

State Plan under Title XIX of the Social Security Act
State/Territory: Maryland

TARGETED CASE MANAGEMENT SERVICES:
Care Coordination for Children and Youth

A. Target Group (42 Code of Federal Regulations 441.18(a)(8)(i) and 441.18(a)(9)):

A participant is eligible for care coordination services if the recipient:

Is in a federal eligibility category for Maryland Medical Assistance, which governs the determination of eligibility for the Maryland Medical Assistance Program. Services shall be provided to participants who are:

- (1) Children and adolescents under 18 years with a serious emotional disturbance, or co-occurring mental health and substance use disorders diagnosed, according to a current diagnostic and statistical manual of the American Psychiatric Association that is recognized by the Secretary;

OR

- (2) Young adults with a serious emotional disturbance or co-occurring disorder diagnosed, according to a current diagnostic and statistical manual of the American Psychiatric Association that is recognized by the Secretary, who have been enrolled in case management services continuously since reaching age 18, and who require community treatment and support in order to prevent or address:

- (a) Inpatient psychiatric or substance use treatment;

- (b) Treatment in a residential treatment center (RTC);

- (c) Treatment in a residential substance use treatment facility;

- (d) An out-of-home placement;

- (e) Emergency room utilization due to multiple behavioral health stressors;

- (f) Homelessness or housing instability, including doubling up, or otherwise lacking in permanent, safe housing;

- (g) Arrest or incarceration due to multiple behavioral health stressors; and/or

- (h) Needs case management services to facilitate community treatment following:

- (i) Release from a detention center or correctional facility; or

- (ii) Discharge to the community from RTC placement or inpatient psychiatric unit.

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State Plan under Title XIX of the Social Security Act
State/Territory: Maryland

TARGETED CASE MANAGEMENT SERVICES:
Care Coordination for Children and Youth

- (3) Participants must additionally meet at least two of the following conditions:
- (a) The participant is not linked to behavioral health, health insurance, or medical services;
 - (b) The participant lacks basic supports for education, income, shelter, and food;
 - (c) The participant is transitioning from one level of intensity to another level of intensity including transitions out of the following levels of service:
 - (i) Inpatient psychiatric or substance use services;
 - (ii) Residential treatment center;
 - (iii) Any service specified in section 1915(i) of Maryland's State Plan.
 - (d) The participant needs care coordination services to obtain and maintain community-based treatment and services;
 - (e) The participant has a history of psychiatric hospitalizations or a history of repeated visits or admissions to emergency room psychiatric units, crisis beds, or inpatient psychiatric units due to multiple behavioral health stressors within the past 12 months; or
 - (f) The participant is enrolled in Maryland's 1915(i) program.
- (4) Participants that decline services after reaching 18 years of age must re-enter case management services within 120 days to maintain eligibility

X Target group includes individuals transitioning to a community setting. Case-management services will be made available for up to **30** consecutive days of a covered stay in a medical institution. The target group does not include individuals between ages 22 and 64 who are served in Institutions for Mental Disease or individuals who are inmates of public institutions). (State Medicaid Directors Letter (SMDL), July 25, 2000)

Areas of State in which services will be provided (§1915(g)(1) of the Act):

- X Entire State
___ Only in the following geographic areas

Comparability of services (§§1902(a)(10)(B) and 1915(g)(1))

- ___ Services are provided in accordance with §1902(a)(10)(B) of the Act.
X Services are not comparable in amount duration and scope (§1915(g)(1)).

State Plan under Title XIX of the Social Security Act
State/Territory: Maryland

TARGETED CASE MANAGEMENT SERVICES:
Care Coordination for Children and Youth

B. Definition of services (42 CFR 440.169):

Targeted case management services are defined as services furnished to assist individuals, eligible under the State Plan, in gaining access to needed medical, social, educational and other services. Units of service are 15 minutes of contact, which may include face-to-face and non-face-to-face contacts with the participant or, if the participant is a minor, with the minor's parent or guardian; and indirect collateral contacts on behalf of the participant with other community providers. The maximum service limit is 60 units per month, which may be exceeded based on clinical review by the Department or its designee.

Targeted Case Management includes the following assistance:

- (1) Comprehensive participant assessment and periodic reassessment of individual needs, to determine the need for any medical, educational, social or other services, using the child and youth assessment tools designated by the Department.
 - (a) Initial assessment or reassessment involves the taking the client history, identifying the individual's needs, and reviewing information from other sources such as family members, medical providers, social workers, and educators (if necessary), to form a complete assessment of the eligible individual. This information may relate to the participant's mental health, social, familial, educational, cultural, medical, developmental, legal, vocational, and economic status to assist in the formulation of a Plan of Care (POC).
 - (b) The initial assessment or reassessment of the participant's needs and progress is facilitated by the care coordinator in partnership with a team, which includes the participant, family members, and friends of the participant, as appropriate, or, if the participant is a minor, the minor's parent or guardian, and community service providers, such as mental health providers, medical providers, social workers, and educators, as appropriate.
 - (c) Coordination and facilitation of the team:
 - (i) Identification of a location for the meeting that is suitable to the participant's needs;
 - (ii) Convened at least every six months, or more frequently, as clinically necessary or indicated by the plan of care;
 - (d) After an initial assessment, each participant shall be reassessed at a minimum of every six months.
- (2) Development (and Periodic Revision) of a Specified Plan of Care

State Plan under Title XIX of the Social Security Act
State/Territory: Maryland

**TARGETED CASE MANAGEMENT SERVICES:
Care Coordination for Children and Youth**

- (a) After the initial assessment is completed, a POC shall be developed based on the information obtained through the comprehensive screening and assessment tools approved by the Department.
- (b) The Care Coordination Organization shall finalize the POC within 30 calendar days of notification of enrollment and submit it to the Department or its designee.
- (c) Development of and updates to the POC will be youth and family-directed and managed through team meetings.
- (d) The POC development process includes:
 - (i) The team meeting, which includes the participant, and if the participant is a minor, the minor's parent or guardian, providers, family members, other interested persons, as appropriate, for the purpose of establishing, revising, and reviewing the POC;
 - (ii) The development of the written, individualized POC based on the participant's strengths, needs, and progress toward outcome measures;
 - (iii) Transitional care planning that involves contact with the participant or, if the participant is a minor, the minor's parent or guardian, or the staff of a referring agency, or a service provider who is responsible to plan for continuity of care from inpatient level of care or an out-of-home placement to another type of community service; and
 - (iv) Discharge planning from care coordination, when appropriate and when the family is closer to their identified vision, needs have been met, and outcome measures achieved for care coordination have been achieved.
- (e) After the POC is developed, it shall be updated as often as clinically indicated based on the strengths and needs of the participant but in no instance less than every six months, and within seven days following a crisis event.
- (f) Requirements of the POC. The POC shall contain, at minimum:
 - (i) A description of the participant's strengths and needs;
 - (ii) The diagnosis(es) established as evidence of the participant's eligibility for services under this chapter;
 - (iii) The goals of care coordination services to address the behavioral health, medical, social, educational, and other services needed by the participant, with expected target completion dates and proposed course of action;

State Plan under Title XIX of the Social Security Act
State/Territory: Maryland

**TARGETED CASE MANAGEMENT SERVICES:
Care Coordination for Children and Youth**

- (iv) A crisis plan including the proposed strategies and interventions for preventing and responding to crises and the youth and family's definitions of what constitutes a crisis;
- (v) Designation of the care coordinator with primary responsibility for implementation of the POC;
- (vi) Signatures of the care coordinator and other team members, if appropriate;
- (vii) Signatures of the participant and family indicating that the participant and family has actively participated in the development of the POC, had choice in the selection of services, providers, and interventions, when possible;
- (viii) An ongoing record of contacts made on the participant's behalf; and
- (ix) The following details for each recommended service the following information, as appropriate:
 - a. Description of the service;
 - b. Service start date;
 - c. Estimated duration;
 - d. Frequency and units of service to be delivered;
 - e. The specific need or goal that the service is related to; and,
 - f. The provider name and contact information.
- (g) The CCO shall facilitate team meetings to review and update the POC, which includes the following duties:
 - (i) Coordinate and facilitate the team, with team meetings convened at least every 45 days or more frequently as clinically indicated;
 - (ii) Record and keep notes at every team meeting that include the team members who were present, a summary of the discussion, any changes to the POC, and action items for follow up, and share them with the team members, including those who were not in attendance;
 - (iii) Update the POC to include change in progress, services, or other areas within five days of the team meeting;
 - (iv) Ensure that the care coordinator facilitates team meetings, access to the services and supports in the POC, administers the appropriate assessments, and works with the participant and family to develop an

State Plan under Title XIX of the Social Security Act
State/Territory: Maryland

**TARGETED CASE MANAGEMENT SERVICES:
Care Coordination for Children and Youth**

initial crisis plan that includes response to immediate service needs;
and

- (v) Provide an overview of the wraparound process for those enrolled in a wraparound model of services.
- (3) Referral and Related Activities.
The care coordinator shall assure that the participant, or, if the participant is a minor, the minor's parent or guardian, has applied for, has access to, and is receiving the necessary services available to meet the participant's needs as specified in the POC, such as mental health services, resource procurement, transportation, or crisis intervention. The care coordinator shall take the necessary action when this has not occurred. The linkage process shall include:
- (a) Community and natural support development by contacting, with the participant's consent, members of the participant's support network, including team members, for example, family, friends, and neighbors, as appropriate, or, if the participant is a minor, the minor's parent or guardian, to mobilize assistance for the participant;
 - (b) Crisis intervention by referral of the participant or, if the participant is a minor, the minor's parent or guardian, to services on an emergency basis when immediate intervention is necessary;
 - (c) Linking the participant to transportation to and from services;
 - (d) Outreach in an attempt to locate service providers which can meet the participant's needs, or, if the participant is a minor, the minor's parent or guardian's needs for the child or adolescent;
 - (e) Reviewing the POC with the participant and the participant's team, as appropriate, or, if the participant is a minor, with the minor's parent or guardian, so as to enable and facilitate their participation in the plan's implementation; and
 - (f) Providing linkages to health and wellness education, information, high-quality health care services, preventive and health promotion resources, and chronic disease management services with an emphasis on resources available in the family's community and peer group; and,
- (4) Monitoring and Follow-up Activities
- (a) A CCO shall monitor the activities and contacts that are considered necessary to ensure the POC is implemented and adequately addresses the participant's needs, and include:

State Plan under Title XIX of the Social Security Act
State/Territory: Maryland

**TARGETED CASE MANAGEMENT SERVICES:
Care Coordination for Children and Youth**

- (i) The participant, or if the participant is a minor, the minor's parent or guardian;
 - (ii) With proper consent, family members and friends, if appropriate; and
 - (iii) Other individuals or agency representatives identified and approved as team members by the participant, or if the participant is a minor, the minor's parent or guardian; and
 - (iv) Other service providers, if any.
- (b) The CCO shall:
- (i) Follow up any service referral within seven days to determine whether the participant, or if the participant is a minor, the minor's parent or guardian made contact with the service provider that the participant was referred to; and
 - (ii) Monitor service provision on an ongoing basis, and including at least one annual monitoring, to ensure that the agreed-upon services are provided, are adequate in quantity and quality, and meet the participant's needs and stated goals, or, if the participant is a minor, the parent's or guardian's stated needs and goals for the participant.
 - (iii) Revise the POC to reflect the participant's changing needs.
 - (iv) Engage in participant advocacy, including:
 - i. Empowering the participant and, if the participant is a minor, the minor's parent or guardian, to secure needed services;
 - ii. Taking any necessary actions to secure services on the participant's behalf; and
 - iii. Encouraging and facilitating the participant's decision-making and choices leading to accomplishment of the participant's goals or, if the participant is a minor, encourage the parent or guardian to carry out these decisions.

X Case management includes contacts with non-eligible individuals that are directly related to identifying the eligible individual's needs and care, for the purposes of helping the eligible individual access services; identifying needs and supports to assist the eligible individual in obtaining services; providing case managers with useful feedback, and alerting case managers to changes in the eligible individual's needs.
(42 CFR 440.169(e))

C. Qualifications of providers (42 CFR 441.18(a)(8)(v) and 42 CFR 441.18(b)):

The local mental health authority, called core service agencies (CSA), are agents of county government who are responsible for planning and coordinating mental health services at the local level. CSAs shall select child and youth Care Coordination Organizations (CCOs)s through a competitive procurement process, at least once every five years. Regional CCOs may be procured at the mutual agreement of local core service CSA so long as the local CSAs demonstrate that there is sufficient provider capacity to serve the children and youth in a particular region. The CCO must demonstrate a minimum of three years of experience providing care coordination

State Plan under Title XIX of the Social Security Act
State/Territory: Maryland

**TARGETED CASE MANAGEMENT SERVICES:
Care Coordination for Children and Youth**

services. Once selected, the CCO shall be approved and commit to cording with all agencies involved in the participant's POC, including State and local child- and family-serving agencies to develop a network of clinical and natural supports in the community to address strengths and needs identified in each POC.

To be eligible to be approved as a care coordination organization, an entity shall meet all of the following:

- (1) General requirements for participation in the Program are that a CCO shall be enrolled as Medicaid provider and meet all the conditions for participation as required by the state.
- (2) Specific requirements for participation in the Program as CCO include all of the following:
 - (a) Place no restrictions on the participant's, or if the participant is under 18 years of age, the participant's parent or guardian's right to elect to or decline to:
 - (i) Receive care coordination as authorized by the Department; and
 - (ii) Choose a care coordinator, as approved by the Department, and other care providers.
 - (b) Employ appropriately qualified individuals as care coordinators, and care coordinator supervisors with relevant work experience, including experience with the populations of focus, including but not limited to:
 - (i) Minors with a serious emotional disturbance or co-occurring disorder; and
 - (ii) Youth with a serious emotional disturbance or co-occurring disorder.
 - (c) Shall assign care coordinators to the participant and family;
 - (d) Schedule a face-to-face meeting with the participant and family within 72 hours of notification of the participant's enrollment in Care Coordination services;
 - (e) Convene the first team meeting within 30 calendar days of notification of enrollment to develop the POC;
 - (f) Collect information gathered during the application process including results from the physical examination, psychosocial and psychiatric screening, assessments, evaluations, and information from the team, participant, family, and the identified supports to be incorporated as a part of POC development process;
 - (g) Arrange for the participant and family to meet with applicable providers to determine their role in development and implementation of the POC. This

**State Plan under Title XIX of the Social Security Act
State/Territory: Maryland**

**TARGETED CASE MANAGEMENT SERVICES:
Care Coordination for Children and Youth**

includes, for participants receiving services specified in section 1915(i) of Maryland's state plan:

- (i) Arrange for the participant and family to meet with peer support partners within 30 days of notification of enrollment to allow the participant and family the opportunity to determine the role of peer support in the development and implementation of the POC;
 - (ii) Arrange for the participant and family to meet with the intensive in-home service (IHS) and/or mobile crisis response service (MCRS) provider to develop the initial crisis plan within one week of enrollment in the 1915(i);
- (h) Shall assure that:
- (i) A participant's initial assessment is completed within 10 days after the participant has been authorized by Department and determined eligible for, and has elected to receive, care coordination services; and
 - (ii) An initial POC is completed within 15 days after completion of the initial assessment;
- (i) Maintain an electronic health record for each participant which includes all of the following:
- (i) An initial referral and intake form with identifying information, including, but not limited to, the individual's name and Medicaid identification number;
 - (ii) A written agreement for services signed by the participant or the participant's legally authorized representative and by the participant's care coordinator; and
 - (iii) An assessment as specified in Section D(1) above.
 - (iv) A POC as specified in Section D(3) above.
- (j) Have formal written policies and procedures, approved by the Department, or the Department's designee, which specifically address the provision of care coordination to participants in accordance with the requirements of this chapter;
- (k) Be available to participants and, as appropriate, their families or, if the participant is a minor, the minor's parent or guardian, for 24 hours a day, seven days a week in order to refer:
- (i) Participants to needed services and supports; and
 - (ii) In the case of a behavioral health emergency, participants to behavioral health treatment and evaluation services in order to divert the participant's admission to a higher level of care;

State Plan under Title XIX of the Social Security Act
State/Territory: Maryland

**TARGETED CASE MANAGEMENT SERVICES:
Care Coordination for Children and Youth**

- (l) Shall document in the participant's care coordination records if the participant declines care coordination services or if a service is terminated because it was not working;
 - (m) May not provide other services to participants that would be viewed by the Department as a conflict of interest;
 - (n) Shall be knowledgeable of the eligibility requirements and application procedures of federal, State, and local government assistance programs that are applicable to participants;
 - (o) Shall maintain information on current resources for behavioral health, medical, social, financial assistance, vocational, educational, housing, and other support services including informal community resources;
 - (p) Shall safeguard the confidentiality of the participant's records in accordance with State and federal laws and regulations governing confidentiality;
 - (q) Shall comply with the Department's fiscal and program reporting requirements and submit reports in the manner specified by the Department to the Department;
 - (r) Shall provide services in a manner consistent with the best interest of recipients and may not restrict an individual's access to other services;
 - (s) Shall assure the amount, duration, and scope of the care coordination activities are documented in a participant's POC, which includes care coordination activities before discharge and after discharge when transitioning from an institution, to facilitate a successful transition into the community; and
 - (t) Commit to coordinating with all agencies involved in the participant's POC.
- (2) Designate specific qualified staff including:
- (a) Care coordinator supervisor who:
 - (i) Is a mental health professional with a minimum of a Master's degree and who is licensed and legally authorized to practice under the Health Occupations Article, Annotated Code of Maryland, and who is licensed under Maryland Practice Boards in the profession of:
 - a. Social work;
 - b. Professional Counseling;
 - c. Psychology;

State Plan under Title XIX of the Social Security Act
State/Territory: Maryland

TARGETED CASE MANAGEMENT SERVICES:
Care Coordination for Children and Youth

- d. Nursing; or
 - e. Medicine
 - (ii) Has a minimum of one year of experience in behavioral health working as a supervisor;
 - (iii) Has a minimum of one year of experience working with children and youth with mental health or co-occurring disorders;
 - (iv) Provides clinical consultation and training to care coordinators regarding mental health or co-occurring disorders;
 - (v) Provides supervision of the POCs, and consultation to the CFT meetings, as needed;
 - (vi) Is employed or contracted at a ratio of one supervisor to every eight care coordinators;
 - (vii) Meets training and certification requirements for care coordinator supervisors, as set by the Department.
- (b) Care coordinator has at least a:
- (i) Bachelor's degree and has met the Department's training requirements for care coordinators; or
 - (ii) A high school diploma or equivalency and
 - a. Is 21 years or older; and
 - b. Was a participant in, or is a direct caregiver, or was a direct caregiver of an individual who received services from the public and child- and family-serving system; and,
 - c. Meets the training and certification requirements for care coordinators as set forth by the Department.
 - d. Is employed by the CCO to provide care coordination services to participants; and
 - e. Provides management of the POC and facilitation of the CFT meetings.
- (3) Required criminal background checks. The provider shall, at the provider's own expense and for all staff, volunteers, students, and any individual providing Care Coordination services to participants and their families:
- (a) Before employment, submit an application for a child care criminal history record check to the Criminal Justice Information System Central Repository, Department of Public Safety and Correctional Services (DPSCS); and
 - (b) Request that DPSCS send the report to:
 - (i) The director of the agency if the request is from a provider agency concerning staff, volunteers, students, or interns who will work with the participant or family; or
 - (ii) To the Department's designee, if the provider is a self-employed, independent practitioner, or the director of the agency;

State Plan under Title XIX of the Social Security Act
State/Territory: Maryland

**TARGETED CASE MANAGEMENT SERVICES:
Care Coordination for Children and Youth**

- (iii) Review the results of the background checks; and
 - (iv) Store background checks in a secure manner consistent with State and federal law; and
 - (v) Maintain written documentation in the individual's personnel file that the director and all direct service provider staff including, but not limited to, volunteers, interns, and students, meet all requirements.
- (4) Prohibitions against utilization of staff. The provider shall:
- (a) Unless waived by the Department, prohibit from working with the participant or the participant's family any staff, volunteers, students, or any individual who is:
 - (i) Convicted of, received probation before judgment, or entered a plea of *nolo contendere* to a felony or a crime of moral turpitude or theft or have any other criminal history that indicates behavior which is potentially harmful to participant; or
 - (ii) Be cited on any professional licensing or certification boards or any other registries with a determination of abuse, misappropriation of property, financial exploitation, or neglect.
 - (iii) Has an indicated finding of child abuse or neglect.
- (5) Waiver of Employment Prohibitions. The Department may waive the prohibition against working with the participant or the participant's family if the provider submits a request to the Department together with the following documentation that:
- (a) For criminal background checks:
 - (i) The conviction, the probation before judgment, or plea of *nolo contendere* to a felony or crime involving moral turpitude or theft was entered more than 10 years before the date of the employment application;
 - (ii) The criminal history does not indicate behavior that is potentially harmful to participants; and
 - (iii) Includes a statement from the individual as to the reasons the prohibition should be waived; and
 - (b) For abuse and neglect findings:
 - (i) The indicated finding occurred more than seven years before the date of the clearance request;

State Plan under Title XIX of the Social Security Act
State/Territory: Maryland

**TARGETED CASE MANAGEMENT SERVICES:
Care Coordination for Children and Youth**

- (ii) The summary of the indicated finding does not indicate behavior that is potentially harmful to the participant or the participant's family; and
- (iii) Includes a statement from the individual as to the reasons the prohibition should be waived.

Freedom of choice (42 CFR 441.18(a)(1)):

The State assures that the provision of case management services will not restrict an individual's free choice of providers in violation of section 1902(a)(23) of the Act.

1. Eligible individuals will have free choice of any qualified Medicaid provider within the specified geographic area identified in this plan.
2. Eligible individuals will have free choice of any qualified Medicaid providers of other medical care under the plan.

Freedom of Choice Exception (§1915(g)(1) and 42 CFR 441.18(b)):

X Target group consists of eligible individuals with developmental disabilities or with chronic mental illness. Providers are limited to qualified Medicaid providers of case management services capable of ensuring that individuals with developmental disabilities or with chronic mental illness receive needed services. Providers must be selected through a competitive procurement process by the local Core Service Agency, in accordance with the State's 1915(b)(4) waiver. This process will ensure that every jurisdiction in the State is adequately prepared to offer high-quality, comprehensive case management services to eligible individuals.

Access to Services (42 CFR 441.18(a)(2), 42 CFR 441.18(a)(3), 42 CFR 441.18(a)(6)):

The State assures the following:

- Case management (including targeted case management) services will be provided in a manner consistent with the best interest of recipients and will not be used to restrict an individual's access to other services under the plan.
- Individuals will not be compelled to receive case management services, condition receipt of case management (or targeted case management) services on the receipt of other Medicaid services, or condition receipt of other Medicaid services on receipt of case management (or targeted case management) services; and
- Providers of case management services do not exercise the agency's authority to authorize or deny the provision of other services under the plan.

Payment (42 CFR 441.18(a)(4)):

Payment for case management or targeted case management services under the plan does not duplicate payments made to public agencies or private entities under other program authorities for this same purpose.

Case Records (42 CFR 441.18(a)(7)):

Providers maintain case records that document for all individuals receiving case management as follows: (i) The name of the individual; (ii) The dates of the case

State Plan under Title XIX of the Social Security Act
State/Territory: Maryland

**TARGETED CASE MANAGEMENT SERVICES:
Care Coordination for Children and Youth**

management services; (iii) The name of the provider agency (if relevant) and the person providing the case management service; (iv) The nature, content, units of the case management services received and whether goals specified in the care plan have been achieved; (v) Whether the individual has declined services in the care plan; (vi) The need for, and occurrences of, coordination with other case managers; (vii) A timeline for obtaining needed services; (viii) A timeline for reevaluation of the plan.

Limitations:

Case management does not include, and Federal Financial Participation (FFP) is not available in expenditures for, services defined in §440.169 when the case management activities are an integral and inseparable component of another covered Medicaid service (State Medicaid Manual (SMM) 4302.F).

Case management does not include, and Federal Financial Participation (FFP) is not available in expenditures for, services defined in §440.169 when the case management activities constitute the direct delivery of underlying medical, educational, social, or other services to which an eligible individual has been referred, including for foster care programs, services such as, but not limited to, the following: research gathering and completion of documentation required by the foster care program; assessing adoption placements; recruiting or interviewing potential foster care parents; serving legal papers; home investigations; providing transportation; administering foster care subsidies; making placement arrangements. (42 CFR 441.18(c))

FFP only is available for case management services or targeted case management services if there are no other third parties liable to pay for such services, including as reimbursement under a medical, social, educational, or other program except for case management that is included in an individualized education program or individualized family service plan consistent with §1903(c) of the Act. (§§1902(a)(25) and 1905(c))

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STATE PLAN UNDER TITLE XIX OF THE SOCIAL SECURITY ACT

State of Maryland

4. Reimbursement Methodology for Mental Health Case Management

- 4a. Effective September 1, 2009, payments shall be made with the fee -for-service schedule for mental health case management services specified in 4e. This rate can be found on the Mental Hygiene Administration's website at: <http://www.dbmh.state.md.us/mha/rateschedule.html>. Except as otherwise noted in the Plan, state-developed fee schedule rates are the same for both governmental and private providers.
- 4b. "Unit of service" means a face-to-face contact for a minimum of one hour per day by the community support specialist of the community support specialist associate with the participant or, if the participant is a minor, the minor's parent or guardian. Mental health case management services are only performed by providers that meet the criteria outlined per Attachment 3.1-A, Section E. Services shall be provided according to the following:
- a. Level I – General: A minimum of one and a maximum of two units of service each month. At a minimum, every 90 days, one service shall include a visit to the participant's home or another suitable site for a participant who is homeless.
 - b. Level II- Intensive: A minimum of two and a maximum of five units of service each month. At a minimum, every 90 days, one service shall include a visit to the participant's home or another suitable site for a participant who is homeless.
 - c. One additional unit of service above the monthly maximum may be billed during the first month of service to a participant in order to complete the comprehensive assessment.
- 4c. Rate development- The rate for this service follows the CMS-accepted Methodology for cost-based rates, which includes salary, fringe benefits, indirect costs, and transportation costs based on the average of the mileage of current case management providers who are receiving state general funds for case management.
- 4d. Case management services shall not be reimbursed for individuals in public institutions, IMDs, juvenile detention centers or PTRFs.

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STATE PLAN UNDER TITLE XIX OF THE SOCIAL SECURITY ACT

State of Maryland

4. Reimbursement Methodology for Mental Health Case Management: Care Coordination for Children and Youth

- 4a. Effective, October 1, 2014, payment shall be made with the fee-for-service schedule mental health care management services specified in 4c. This rate can be found on the Mental Hygiene Administration's website at: <http://dhmh.maryland.gov/mha/SitePages/infoforproviders.aspx> Except as otherwise noted in the Plan, state-developed fee schedule rates are the same for both governmental and private providers.
- 4b. "Unit of service" means 15 minutes of contact, which may include face-to-face and non-face-to-face contacts with the participant, or if the participant is a minor, the minor's parent or guardian, and indirect collateral contact on behalf of the participant with other community providers. Services shall be provided according to the following:
- (1) Level I -- General Coordination allows a maximum of 12 units of service per month, with a minimum of two units of face to face contact.
 - (2) Level II -- Moderate Care Coordination allows a maximum of 30 units of service per month, with a minimum of four units of face-to-face contact.
 - (3) Level III -- Intensive Care Coordination allows a maximum of 60 units of service per month, with a minimum of six units of face-to-face contact.
 - (4) For Level I and Level II four additional units of service above and beyond the monthly maximum may be billed during the first month of service to the participant and every six months thereafter to allow for comprehensive assessment and reassessment of the participant.
 - (5) A unit of service for telephonic contact may not be reimbursed unless the provider has delivered at least eight minutes of service.
- 4c. Rate development – The rate was for the mental health case management: care coordination for children and youth was developed following the CMS-accepted methodology for cost-based rates, which includes salary, fringe benefits, indirect costs, and transportation costs.
- 4d. Reimbursement shall not be made for care coordination services if the participant is receiving a comparable care coordination service under another Program authority; the direct delivery of an underlying medical, educational, social, or other service to which a participant has been referred; activities integral to the administration of foster care programs; activities not consistent with the definition of case management services under Section 6052 of the federal Deficit Reduction Act of 2005 (P.L. 109-171); activities for which third parties are liable to pay; and activities delivered as part of institutional discharge planning. A participant's care coordinator may not be the participant's family member or a direct service provider for the participant.

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