

Cenpatico Kansas Community Based Services (CBS) Frequently Asked Questions (FAQ)

What are Community based services?

Community based services (CBS) are services intended for members with significant functional impairments resulting from an identified mental health diagnosis and/or substance abuse diagnosis that places the member at imminent risk for out of home placement to a therapeutic setting. Community based services are subject to prior authorization and must be medically necessary according to the Cenpatico Medical Necessity Criteria for community based services. Community based services are authorized in 15 minute increments on a monthly basis. CBS may be provided by a para-professional, but must be supervised by a masters-level or above licensed mental health professional.

The following are community based services that are covered by Cenpatico for Kansas HealthWave Title XXI (CHIP) members. As HealthWave 21 members are under the age of 19, at least one member of the child's family must be involved.

H0036—Community psychiatric supportive treatment (CPST) are goal directed supports and solution-focused interventions intended to achieve identified goals or objectives as set forth in the member's individualized treatment plan. CPST is a face-to-face intervention with the member present. The majority of CPST contact must occur in community locations where the member lives, works, attends school, and/or socializes.

CPST may include the following components:

- Assist the member and family or other collaterals to identify strategies or treatment options associated with the member's mental illness, with the goal of minimizing the negative effects of mental illness symptoms or emotional disturbances or associated environmental stressors which interfere with the member's daily living, financial management, housing, academic, and/or employment progress, personal recovery or resilience, family and/or interpersonal relationships, and community integration.
- Individual supportive counseling, solution focused interventions, emotional and behavior management, and problem behavior analysis with the beneficiary, with the goal of assisting the beneficiary to develop and implement social, interpersonal, self-care, daily living, and independent living skills to restore stability, support functional gains, and adapt to community living.
- Participation in and use of strengths-based planning and treatments, which include assisting the beneficiary and family members or other collaterals to identify strengths and needs, resources, and natural supports; to develop goals and objectives; and to use personal strengths, resources and natural supports to address functional deficits associated with the member's mental illness.
- Assist the member with effectively responding to avoiding identified precursors or triggers that would risk the member remaining in a natural community location, including assisting the member and family or other collaterals to identify a potential psychiatric or personal crisis, develop a crisis management plan, and/or as appropriate, to see other supports to restore stability and functioning.

H2017, H2017TJ—Psychosocial Rehabilitation (PSR) services are designed to assist the member with compensation for or eliminating functional deficits and interpersonal and/or environmental barriers associated with the member's mental illness. Activities included must be intended to achieve the identified goals or objectives as set forth in the member's individualized treatment plan. The intent of PSR is to restore the fullest possible integration of the member as an active and productive member of his or her family, community and/or culture with the least amount of ongoing professional intervention. PSR is a face-to-face intervention with the beneficiary present. Services may be provided individually or in a group setting. The majority of PSR contacts must occur in community locations where the member lives, work, attends school and/or socializes.

PSR may include the following components:

- Restoration and support with the development of social and interpersonal skills to increase community tenure, enhance personal relationships, establish support networks, increase community awareness, and develop coping strategies and effective functioning in the member’s social environment including home, work and school. Restoration and support with the development of daily living skills to improve self-management of the negative effects of psychiatric or emotional symptoms that interfere with a member’s daily living. Supporting the member with development and implementation of daily living skills and daily routines critical to remaining in home, school, work and community.

H2011 – Crisis Intervention Services are provided to a person who is experiencing a psychiatric crisis, designed to interrupt and/or ameliorate a crisis experience including a preliminary assessment, immediate crisis resolution and de-escalation, and referral and linkage to appropriate community services to avoid more restrictive levels of treatment. The goals of Crisis Interventions are symptom reduction, stabilization, and restoration to a previous level of functioning. All activities must occur within the context of a potential or actual psychiatric crisis. Crisis intervention is a face-to-face intervention and can occur in a variety of locations, including an emergency room or clinic setting, in addition to other community locations where the person lives, works, attends school, and/or socializes.

H0038 and H0038HQ – Self Help/Peer Services and Self Help Peer Services/Group are member centered services with a rehabilitation and recovery focus designed to promote skills for coping with and managing psychiatric symptoms while facilitating the utilization of natural resources and the enhancement of community living skills. Activities included must be intended to achieve the identified goals or objectives as set forth in the member’s individualized treatment plan. The structured, scheduled activities provided by this service emphasize the opportunity for members to support each other in the restoration and expansion of skills and strategies necessary to move forward in recovery. Peer Support is a face-to-face intervention with the member present. Services can be provided individually (H0038) or in a group setting (H0038HQ). The majority of Peer Support contacts must occur in the community locations where the person lives, works, attends school and/or socializes. The services may include the following components:

- Helping the member to develop a network of information and support from others who have been through similar experiences
- Assisting the members with regaining the ability to make independent choices and to take a proactive role in treatment including discussing questions and concerns about medications, diagnoses, or working with their current treating clinician.
- Assisting member with the identifying and effectively responding to or avoiding identified precursors or triggers that result in functional impairments.

Where do I find the covered billing codes?

To bill community psychiatric supportive treatment, submit the following procedure code: H0036

To bill psychosocial rehabilitation submit the following procedure codes:

H2017	PSR---Individual
H2017TJ	PSR---Child Group

To bill crisis intervention, submit the following procedure code: H2011

To bill Self Help/Peer Services, submit the following procedure codes:

H0038	Individual
H0038HQ	Group

Cenpatico reimburses Network Providers according to the applicable reimbursement schedule(s) attached to the Agreement. Providers will only be reimbursed for the billing codes outlined on the reimbursement schedule(s). Contact the Cenpatico Kansas Network Manager for assistance at 800-989-1655 if the claims payment does not match the contracted rate on the Agreement.

How are community based services authorized?

Prior authorization for CBS is required. Providers should complete the Outpatient Treatment Request (OTR) form and fax this to Cenpatico at 866-694-3649 to request services. OTR forms may be downloaded at <http://www.cenpatico.com/providers/forms/kansas/>

A Cenpatico Utilization Manager will review the request for medical necessity and if medical necessity criteria are met, services will be authorized in 15 minute increments for one month. If the Utilization Manager is unable to authorize services due to lack of medical necessity criteria, the request will be forwarded to a physician advisor who will review the case and render a decision.

Providers will be notified of the new/updated authorization via fax confirmation. Authorization decisions for non-urgent services are typically made within seven (7) business days; however Cenpatico is allowed up to fourteen (14) calendar days of receipt of the request for services to respond.

What are the clinical practice guidelines and medical necessity criteria?

Cenpatico has adopted clinical practice guidelines from the American Psychiatric Association and the American Academy of Child and Adolescent Psychiatry. Cenpatico clinical staff is available to discuss these in detail with you at 866-896-7293. Cenpatico uses InterQual Criteria for mental health for both adult and pediatric guidelines and KCPC or the American Society of Addiction Medicine Patient Placement Criteria (ASAM) for substance abuse criteria. CBS criteria were developed based on the state Medicaid guidelines for these services and are available on our website at www.cenpatico.com.

Are community based services only available to members diagnosed with SED?

No. A SED designation is not required according to the Cenpatico medical necessity criteria.

How does Cenpatico define out of home placement?

In order to qualify for community based services, a member **must** demonstrate imminent risk for out of home placement due to functional impairments clearly linked to a mental health diagnosis.

How does a provider appeal related to medical necessity?

Appeals related to a medical necessity decision made during the authorization, pre-certification or concurrent review process may be made in writing to:

Cenpatico -- Appeals/Grievance Department
12515-8 Research Blvd., Suite 400
Austin, TX 78759

For questions or to learn more about the appeals/grievance process contact 866 -896-7293. To learn more about Cenpatico visit our website at <https://www.cenpatico.com>