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Review Date: 3/8/2017

North Sound Behavioral Health Organization

Section 1500 – Clinical: Medicaid Personal Care (MPC)

Authorizing Source: DBHR Contract

Cancels:

See Also:

Providers must comply with this policy and may develop
Individualized implementation guidelines as needed

Responsible Staff: Deputy Director

Approved by: Executive Director

Signature:

Date: 3/24/2017

POLICY #1576.00

SUBJECT: MEDICAID PERSONAL CARE (MPC)

PURPOSE

To clarify the responsibilities of North Sound Behavioral Health Organization (North Sound BHO) and its contracted provider agencies as they relate to the application process for Medicaid Personal Care (MPC) services for individuals in North Sound BHO-funded services.

POLICY

North Sound BHO has fiscal responsibility for MPC services provided to individuals in North Sound BHO-funded services who both:

1. Qualify for MPC services due solely to their psychiatric disability, and
2. Were authorized for services after June 30, 1995.

North Sound BHO's clinical staff review requests for MPC from Aging and Long Term Support Administration (AL TSA), Home and Community Services (HCS) and Area Agencies on Aging (AAA). To facilitate the most appropriate use of MPC, North Sound BHO requires information from its provider agencies to establish the individual qualifies for MPC services due to a psychiatric disability.

If MPC is approved by North Sound BHO, it is expected clinicians from AL TSA, HCS, AAA and North Sound BHO provider agencies will have regular contact to provide coordinated care for mutually served individuals. It is the responsibility of each agency to keep updated releases of information in the individual chart such that the above communication is maintained for the duration of the services.

PROCEDURE

Referral and approval process for MPC services:

Initial MPC requests

1. When a North Sound BHO provider agency clinician and/or manager, determine an individual needs a higher level of care to assist with personal care and activities of daily living than they believe are available in the mental health system they will:

- a. Call North Sound BHO and consult with a North Sound BHO clinical staff responsible for MPC decisions to discuss the options available to meet the needs of the individual. This consultation will focus on whether MPC or another program is the most appropriate program to meet the individual's need.
 - b. If a program is available within North Sound BHO's network that will likely meet the needs of the individual, the clinician will be instructed to discuss this program with his or her manager.
 - c. If MPC appears to be the most appropriate program for the individual, the clinician shall assist the individual in completing the MPC application process.
2. North Sound BHO provider agency clinicians access MPC services by submitting an application form to HCS.
3. AL TSA/HCS/AAA schedules a Comprehensive Assessment Reporting Evaluation (CARE) Assessment (utilizes the CARE tool). If, following the CARE Assessment, AL TSA/HCS/AAA believes North Sound BHO is responsible for all or part of the funding, the AL TSA/HCS/AAA case worker shall send the following information to North Sound BHO:
 - a. A copy of the CARE Assessment, including Service Summary;
 - b. HCS/AAA Regional Support Network (RSN) transmittal form;
 - c. Requested payment amount including both daily and monthly rates; and,
 - d. Requested approval period.
4. Upon confirming that the individual is authorized for North Sound BHO-funded services, the North Sound BHO MPC review staff shall review the individual's CARE Assessment and documentation from the North Sound BHO provider agency. North Sound BHO shall make every effort to transmit the following information back to HCS/AAA within 5 working days from the date the CARE Assessment packet is received (consideration of timeliness will be based on individual need and acute situations may require a shorter response time):
 - a. Agreement/disagreement with AL TSA's determination that individual's unmet need is due solely to a psychiatric disability;
 - b. Determination as to whether MPC or other North Sound BHO services are most appropriate to meet individual's need; and
 - c. Approval or rejection of financial responsibility for the referred individual's MPC Services. If the MPC request is approved, North Sound BHO staff shall complete the AL TSA/HCS/AAA fax transmittal form with the following information and fax the transmittal form back to the requesting AL TSA/HCS/AAA staff:
 - i. Payment amount including both daily and monthly rates;
 - ii. Approval period; and,
 - iii. Signature and date.

5. North Sound BHO shall also communicate the determination to approve or reject the MPC request to the North Sound BHO provider agency clinician. If the MPC request is approved, the provider agency clinician needs to update the Recovery/Resiliency Plan (RRP) to note the receipt of MPC services as a resource now available to the client. If the request is rejected based on provision of other North Sound BHO services, the RRP must be updated to address the personal care needs identified in the CARE Assessment.

Reauthorization of MPC requests

6. MPC may be approved for up to one year. If it appears MPC services are needed beyond the approved time period, AL TSA/HCS/AAA staff shall submit a new request to North Sound BHO MPC clinical review staff, following the procedure above, in the month preceding the current approval's expiration.
7. Case management responsibilities related to personal care needs will be provided by AL TSA/HCS/AAA and North Sound BHO provider agency staff as needed and as identified in the individual's HCS Service Summary and mental health RRP including crisis plan, updated copies of which shall be shared between the mental health agency and HCS case worker.
8. In the event a North Sound BHO contracted provider agency is planning to end services with an individual in a North Sound BHO authorization who is currently receiving MPC services, the provider agency will notify both North Sound BHO MPC clinical review staff and the AL TSA/HCS/AAA case manager of the planned date of services ending as soon as they have determined when this date will occur. When possible, this notification shall occur at least 30 days prior to the planned end of service date. Notification by phone is sufficient.
9. When outpatient services by the provider agency stop, North Sound BHO payment for MPC services will also stop as of the same date if no other North Sound BHO contracted provider is involved with the individual. Stopping mental health services and North Sound BHO MPC payment may affect the residency status of some individuals living in Adult Family Homes. The provider agency shall inform the individual receiving MPC services of this potential impact on residency and address this issue in the individual's care planning. Notification to the individual may be done verbally or in writing, but must be documented in the chart.
10. In the event AL TSA/HCS/AAA staff is planning to deny a request for MPC services or reduce or terminate current MPC services to an individual connected to a North Sound BHO contracted provider agency, AL TSA/HCS/AAA staff will inform both provider agency staff and North Sound BHO MPC clinical review staff via a phone call of the planned action. The provider agency and North Sound BHO staff will then reevaluate the individual's need(s) and adapt the RRP as needed. AL TSA/HCS/AAA staff is responsible for sending a Planned Action Notice to the individual, informing him or her of the pending action, effective date of the action and information on the right to appeal and the appeal process.

ATTACHMENTS

None