



Healthy Louisiana Behavioral Health Services for Nursing Home Residents

Presentation to Nursing Facilities

September 14 and 20, 2016

Background

- ▶ Effective December 1, 2015, behavioral health services for Medicaid eligible nursing home residents are provided through one of the five Healthy Louisiana Plans:
 - Aetna Better Health
 - Amerigroup Real Solutions
 - AmeriHealth Caritas
 - Louisiana Healthcare Connections
 - United Healthcare

- ▶ To find out which plan a resident belongs to:
 - Look at the Electronic Medicaid Eligibility Verification System (eMEVS)
 - Check the insurance card issued by the Healthy Louisiana Plan

What is changing because of Healthy Louisiana?

- ▶ Individuals residing in nursing facilities are now eligible to receive Mental Health Rehabilitation Services
- ▶ Managed Care Organizations (MCOs) will be providing Case Management and developing Plans of Care for certain Nursing Facility residents
- ▶ Changes to the PASRR (Preadmission Screening and Resident Review) process, including face to face evaluations conducted by the MCOs

Medicaid behavioral health services

Medicaid recipients living in nursing homes may receive the following mental health and substance use services if medically necessary:

- ▶ Inpatient psychiatric hospital services
- ▶ Outpatient mental health treatments (individual, family and group)
- ▶ Substance use treatments
- ▶ Psychiatric medication management
- ▶ Mental Health Rehabilitation (MHR) services
 - Psychosocial Rehabilitation (PSR)
 - Crisis Intervention (CI)
 - Community Psychiatric Support and Treatment (CPST)
 - Assertive Community Treatment (ACT)

Medicare behavioral health services

- ▶ Inpatient hospitalization
- ▶ Partial hospitalization
- ▶ Clinician coverage and outpatient mental health services
 - One depression screening per year
 - Individual and group therapy with doctors or state licensed professionals (excluding licensed professional counselors)
 - Family counseling for the purpose of helping with treatment
 - Psychiatric evaluation
 - Medication management

Note 1: For additional information regarding eligibility or requirements, consult *Medicare & Your Mental Health Benefits*

Note 2: Medicare Advantage Plans may offer benefits beyond those provided by traditional Medicare

Medicaid substance use treatment

- ▶ Substance use treatment, also known as Addiction Services, include an array of services designed to promote skills for coping and with managing substance use symptoms and behaviors.
- ▶ Service types are determined by the MCO based on the person's needs and level of care and can include:
 - Outpatient treatment
 - Intensive Outpatient (IOP) treatment
 - Detox
 - ◆ Ambulatory – which is outpatient but medically monitored
 - ◆ Residential – which is inpatient and medically driven
 - Residential treatment

Mental Health Rehabilitation (MHR) Services

- ▶ Psychosocial Rehabilitation (PSR) – skill development: social and interpersonal skills, daily living skills, coping strategies and effective functioning. Services may be provided individually or in a group setting.
- ▶ Crisis Intervention (CI) – services provided to someone experiencing a psychiatric crisis. Designed to avoid more restrictive levels of treatment such as inpatient psychiatric care. CI can occur in a variety of locations.
- ▶ Community Psychiatric Support and Treatment (CPST) - individual supportive counseling. Goal is minimize symptoms, disturbances, stressors which interfere with the individual's daily living, personal recovery, family and/or interpersonal relationships and community integration.
- ▶ Assertive Community Treatment (ACT) – therapeutic interventions provided by an interdisciplinary team. Designed to increase ability to cope and enhance highest level of functioning in the community.

Mental Health Rehabilitation (MHR) eligibility

All mental health rehabilitation services must be medically necessary. The medical necessity for services shall be determined by a licensed mental health practitioner (LMHP) or physician who is acting within the scope of their professional license and applicable state law.

MHR target groups

MHR service are specifically targeted to:

- ▶ Residents with SMI who are preparing to transition to the community
- ▶ Residents for whom MHR services are recommended through the Level II determination process
- ▶ MCO identified high service users (e.g., emergency room, potentially avoidable hospitalizations)

Pathways to receive MHR services

▶ Residents transitioning to community:

- May be referred by DHH staff: Transition Coordinators, Waiver Support Coordinators, OBH PASRR staff
- May be referred by NF staff
- May be referred by advocates such as Advocacy Center or NH Ombudsman
- May self-refer or be identified by family

▶ Services recommended by OBH Level II PASRR:

- Has significant behavioral health issues identified at admission or by Resident Review during the PASRR Level II process

▶ MCO identified, e.g.:

- Frequent emergency room referrals for behavioral issues
- Frequent in-patient psychiatric hospitalizations

Role of Healthy Louisiana in PASRR

Staying the same	Changing
<p>Continue to go through OAAS for the NH admission process and Level I PASRR process</p>	<p>Healthy Louisiana Plans may be conducting Level II evaluations on their members.</p> <ul style="list-style-type: none">• Prior to admission• Resident reviews upon change in status• Extension requests
<p>OAAS will continue to refer any individuals suspected of MI to OBH for a Level II Review</p>	<p>Healthy Louisiana Plans will be conducting case management services for residents receiving MHR services or services recommended by the PASRR Level II Authority</p>
<p>NF will continue to contact OBH</p> <ul style="list-style-type: none">• For status of Level II reviews and determinations (both on admission and resident reviews)• For resident reviews when there has been a significant change in status• For extension requests• Any Level II PASRR Questions	<p>NF will contact the Healthy Louisiana Plans to establish services for residents with behavioral health (mental health and substance use services)</p>

Case management

MCOs are responsible for providing case management for:

- ▶ Individuals who are approved for specialized behavioral health services as a result of a PASRR Level II determination
- ▶ Individuals receiving MHR services

Case management functions

- ▶ Assessment of a member's risk factors associated with the behavioral health condition;
- ▶ Development of an individualized behavioral health plan of care ;
- ▶ Referrals and assistance to ensure timely access to behavioral health providers;
- ▶ Care coordination that links members to needed services;
- ▶ Monitoring of the delivery of behavioral health services; and
- ▶ Continuity of care between treatment settings and residences

Case management Plan of Care

MCOs will prepare an individualized Plan of Care around the behavioral health needs of the resident. The Plan must:

- ▶ Be prepared at least annually at the time of reassessment or when the member experiences a significant change in condition or circumstance
- ▶ Include goals
- ▶ Include services and intensity of services to meet goals
- ▶ Be coordinated with other service providers, including the NF

Note: This is in addition to the plan of care prepared by the NF in accordance with federal and state regulations.

Benefits to NF of working with MCOs

- ▶ MCO provides information regarding behavioral health eligibility, benefits, services, and providers.
- ▶ MCO case manager can be part of the multidisciplinary team and treatment planning (like hospice, rehab, dialysis providers).
- ▶ MCO and OBH are available for behavioral health consultation.
- ▶ MCO plans are a valuable resource for discharge planning.

Healthy Louisiana contacts

Plan	Member Contact	Provider Contact
Aetna	1-855-242-0802 www.Aetna.com	Lance Miguez 504-667-4481 MiguezL@aetna.com
Amerigroup	1-800-600-4441 www.myamerigroup.com/la Mental Health and Substance Use Services 1-844-227-8350 On Call/24-hour nurse helpline 1-866-864-2544	Michelle Marrocco, RN, BSN, MSHCA 504-836-8892 Michelle.Marrocco@amerigroup.com
AmeriHealth Caritas LA	1-888-756-0004 www.amerihealthcaritasla.com	Julie Zeno 225-300-9229 jzeno@amerihealthcaritasla.com
Louisiana Healthcare Connections	(866) 595-8133 www.louisianahealthconnect.com/for-members/	Bridget Suire Director, Medical Management (Behavioral Health) 225-337-6619 BSUIRE@LOUISIANAHEALTHCONNECT.COM
United Healthcare	1.866.675.1607 www.liveandworkwell.com	Kathleen Carson, LPC 763-321-2500 Kathleen.Carson@uhc.com

Related resources

- ▶ Medicaid

http://new.dhh.louisiana.gov/assets/docs/BayouHealth/BHIntegration/BH_Specialized_Fee_Schedule_7-1-16.pdf

- ▶ Making Medicaid Better.com

Informational Bulletin 15-17: Billing for Specialized Mental Health and Substance Use Services for Dual Eligibles

- ▶ Medicare

<https://www.medicare.gov/Pubs/pdf/10184-Medicare-Mental-Health-Bene.pdf>

- ▶ OBH –PASRR Website

<http://dhh.louisiana.gov/index.cfm/page/2467>

QUESTIONS