Ensure that the beneficiary has transportation to and from physical health and specialist appointments, which includes direct facilitation of transportation;

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		<ul style="list-style-type: none"> • Ensure safe and secure transportation of any prescribed medications from the MAT provider to the residential program; • Complete progress notes regarding a beneficiary who receives MAT coordination support, to include detailing the secure custody procedures that were followed; • Complete progress notes regarding a beneficiary who receives physical health and specialist appointment coordination support. Progress notes must include the date and time of appointments, provider contact information, and ensuring release of information forms are completed and filed; • Coordinate exchange of information between MAT staff and the medical and clinical staff; and • Document MAT information in the beneficiary's service record.
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A minimum of (2) two awake staff shall be onsite at all times when a beneficiary is present. Clinical staff must be available seven days per week for clinical interventions. Programs shall develop and adhere to staffing ratio policies that consider the number of beneficiaries currently residing in the program to ensure health, safety, and availability of clinical supports.

Note: To comply with the NC General Assembly Session Law 2019-240 Senate Bill 537, the 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 for 10A NCAC 27G is finalized.

Note: According to 25 USC 1621t “Licensed health professionals employed by a tribal health program shall be exempt, if licensed in any State, from the licensing requirements of the State in which the tribal health program performs the services described in the contract or compact of the tribal health program under the Indian Self-Determination and Education Assistance Act (25 U.S.C. 450 et seq.).”

D. Population Specific Training Requirements

Time Frame	Training Required	Who
Prior to Service Delivery	<ul style="list-style-type: none"> ▪ Crisis Response* ▪ Opioid Antagonist administration (Administering Naloxone or other Federal Food and Drug Administration approved opioid antagonist for drug overdose); ▪ Harm Reduction 	All Staff

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Time Frame	Training Required	Who
	<ul style="list-style-type: none"> ▪ Clinically Managed Adult Population Specific Residential Service Definition Required Components ▪ Medication Administration 	Program Manager, Licensed Clinical Staff, Certified Clinical Staff, Support Staff
Within 90 calendar days of hire to provide service	<ul style="list-style-type: none"> ▪ Substance Use Disorder and Adult Specific Needs and Considerations* ▪ Reproductive Planning and Health Education 	All Staff
	<ul style="list-style-type: none"> ▪ ASAM Criteria 	Program Director, Program Manager, Licensed Clinical Staff, Certified Clinical Staff, CPSS
Within 180 calendar days of hire to provide this service	<ul style="list-style-type: none"> ▪ Introductory Motivational Interviewing 	Program Director, Program Manager, Licensed Clinical Staff, Certified Clinical Staff
	<ul style="list-style-type: none"> ▪ Trauma informed care* ▪ Co-occurring conditions* ▪ Evidence-based practice for adults with SUD or co-occurring SUD and mental illness* 	Program Director, Program Manager, Licensed Clinical Staff, Certified Clinical Staff, Support Staff
Annually	<ul style="list-style-type: none"> ▪ Continuing education in evidence-based treatment practices, which must include crisis response training and cultural competency* 	All Staff

The initial training requirements may be waived by the hiring agency if the staff can produce documentation certifying that training appropriate for the population being served was completed no more than 48 months before the hire date.

Staff hired prior to the effective date of this policy shall complete the required training identified in the above Staff Training Requirements chart. Training must be completed within one (1) year of the original effective date of this policy. **Refer to Section 8.0 of this policy.**

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Documentation of training activities must be maintained by the provider.

* Training must be approved and certified by a nationally recognized program that issues continuing education for licensed or clinical professionals. Some examples of approved programs include North Carolina Addictions Specialist Professional Practice Board (NCASPPB), National Association for Addiction Professionals (NAADAC), National Board for Certified Counselors (NBCC), Approved Continuing Education Provider (ACEP), National Association of Social Work (NASW), and Motivational Interviewing Network of Trainers (MINT).

E. Population Specific Expected Outcomes

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

- a. Stabilization of addiction signs and symptoms;
- b. Initiation or restoration of the recovery process;
- c. Decreased interactions with the justice system;
- d. Engagement in employment or educational activities;
- e. Increased or improved social networks and supports;
- f. Increase in use of coping skills that support recovery;
- g. Increase in use of recreation or creative expressive arts for wellness and recovery;
- h. Linkage to local community housing resources;
- i. Preparation for ongoing recovery in the ASAM continuum of care; and
- j. Increased or improved social networks and recovery support.

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**Attachment D: Clinically Managed High-Intensity Residential
Services - Pregnant and Parenting**

**A. Pregnant and Parenting Population Specific Service Definition and Required
Components**

Clinically Managed High-Intensity Residential Services ASAM Criteria, Third Edition, Level 3.5 - Pregnant and Parenting is an organized service for a pregnant or parenting beneficiary, delivered by clinical and support staff in a 24-hour residential treatment environment. Services are delivered under a defined set of policies and protocols. This level of care is for a beneficiary who, because of substance use, or co-occurring mental health issues, would benefit from a structured, residential level of care that provides supports to strengthen the parent-child dyad. A beneficiary meeting this level of care can benefit from targeted substance use interventions that increase the incidence of prenatal visits, improve birth outcomes, lower overall health costs, and improve health outcomes for the mother, infant, and other children. It is critical that the beneficiary has an environment and interventions that support the learning and use of positive parenting skills that include trauma-informed parenting supports, how to establish and maintain recovery while parenting, developing, and improving basic understanding of child development, and how to support healthy child development.

Providers shall ensure the treatment needs of the pregnant or parenting beneficiary are assessed and that children receive age and developmentally appropriate screening and assessments, evidence-based treatments, and therapies based on medically necessary identified needs. A pregnant or parenting beneficiary and their dependent children may have a history of physical, sexual, or emotional trauma, limited education or work history, and a history of, or current involvement with, the child welfare and justice systems.

Services must be designed to provide a safe and healthy environment for parents and their children.

B. Population Specific Provider Requirements

In addition to the program requirements identified above, Clinically Managed High-Intensity Residential Services – Pregnant or Parenting providers shall be expected to directly link to prenatal, postpartum, pediatric, and primary medical care to support both the beneficiary and the infant and other children through a MOU or MOA. This service shall directly link to education services for children and adolescents residing in the program that are provided according to local regulations. These services must be designed to maintain the educational and intellectual development of the children and adolescents residing in the program and, when indicated, provide opportunities to remedy deficits in the educational level of children and adolescents who are not performing at grade or developmental level and require remedial supports. If the program is coordinating with a local school district for educational supports, this must be documented in a MOU or MOA.

The Clinically Managed High-Intensity Residential Service - Pregnant or Parenting provider shall coordinate with the local Department of Social Services (DSS) office when working with a beneficiary who has a DSS case worker or DSS involvement.

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Clinically Managed High-Intensity Residential Service – Pregnant and Parenting providers shall coordinate with housing providers (local housing authorities, Oxford Houses) and a beneficiary's Care Manager or care coordinator to support the beneficiary in having safe and stable housing to transition to after discharge.

In addition to **Section 6.3 of this policy**, the Clinically Managed High-Intensity Residential Service - Pregnant or Parenting provider shall ensure the following interventions and supports are available to a beneficiary and their children, as needed:

- a. Evidence-based therapy to acquire, improve, and implement positive parenting skills;
- b. Trauma-informed parenting training;
- c. Support to develop and improve a basic understanding of child development;
- d. Therapies and support to educate, enlist, and motivate the beneficiary to provide nurturing care for their child;
- e. Therapies that address prenatal, perinatal, and postpartum mental and physical health concerns;
- f. Prenatal and post-delivery treatment services such as postpartum depression screening, support for parenting a newborn, choices about breast feeding, integration with other children and family members, and continuing to pursue recovery goals;
- g. Access to specialized medical consultations such as providing direct referrals to prenatal and postpartum care providers, arranging for preventative care and well visits for the dyad, and development screening and testing for infants and toddlers;
- h. Ability to arrange for needed medical procedures, including laboratory and toxicology testing;
- i. Ability to arrange for and support engagement in medical, psychological, and psychiatric assessment and treatment through consultation and referral to external providers;
- j. Referral to off-site concurrent treatment services, including occupational therapy, physical therapy, and speech therapy;
- k. Therapies for children that focus on enhancing resilience, support for achieving developmental benchmarks, achieving healthy social interactions, and coping with diversity;
- l. Training in therapeutic parenting skills;
- m. Basic independent living skills;
- n. Child supervision;
- o. One-on-one interventions with the community to develop interpersonal and community coping skills, including adaptation to school and work environments; and
- p. Therapeutic mentoring.

This service must be provided in a facility licensed by the [NC Division of Health Service Regulation Mental Health Licensure and Certification Section](#) under 10A NCAC 27G Section .4100 Residential Recovery Programs for Individuals with Substance Abuse Disorders and Their Children waiver rules. Refer to [Tribal & Urban Indian Health Centers | HRSA](#) when the service is provided by an Indian Health Service (IHS) or 638 contract or compact operated by a Federally Recognized Tribe as allowed in 25 USC Ch. 18: INDIAN HEALTH CARE §1621t Licensing and §1647a

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C. Population Specific Staffing Requirements

Required Positions	Minimum Qualifications	Responsibilities
Program Director	<p>Certified Clinical Supervisor (CCS) or Licensed Clinical Addictions Specialist (LCAS)</p> <p>Shall be licensed and in good standing with the NC Addictions Specialist Professional Practice Board.</p> <p>Shall have one year of experience working with women who are pregnant or parenting and have a SUD.</p> <p>This position may be filled by a Licensed Clinical Social Worker (LCSW), Licensed Clinical Social Worker Associate (LCSWA), Licensed Clinical Mental Health Counselor (LCMHC), Licensed Clinical Mental Health Counselor Associate (LCMHCA), Licensed Marriage Family Therapist (LMFT), or a Licensed Marriage Family Therapist Associate (LMFTA) if the Program Director held the position as of the original effective date of this policy. Refer to Section 8.0 of this policy.</p>	<p>The Program Director is responsible for clinical and general oversight of the program, including development of clinical policies and procedures, clinical oversight and management of staff, oversight of admissions and discharges, quality improvement monitoring, the provision of clinical services, and ensuring the program is adhering to the policy, rule, and statutes. The Program Director shall be available 24 hours a day, seven days a week, in-person or virtually, for consultation with the Program Manager, Clinical Staff, and Support Staff.</p> <p>In addition to the above, the Program Director is responsible for the following:</p> <ul style="list-style-type: none"> • Direct oversight of admissions and discharges to the program; • Plan and oversee all clinical operations; • Develop program policies and procedures, and ensure they align with best practices in trauma-informed care; • Identify evidence-based practices for the program to implement, and oversee the implementation of evidence-based practices and trauma-informed care; • Provide individual, group, and family therapy; • Provide clinical supervision to staff to ensure the delivery of best and ethical practices, especially as it relates to population specific best practices; • Coordinate initial and ongoing assessment activities; • Model best practice in clinical interventions through service provision, for the purpose of staff supervision; • Facilitate any recurring clinical staffing meetings; • Facilitate or provide support for any scheduled clinical beneficiary meetings; • Coordinate with external partners, including DSS, justice system, local

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		<p>school districts, interpersonal violence and sexual assault resources, specialty care, and medical providers;</p> <ul style="list-style-type: none"> • Coordinate with Care Management or other care coordination to ensure the beneficiary is informed about benefits, community resources, and services; • Coordinate with Care Management or other care coordination to ensure the beneficiary is provided linkage and referrals for needed services and supports; • Monitor and evaluate the services, interventions, and activities provided by the team; • Assist with crisis interventions; • Participate in service and discharge planning meetings; • Facilitate transition to the next level of care and community-based resources; • Work with the beneficiary's natural supports; • Develop collaborative working relationships with community-based providers and organizations to facilitate warm handoffs at discharge; and • Develop and implement supervision plans that meet the requirements of 10A NCAC 27G .0204.
Program Manager	<p>Qualified Professional (QP)</p> <p>Shall have at least one year of experience working with adults diagnosed with a SUD.</p> <p>Shall have at least one year of experience working with women who are pregnant or parenting and have a SUD.</p>	<p>The Program Manager is responsible for the general oversight of the program, as delegated by the Program Director, to include administrative oversight and management of staff. The Program Manager supports the Program Director in quality improvement projects, providing support in the oversight of admissions and discharges, ensuring the program is adhering to the policy, rule, and statutes. The Program Manager shall be available 24 hours a day, seven days a week, in-person or virtually, for emergency program oversight.</p> <p>In addition to the above, the Program Manager is responsible for the following:</p> <ul style="list-style-type: none"> • Oversee the administrative operation of the Clinically Managed High-Intensity Residential Service;

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		<ul style="list-style-type: none"> • Coordinate with the Program Director to develop program policies and procedures; • Organize and oversee the implementation of daily activities; • Provide administrative oversight to staff and ensure the policies and procedures are implemented as written; • Maintain programmatic standards of satisfaction, quality, and performance; • Coordinate the initial and ongoing assessment activities; • Coordinate with external partners, including DSS, justice system, local school districts, interpersonal violence and sexual assault resources, specialty care, and medical providers; • Facilitate any recurring administrative program meetings; • Monitor and evaluate the services, interventions, and activities provided by the team; • Assist with crisis interventions; • Participate in service and discharge planning meetings; • Facilitate transition to the next level of care and community-based resources; • Work with the beneficiary's natural supports; • Develop collaborative working relationships with community-based providers and organizations to facilitate warm handoffs at discharge; and • Develop and implement supervision plans that meet the requirements of 10A NCAC 27G .0204.
Licensed Clinical Staff	<p>The Licensed Clinical Staff shall meet one of the following:</p> <ol style="list-style-type: none"> Be a LCAS or LCAS-A with a valid license from the NC Addictions Specialist Professional Practice Board; Be a LCSW or LCSWA with a valid license from the NC Social Work Certification and Licensure Board; Be a LCMHC or LCMHCA with a valid license from the NC Board of Licensed 	<p>The Licensed Clinical Staff are responsible for providing substance use focused and co-occurring assessment and treatment services, developing an ASAM level of care determination, and providing referral and coordination to substance use disorder treatment and recovery resources.</p> <p>In addition to the above, the Licensed Clinical Staff are responsible for the following:</p> <ul style="list-style-type: none"> • Complete any clinical assessments and documentation required for admission; • Begin discharge planning at admission; • Complete CCAs or DAs and updates;

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	<p>Clinical Mental Health Counselors; or</p> <p>d. Be a LMFT or LMFTA with a valid license from the NC of Marriage and Family Therapy Licensure Board.</p>	<ul style="list-style-type: none"> • Lead the development of the PCP and ongoing revisions; • Provide ongoing assessment and reassessment of the beneficiary based on their PCP and goals; • Plan and deliver clinical and didactic motivational interventions appropriate to the beneficiary's stage of readiness to change; • Facilitate individual, group, and family therapy sessions; • Apply best practices in trauma informed care when providing therapy; • Provide crisis interventions, when clinically appropriate; • Provide after-hours phone consultation to on-site staff, and coordinate with the Program Director regarding after hours clinical situations; • Provide evidence-based care to individuals with co-occurring substance use and mental health disorders; • Plan and facilitate group and individual child-focused interventions; • Provide reproductive planning and health education, and refer to external partners, as necessary; • Engage with family members or significant others and provide education and supports, with beneficiary consent; • Provide support for the coordination and consultation with medical, clinical, familial, and ancillary relevant parties, with beneficiary consent; • Coordinate with external partners, including DSS, juvenile justice, local school districts, interpersonal violence and sexual assault resources, specialty care, and medical providers; • Coordinate with Care Management or other care coordination to ensure the beneficiary is informed about benefits, community resources, and services; • Coordinate with Care Management or other care coordination to ensure the beneficiary is provided linkage and referrals for needed services and supports;
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		<ul style="list-style-type: none"> • Ensure linkage to the most clinically appropriate and effective services including arranging for psychological and psychiatric evaluations; • Teach and model independent living skills; • Inform the beneficiary about benefits, community resources, and services; • Monitor and document the status of the beneficiary's progress and the effectiveness of the strategies and interventions outlined in the PCP; • Maintain accurate service notes and documentation for all interventions provided; and • Participate in staff meetings and treatment team meetings.
Certified Clinical Staff	<p>Certified Substance Abuse Counselor (CSAC), Certified Substance Abuse Counselor Intern (CSAC-I), Certified Alcohol and Drug Counselor (CADC), or Certified Alcohol and Drug Counselor Intern (CADC-I)</p> <p>Shall be certified and in good standing with the NC Addictions Specialist Professional Practice Board.</p>	<p>The CSAC, CSAC-I, CADC, or CADC-I coordinates with the Licensed Clinical Staff to ensure that a beneficiary has access to counseling supports, psychoeducation, and crisis interventions. The CSAC, CSAC-I, CADC, or CADC-I plays a lead role in case management and coordination of care functions.</p> <p>In addition to the above, the CSAC, CSAC-I, CADC, or CADC-I is responsible for the following:</p> <ul style="list-style-type: none"> • Participate in the development, implementation, and ongoing revision of the PCP; • Assist the Licensed Clinical Staff with behavioral and substance use disorder interventions; • Coordinate with Care Management or other care coordination to ensure the beneficiary is informed about benefits, community resources, and services; • Coordinate with Care Management or other care coordination to ensure the beneficiary is provided linkage and referrals for needed services and supports; • Provide ongoing assessment and reassessment of the beneficiary based on their PCP and goals;

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		<ul style="list-style-type: none"> • Provide crisis interventions, when clinically appropriate; • Apply best practices in trauma-informed care when providing services; • Provide psychoeducation as indicated in the PCP; • Monitor and document the status of the beneficiary's progress and the effectiveness of the strategies and interventions outlined in the PCP; • Provide substance use, health, and community services education; • Assist with the development of relapse prevention and disease management strategies; • Communicate the beneficiary's progress and the effectiveness of the strategies and interventions to the Licensed Clinical Staff and Program Manager, as outlined in the PCP; • Provide reproductive planning and health education, and refer to external partners, as necessary; • Engage with family members or significant others and provide education and supports, with beneficiary consent; • Coordinate with external partners, including DSS, juvenile justice, local school districts, interpersonal violence and sexual assault resources, specialty care, and medical providers; • Inform the beneficiary about benefits, community resources, and services; • Provide linkage and referrals for recovery services and supports; • Teach and model independent living skills; • Advocate for and assist the beneficiary in accessing benefits and services; • Maintain accurate service notes and documentation for all interventions provided; and • Participate in staff meetings and treatment team meetings.
Recovery Supports	The Child Family Specialist (CFS) shall be a LCAS, LCAS-A, Licensed Clinical Social Worker,	The Child Family Specialist (CFS) works with families to build relationships that support family well-being, strong

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	<p>Licensed Clinical Social Worker-Associate, Licensed Clinical Mental Health Counselor, Licensed Clinical Mental Health Counselor-Associate, Licensed Marriage and Family Therapist, or Licensed Marriage and Family Therapist-Associate.</p> <p>Shall have at least one year of experience working with children and parents.</p>	<p>relationships between parents and their children, and ongoing learning and development for both parents and children. The CFS collaborates with community partners to build peer networks, link families and children to needed services, and support successful transitions for children and families.</p> <p>In addition to the above, the CFS is responsible for the following:</p> <ul style="list-style-type: none"> • Engage families as full partners by helping develop and reach realistic and achievable goals; • Engage families in assessing their strengths and needs; • Support families in addressing challenges, including mental illness, substance use, and family violence that affect their well-being; • Plan and facilitate group and individual child-focused interventions; • Work collaboratively with a range of specialists (medical, dental, speech, nutrition) by sharing child and family information, with beneficiary consent, identifying approaches to solving issues, and developing follow-up plans; • Facilitate individual, group, and family therapy sessions; • Plan and facilitate individual and group parenting classes and interventions; • Provide reproductive planning and health education, and refer to external partners, as necessary; • Facilitate sessions that support the use of positive parenting interventions, parenting while in recovery, and an increased understanding of child development; • Apply best practices in trauma-informed care when providing therapy; • Provide crisis interventions, when clinically appropriate;
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		<ul style="list-style-type: none"> • Provide evidence-based care to individuals with co-occurring substance use and mental health disorders; • Engage with family members or significant others and provide education and supports, with beneficiary consent; • Complete developmental screenings for children and adolescents in the program; • Coordinate referrals for services identified through completed developmental screenings; • Facilitate individual and group support for positive parenting interventions to build emotional and physical caring abilities; • Plan, organize, and implement parent education and support groups for families; and • Teach and model independent living skills.
Recovery Supports	<p>Certified Peer Support Specialist (CPSS)</p> <p>Shall be fully certified as a peer support specialist in NC.</p> <p>Shall have at least one year of experience working with a beneficiary diagnosed with a SUD.</p> <p>Shall have at least one year of experience working with a beneficiary who is pregnant or parenting.</p>	<p>The Certified Peer Support Specialist (CPSS) uses their lived experience and recovery to provide support and share hope as they walk with a beneficiary through the first steps of their recovery journey.</p> <p>In addition to the above, the CPSS is responsible for the following:</p> <ul style="list-style-type: none"> • Share lived experience to support, encourage and enhance a beneficiary's treatment and recovery; • Model recovery values, attitudes, beliefs, and personal actions to encourage wellness and resilience for a beneficiary served; • Act as a mentor in the recovery process; • Explore the importance and creation of a recovery and wellness identity; • Promote the opportunity for personal growth by identifying teachable moments for building relationship skills that empower the beneficiary and enhance personal responsibility; • Model and share examples of healthy social interactions and facilitate

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		<p>familiarity with, and connection to, the local community, including mutual aid groups and self-help resources;</p> <ul style="list-style-type: none"> • Provide reproductive planning and health education, and refer to external partners, as necessary; • Guide and encourage a beneficiary to take responsibility for and actively participate in their own recovery; • Assist with self-determination and decision-making; • Model recovery values, attitudes, beliefs, and personal actions to encourage wellness and resilience; • Teach and promote self-advocacy to the beneficiary; • Teach and model independent living skills; • Assist with crisis interventions; and • Participate in team meetings and the PCP process.
Support Staff	<p>Paraprofessional, Associate Professional (AP), or Qualified Professional (QP)</p> <p>Shall have one year of experience working with a beneficiary diagnosed with a SUD.</p>	<p>Support Staff are responsible for tasks that ensure a beneficiary has 24 hour a day, seven day a week access to supports to meet their behavioral health and physical needs. Support Staff work closely with Clinical Staff to support and monitor the acquisition of new skills, ensure basic daily needs and activities of daily living are completed and met, ensure monitoring is completed and recorded, and support the provision of recovery-oriented interventions.</p> <p>In addition to the above, the Support Staff is responsible for the following:</p> <ul style="list-style-type: none"> • Use psychoeducation strategies and recovery interventions to support a beneficiary with SUD; • Communicate observations and recommendations effectively in written and verbal form; • Assist with crisis interventions; • Provide reproductive planning and health education, and refer to external partners, as necessary;

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		<ul style="list-style-type: none"> • Follow the PCP and clinical orders; • Communicate effectively with a beneficiary, staff, and others; • Learn and apply recovery-oriented practices and person-centered approaches when working with a beneficiary; • Teach and model independent living skills; and • Participate in team meetings and provide input into the PCP.
Medication Assisted Treatment Organizer	At minimum, shall be a paraprofessional and have a current NC driver's license.	<p>The Medication Assisted Treatment (MAT) Organizer coordinates MAT appointments and facilitates transportation to scheduled MAT appointments for a beneficiary. The MAT Organizer also provides support coordinating physical health and specialist appointments to ensure the beneficiary is able to access needed physical health care services without disrupting treatment. The MAT Organizer collaborates with the medical staff and program treatment team to ensure information regarding MAT is reflected in the beneficiary's PCP and service record.</p> <p>In addition to the above, the MAT Organizer is responsible for the following:</p> <ul style="list-style-type: none"> • Organize, coordinate, and monitor all MAT appointments; • Organize, coordinate, and monitor all physical health and specialist appointments; • Ensure that a beneficiary eligible to receive MAT has transportation to and from the MAT administration site, which includes direct facilitation of transportation; • Ensure that the beneficiary has transportation to and from physical health and specialist appointments, which includes direct facilitation of transportation; • Ensure safe and secure transportation of any prescribed medications from the MAT provider to the residential program; • Complete progress notes regarding a beneficiary who receives MAT coordination support, to include detailing

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		<p>the secure custody procedures that were followed;</p> <ul style="list-style-type: none"> • Complete progress notes regarding a beneficiary who receives physical health and specialist appointment coordination support. Progress notes must include the date and time of appointments, provider contact information, and ensuring release of information forms are completed and filed; • Coordinate exchange of information between MAT staff and the medical and clinical staff; and • Document MAT information in the beneficiary's clinical chart.
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A minimum of two (2) awake staff shall be onsite at all times when a beneficiary is present. Clinical staff must be available seven days per week for clinical interventions. Programs shall develop and adhere to staffing ratio policies that consider the number of adults and children currently residing in the program to ensure health, safety, and availability of clinical supports.

Note: To comply with the NC General Assembly Session Law 2019-240 Senate Bill 537, the 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 for 10A NCAC 27G is finalized.

Note: Per 25 USC 1621t "Licensed health professionals employed by a tribal health program shall be exempt, if licensed in any State, from the licensing requirements of the State in which the tribal health program performs the services described in the contract or compact of the tribal health program under the Indian Self-Determination and Education Assistance Act (25 U.S.C. 450 et seq.)."

D. Population Specific Training Requirements

Time Frame	Training Required	Who
Prior to Service Delivery	<ul style="list-style-type: none"> ▪ Crisis Response* ▪ Opioid Antagonist administration (Administering Naloxone or other Federal Food and Drug Administration approved opioid antagonist for drug overdose); ▪ Harm Reduction ▪ Clinically Managed Pregnant and Parenting Population Specific Residential Service Definition Required Components 	All Staff
	<ul style="list-style-type: none"> ▪ Medication Administration 	Program Manager, Licensed Clinical

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Time Frame	Training Required	Who
		Staff, Certified Clinical Staff, Support Staff
Within 90 calendar days of hire to provide service	<ul style="list-style-type: none"> ▪ Pregnancy and Substance Use Disorders* ▪ Protocols for Accessing Medical Services for Prenatal Care, Labor, and Delivery ▪ Reproductive Planning and Health Education 	All Staff
	<ul style="list-style-type: none"> ▪ Child Development and Positive Parenting ▪ Family Therapy* ▪ ASAM Criteria* ▪ Trauma informed care* ▪ Co-occurring conditions* 	Program Director, Program Manager, Licensed Clinical Staff, Certified Clinical Staff
Within 180 calendar days of hire to provide this service	<ul style="list-style-type: none"> ▪ Introductory Motivational Interviewing 	Program Director, Program Manager, Licensed Clinical Staff, Certified Clinical Staff
	<ul style="list-style-type: none"> ▪ Community Case Management 	Program Director, Program Manager, Licensed Clinical Staff, Certified Clinical Staff, Support Staff
Annually	<ul style="list-style-type: none"> ▪ Continuing education in evidence-based treatment practices, which must include trauma informed care, co-occurring conditions, and cultural competency* 	All Staff

The initial training requirements may be waived by the hiring agency if the staff can produce documentation certifying that training appropriate for the population being served was completed no more than 48 months before the hire date.

Staff hired prior to the effective date of this policy shall complete the required training identified in the above Staff Training Requirements chart. Training must be completed within one (1) year of the original effective date of this policy. **Refer to Section 8.0 of this policy.**

Documentation of training activities must be maintained by the provider.

*Training must be approved and certified by a nationally recognized program that issues continuing education for licensed or clinical professionals. Some examples of approved programs include North Carolina Addictions Specialist Professional Practice Board (NCASPPB), National Association for Addiction Professionals (NAADAC), National Board for Certified Counselors

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(NBCC), Approved Continuing Education Provider (ACEP), and National Association of Social Work (NASW), and Motivational Interviewing Network of Trainers (MINT).

E. Population Specific Expected Outcomes

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

Expected outcomes include, but are not limited to:

- a. Initiation or restoration of the recovery process;
- b. Improved parenting skills and interactions;
- c. Increased understanding of child development;
- d. Increase in and use of independent living skills;
- e. Development or improvement of vocational skills;
- f. Preparation for ongoing recovery in the ASAM continuum of care;
- g. Coordination of care and transfer to a lower ASAM level of care;
- h. Sustained improvement in health and psychosocial functioning;
- i. Reduction in any psychiatric symptoms if present;
- j. Increased involvement in activities and behaviors that support physical health;
- k. Decreased or improved interaction with the justice system; and
- l. Reduction in the risk of relapse.