



# The Managed Care Technical Assistance Center

EFFICIENT PRACTICES. EFFECTIVE CARE.

## Home & Community Based Services (HCBS):

Empowerment Services -- Peer Supports  
July 14, 2015



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Presented by:

Andrew Cleek and Boris Vilgorin, MCTAC

Joe Swinford, NYS OMH

Brenda Harris-Collins, NYS OASAS

Tanya Stevens, NYAPRS

Debbie Pantin, VIP Community Services

# Managed Care Technical Assistance Center (MCTAC) Overview

## What is MCTAC?

MCTAC is a training, consultation, and educational resource center that offers resources to all mental health and substance use disorder providers in New York State.

## MCTAC's Goal

Provide training and intensive support on quality improvement strategies including business, organizational and clinical practices, to achieve the overall goal of preparing and assisting providers with the transition to Medicaid Managed Care.

# Additional HCBS Training Topics

- InterRAI Assessment
- HCBS Eligibility/Workflow
- Distinguishing other funded services vs. HCBS
- HCBS Plan of Care

# HCBS Services

- Rehabilitation
  - Psychosocial Rehabilitation
  - Community Psychiatric Support and Treatment (CPST)
- Habilitation
- Crisis Intervention
  - Short-Term Crisis Respite
  - Intensive Crisis Intervention
- Educational Support Services
- Individual Employment Support Services
  - Prevocational
  - Transitional Employment Support
  - Intensive Employment Support
  - On-going Supported Employment
  - Empowerment Services -- Peer Supports
- Support Services
  - Family Support and Training
  - Non Medical Transportation
- Self Directed Services Pilot

# Goal of HCBS Overview

Provide overview of HCBS Services including

- Vision
- Definition
- Components
- Business/Billing Rules
- Examples

**NOTE: Not everyone who receives peer services are eligible for HCBS (peer supports are offered within other programs as well).**

# HCBS Designated Providers

Total Designated NYC Agencies: 171

Community Psychiatric Support and Treatment (CPST)	87	Pre-vocational Services	100
Psychosocial Rehabilitation (PSR)	124	Transitional Employment	42
Habilitation/Residential Support Services	92	Intensive Supported Employment (ISE)	65
Family Support and Training	111	Ongoing Supported Employment	66
Mobile Crisis Intervention	46	Education Support Services	66
Short-term Crisis Respite	26	Empowerment Services - Peer Supports	113
Intensive Crisis Respite	16	Non-Medical Transportation	53

# NYS Allowable Billing Combinations -- DRAFT

## NYS Allowable Billing Combinations of OMH/OASAS State Plan Services and HCBS

HCBS/State Plan Services	OMH Clinic/OLP	OASAS Clinic	OASAS Opioid Treatment Program	OMH ACT	OMH PROS	OMH IPRT/CDT	OMH Partial Hospital	OASAS Outpatient Rehab
PSR	Yes	Yes	Yes				Yes	
CPST							Yes	
Habilitation	Yes	Yes	Yes				Yes	
Family Support and Training	Yes	Yes	Yes			Yes	Yes	Yes
Education Support Services	Yes	Yes	Yes		Yes	Yes	Yes	Yes
Peer Support Services	Yes	Yes	Yes		Yes	Yes	Yes	Yes
Employment Services	Yes	Yes	Yes			Yes	Yes	Yes <sup>8</sup>



# Recovery – SAMHSA Definition

“A process of change through which individuals improve their health and wellness, live a self-directed life, and strive to reach their full potential.”

# Empowerment Services – Peer Supports

- Peer-delivered services with a rehabilitation and recovery focus.
- Designed to promote skills for coping with and managing behavioral health symptoms
- Activities included must be intended to achieve the identified goals or objectives as set forth in the participants individualized recovery plan.
- Emphasize the opportunity for peers to support each other in the restoration and expansion of the skills and strategies necessary to move forward in recovery.

# Components

## Advocacy

- Assistance seeking and obtaining benefits and entitlements,
- Assisting recipients in participating in shared decision making (e.g. MyPSYCKES)
- Linkage to and systems navigation
- ★ – Benefits advisement and planning
- Development of psychiatric advance directives (PAD)
- Assistance advocating for self-directed services

# Components (Cont.)

## Outreach and Engagement

- Companionship and modeling of recovery lifestyle,
- Raising the awareness of existing services, pathways to recovery and helping a person to remove barriers that exist for access to them
- Interim visits with individuals after discharge from Hospital Emergency Rooms, Detox Units or Inpatient Psychiatric Units

# Components (Cont.)

## Self-help tools

- Assist selecting and utilizing self-directed recovery
- Assist selecting and utilizing that bring a sense of passion, purpose and meaning into his/her life
- Assist individuals to help connect to natural supports that enhance the quality and security of life
- ★ – Connecting individuals to “warm lines”
- Connections to self-help groups in the community

# Components (Cont.)

## Recovery Supports

- Recovery education and coaching for individuals and their family members.
- One to one peer support
- Person centered goal planning that incorporates life areas such as community connectedness, physical wellness, spirituality, employment, self-help
- Assisting with skills development that guides people towards a more independent life

# Components (Cont.)

## Transitional Supports

- Bridging from Jail or prison to a person's home (note: that peer supports while in Jail are not Medicaid reimbursable)
- Bridging from institutions to a person's home (note: that peer supports while in an institution are not Medicaid reimbursable)
- Bridging from general hospitals to a person's home
- Bridging from a person's home to the community

# Components (Cont.)

## Pre-crisis and Crisis Supports

- Providing companionship when a person is in an emergency room or crisis unit or preparing to be admitted to detox, residential or other service to deal with crisis
- Providing peer support in the person's home or in the community to support them before (or in) a crisis or relapse
- Developing crisis diversion plans or relapse prevention plans



# Business/Billing Rules

- Modality – Face to face
- Setting – Majority of the services should be provided offsite in the community, which may include: a person's home, homeless shelters, etc.
- Admission/Eligibility Criteria -- Based on assessed need and subject to periodic review of goals
- Limitations/Exclusions
  - Limited to no more than a total of 500 hours in a calendar year
  - ★ Individuals receiving OASAS state plan peer services cannot receive HCBS covered peer services.
  - While an individual is incarcerated or institutionalized are not Medicaid reimbursable.
  - Billed daily in 15 min. units w/limit of 16 units (4 hrs) per day<sup>17</sup>

# Business/Billing Rules (Cont.)

- Certification/Provider Qualification
  - OMH established Certified Peer Specialist
  - OASAS established Certified Peer Advocate
  - Supervision of peer support must be provided by a licensed behavioral health practitioner
- Staffing ratios/case limits -- Maximum 1 FTE to 20 consumers.
- Peer services cannot be done in group settings

# OMH Case Example

- Young woman referred to a provider, homeless and pregnant at time of engagement
- Interactions with foster care system, hospitals, and MCO.
- Supports offered including linking to long-term shelter and pre-natal care appointments.
- Discharged from hospital after giving birth without supplies. Provider worked with insurance to obtain prescription for breast pump and emergency WIC, as well as donated clothes and crib.
- Woman lost shelter due to no children policy, so provider team rented a U-Haul and moved woman to a new shelter.
- Continued to work across system and finally found permanent housing solution.

# OASAS Case Example

- 58 year old female diagnosed with substance use disorder and engaged with Outpatient Medication Assisted treatment (OTP) services since 2011.
- Lives with sister but has relatively no family support
- HIV positive and diagnosed with breast cancer
- Was referred and accepted into Care Coordination program, assessed by management team and referred for Peer Navigation services.
- Peers visited with client at home and encouraged her back into primary care
- Peers provided moral support, assisted her with obtaining ID, escorted her to doctor appointments including surgery prep and her Mastectomy (surgery was successful!)
- Client more engaged in her behavioral and primary care, being considered for HIV housing.

# Links to OMH/OASAS Documents: Manual, Billing Manual and Fee Schedule

- HCBS Manual:  
<https://www.omh.ny.gov/omhweb/News/2014/hcbs-manual.pdf>
- HARP Billing Manual:  
<https://www.omh.ny.gov/omhweb/bho/harp-mainstream-billing-manual.pdf>
- Fee Schedule and Rate Codes:  
<http://www.omh.ny.gov/omhweb/bho/phase2.html>

# Provider Education & Training

Type of Training	Timeline
<b>HCBS Services Training:</b> What workflow looks like both generally and specifically for <i>HH Administrators, HCBS providers, and MCO's</i> .	June 15th 2015, NYC
<b>HCBS Service Webinar Series:</b> more in depth review of the HCBS services within the clusters for <i>HH staff, HCBS providers, and MCO's</i>	July 14-31,2015
<b>Managed Care 101 Webinar:</b> <i>HH Staff</i>	July 6 <sup>th</sup> and July 20 <sup>th</sup> , 2015
<b>Contracting Web Series:</b> interactive training series with Adam Falcone for <i>OMH &amp; OASAS Providers</i>	Mid June-end of July
<b>Plan Billing Training:</b> Working with Plans to provide training on clean bill and claim submission for <i>OMH &amp; OASAS Providers</i>	August 7 <sup>th</sup> , 2015, NYC
<b>HCBS Plan of Care Training:</b> Will be for <i>HH staff</i>	Tentatively Planned for September 2015

# HCBS Follow-up Services Training

## 3 week webinar series

HCBS Service Cluster	
<b>Peer Supports</b>	July 14, 2015
<b>Family Support and Training</b>	July 17, 2015
<b>Employment/Education:</b> Education Support Services, Pre-Vocational, Transitional, Intensive Support Employment and Ongoing Supported Employment	July 21, 2015
<b>Non-Medical Transpiration</b>	July 24, 2015
<b>Respite/Crisis:</b> Short Term Crisis Respite, Intensive Crisis Respite	July 29, 2015
<b>Psychiatric Rehab:</b> CPST, PSR, and Habilitation	July 31, 2015



# Thank you for participating!



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ASK MCTAC

WHAT WE DO PROVIDER READINESS GET THE RIGHT TOOLS LEARNING COMMUNITIES EVENTS NEWS

## Upcoming Events

Tuesday, February 10, 2015

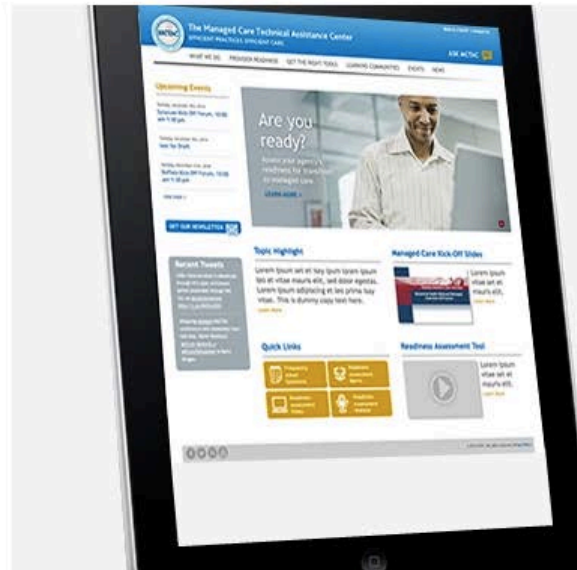
Contracting for Managed Care  
Webinar Overview and Office  
Hours, 10 am - 12 pm

Thursday, February 26, 2015

Readiness Assessment Follow-up  
Webinar

[view more >](#)

GET OUR NEWSLETTER



## Missed the Kick-off Series?

View a video recording from the  
Albany presentation.

[VIEW NOW >](#)

1 2 3 4 5 6

Visit [www.mctac.org](http://www.mctac.org) to view past trainings, sign-up for updates and event announcements, and access resources.

[mctac.info@nyu.edu](mailto:mctac.info@nyu.edu)



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