

Template #11: Service Array

MEDICAID SPECIALTY SUPPORTS AND SERVICES DESCRIPTIONS

Note: If you are a Medicaid beneficiary and have a serious mental illness, serious emotional disturbance (SED), developmental disability (DD), or substance use disorder (SUD), you may be eligible for some of the Medicaid Specialty Supports and Services listed below.

Before services can be started, you will take part in an assessment to find out if you are eligible for services. It will also identify the services that can best meet your needs.

You need to know that not all individuals who come to us are eligible for service, and not all services are available to everyone we serve. If a service cannot help you, your Community Mental Health Services Provider (CMHSP) will not pay for it. Medicaid will not pay for services that are otherwise available to you from other resources in the community.

During the person-centered planning (PCP) process, you will be helped to figure out the medically necessary service(s) that you need, as well as the sufficient amount, scope, and duration required to achieve the purpose of those service(s). You will also be able to choose who provides your supports and services. You will receive an individual plan of service (IPOS) that provides all this information.

In addition to meeting medically necessary criteria, services listed below marked with an asterisk (*) require a doctor's prescription.

Note: the Michigan Medicaid Provider Manual (MPM) contains complete definitions of the following services as well as eligibility criteria and provider qualifications. The Manual may be accessed at:

http://www.michigan.gov/mdhhs/0,4612,7-132-2945_42542_42543_42546_42553-87572--,00.html

Customer Service staff can help you access the manual and/or information from it.

Assertive Community Treatment (ACT) provides basic services and supports essential for individuals with serious mental illness to maintain independence in the community. An ACT team will provide behavioral health therapy and help with medications. The team may also help access community resources and supports needed to maintain wellness and participate in social, educational, and vocational activities. ACT may be provided daily for individuals who participate.

Assessment includes a comprehensive psychiatric evaluation, psychological testing, substance abuse screening, or other assessments conducted to determine an individual's level of functioning and behavioral health treatment needs. Physical health assessments are not part of this Prepaid Inpatient Health Plan (PIHP) service.

***Assistive Technology** includes adaptive devices and supplies that are not covered under the Medicaid Health Plan (MHP) or by other community resources. These devices help individuals to better take care of themselves or to better interact in the places where they live, work, and play.

Behavior Treatment Review is if an individual's illness or disability involves behaviors that they or others who work with them want to change, their IPOS may include a plan that talks about the behavior. This plan is often called a "behavior treatment plan." The behavior management plan is developed during PCP and then is approved and reviewed regularly by a team of specialists to make sure it is effective and dignified and continues to meet the individual's needs.

Behavioral Treatment Services/Applied Behavior Analysis are services for children under 21 years of age with Autism Spectrum Disorders (ASD).

Clubhouse Programs are programs where members and staff work side by side to operate the clubhouse and to encourage participation in the greater community. Clubhouse programs focus on fostering recovery, competency, and social supports as well as vocational skills and opportunities.

Community Inpatient Services are hospital services used to stabilize a behavioral health condition in the event of a significant change in symptoms or in a behavioral health emergency. Community hospital services are provided in licensed psychiatric hospitals and in licensed psychiatric units of general hospitals.

Community Living Supports (CLS) are activities provided by paid staff that help adults with either serious mental illness or DD live independently and participate actively in the community. CLS may also help families who have children with special needs (such as DD or SED).

Crisis Interventions are unscheduled individual or group services aimed at reducing or eliminating the impact of unexpected events on behavioral health and wellbeing.

Crisis Residential Services are short-term alternatives to inpatient hospitalization provided in a licensed residential setting.

Early Periodic Screening, Diagnosis and Treatment (EPSDT) provides a comprehensive array of prevention, diagnostic, and treatment services for low-income infants, children, and adolescents under the age of 21 years, as specified in Section 1905(a)(4)(B) of the Social Security Act (SSA) and defined in 42 U.S.C. § 1396d(r)(5) and 42 CFR 441.50 or its successive regulation.

The EPSDT benefit is more robust than the Medicaid benefit for adults and is designed to assure that children receive early detection and care, so that health problems are averted or diagnosed and treated as early as possible.

MHPs are required to comply with all EPSDT requirements for their Medicaid beneficiaries under the age of 21 years. EPSDT entitles Medicaid and Children's Health Insurance Program (CHIP) beneficiaries under the age of 21 years, to any treatment or procedure that fits within any of the categories of Medicaid-covered services listed in Section 1905(a) of the SSA if that treatment or service is necessary to "correct or ameliorate" defects and physical and mental illnesses or conditions. This requirement results in a comprehensive health benefit for children under age 21 enrolled in Medicaid. In addition to the covered services listed above, Medicaid must provide any other medical or remedial care, even if the agency does not otherwise provide for these services or provides for them in a lesser amount, duration, or scope (42 CFR 441.57).

While transportation to EPSDT corrective or ameliorative specialty services is not a covered service under this waiver, the Contractor must assist beneficiaries in obtaining necessary transportation either through the Michigan Department of Health and Human Services (MDHHS) or through the beneficiary's MHP.

***Enhanced Pharmacy** includes doctor-ordered nonprescription or over-the-counter items (such as vitamins or cough syrup) necessary to manage your health condition(s) when an individual's MHP does not cover these items.

***Environmental Modifications** are physical changes to an individual's home, car, or work environment that are of direct medical or remedial benefit to the individual. Modifications ensure access, protect health and safety, or enable greater independence for an individual with physical disabilities. Note: all other sources of funding must be explored first before using Medicaid funds for environmental modifications.

Family Support and Training provides family-focused assistance to family members relating to and caring for a relative with serious mental illness, SED, or DD. "Family Skills Training" is education and training for families who live with and or care for a family member who is eligible for the Children's Waiver Program.

Fiscal Intermediary Services help individuals manage their service and supports budget and pay providers if they are using a "self-directed" approach.

Health Services include assessment, treatment, and professional monitoring of health conditions that are related to or impacted by an individual's behavioral health condition. An individual's primary doctor will treat any other health conditions they may have.

Home-Based Services for Children and Families are provided in the family home or in another community setting. Services are designed individually for each family and can include things like behavioral health therapy, crisis intervention, service coordination, or other supports to the family.

Housing Assistance is assistance with short-term, transitional, or one-time-only expenses in an individual's own home that his/her resources and other community resources could not cover.

Intensive Crisis Stabilization is another short-term alternative to inpatient hospitalization. Intensive crisis stabilization services are structured treatment and support activities provided by a behavioral health crisis team in the individual's home or in another community setting.

Intermediate Care Facility for Individuals with Intellectual Disabilities (ICF/ID) provide 24-hour intensive supervision, health and rehabilitative services, and basic needs to individuals with DD.

Medication Administration is when a doctor, nurse, or other licensed medical provider gives an injection, an oral medication, or topical medication.

Medication Review is the evaluation and monitoring of medicines used to treat an individual's behavioral health condition, their effects, and the need for continuing or changing their medicines.

Mental Health Therapy and Counseling for Adults, Children and Families includes therapy or counseling designed to help improve functioning and relationships with other people.

Nursing Home Mental Health Assessment and Monitoring includes a review of a nursing home resident's need for and response to behavioral health treatment along with consultations with nursing home staff.

***Occupational Therapy** includes the evaluation by an occupational therapist of an individual's ability to do things to take care of themselves every day and treatments to help increase these abilities.

Partial Hospital Services include psychiatric, psychological, social, occupational, nursing, music therapy, and therapeutic recreational services in a hospital setting under a doctor's supervision. Partial hospital services are provided during the day – participants go home at night.

Peer-delivered and Peer Specialist Services such as drop-in centers are entirely run by consumers of behavioral health services. They offer help with food, clothing, socialization, housing, and support to begin or maintain behavioral health treatment. Peer Specialist services are activities designed to help individuals with serious mental illness in their individual recovery journey and are provided by individuals who are in recovery from serious mental illness. Peer mentors help individuals with DD.

Personal Care in Specialized Residential Settings assists an adult with mental illness or DD with activities of daily living, selfcare, and basic needs while they are living in a specialized residential setting in the community.

***Physical Therapy** includes the evaluation by a physical therapist of an individual's physical abilities (such as the ways they move, use their arms or hands, or hold their body), and treatments to help improve their physical abilities.

Prevention Service Models (such as Infant Mental Health, School Success, etc.) use both individual and group interventions designed to reduce the likelihood that individuals will need treatment from the public behavioral health system.

Respite Care Services provide short-term relief to the unpaid primary caregivers of individuals eligible for specialty services. Respite provides temporary alternative care, either in the family home or in another community setting chosen by the family.

Skill-Building Assistance includes supports, service, and training to help an individual participate actively at school, work, volunteer, or community settings or to learn social skills they may need to support themselves or to get around in the community.

***Speech and Language Therapy** includes the evaluation by a speech therapist of an individual's ability to use and understand language and communicate with others or to manage swallowing or related conditions and treatments to help enhance speech, communication, or swallowing.

Substance Abuse Treatment Services (descriptions follow the behavioral health services)

Supports Coordination or Targeted Case Management is staff who helps write an IPOS and makes sure the services are delivered. His/her role is to listen to an individual's goals and to help find the services and providers inside and outside the local CMHSP that will help achieve the goals. A supports coordinator or case manager may also connect an individual to resources in the community for employment, community living, education, public benefits, and recreational activities.

Supported/Integrated Employment Services provide initial and ongoing supports, service, and training usually provided at the jobsite to help adults who are eligible for behavioral health services find and keep paid employment in the community.

Transportation may be provided to and from an individual's home for them to take part in a non-medical Medicaid-covered service.

Treatment Planning assists the individual and those of his/her choosing in the development and periodic review of the IPOS.

Wraparound Services for Children and Adolescents with SED and their families that include treatment and supports necessary to maintain the child in the family home.

Services for Only Habilitation Supports Waiver (HSW) and Children's Waiver Participants

Some Medicaid beneficiaries are eligible for special services that help them avoid having to go to an institution for individuals with DD or to a nursing home. These special services are called the Habilitation Supports Waiver (HSW) and the Children's Waiver. To receive these services, individuals with DD need to be enrolled in either of these waivers. The availability of these waivers is very limited. Individuals enrolled in the waivers have access to the services listed above as well as those listed here:

Goods and Services (for HSW beneficiaries) is a non-staff service that replaces the assistance that staff would be hired to provide. This service, used in conjunction with a self-direction arrangement, assists to increase independence, facilitate productivity, or promote community inclusion.

Non-Family Training (for Children's Waiver beneficiaries) is customized training for the paid in-home support staff who provide care for a child enrolled in the Children's Waiver.

Out-of-home Non-Vocational Supports and Services (for HSW beneficiaries) is assistance to gain, retain or improve in self-help, socialization, or adaptive skills.

Personal Emergency Response devices (for HSW beneficiaries) help an individual maintain independence and safety in their own home or in a community setting. These are devices that are used to call for help in an emergency.

Prevocational Services (for HSW beneficiaries) include supports, service, and training to prepare an individual for paid employment or community volunteer work.

Private Duty Nursing (for HSW beneficiaries) is individualized nursing service provided in the home as necessary to meet specialized health needs.

Specialty Services (for Children's Waiver beneficiaries) are music, recreation, art, or massage therapies that may be provided to help reduce or manage the symptoms of a child's mental health condition or DD. Specialty services might also include specialized child and family training, coaching, staff supervision, or monitoring of program goals.

Services for Persons with Substance Use Disorders (SUD)

The Substance Abuse treatment services listed below are covered by Medicaid. These services are available through the Contractor.

Access, Assessment and Referral (AAR) determines the need for substance abuse services and will assist in getting to the right services and providers.

Outpatient Treatment includes therapy/counseling for the individual, family, and group therapy in an office setting.

Intensive Outpatient and/or Enhanced Outpatient (IOP or EOP) is a service that provides more frequent and longer counseling sessions each week and may include day or evening programs.

Methadone and Levacetylmethadol (LAAM) Treatment is provided to individuals who have heroin or other opiate dependence. The treatment consists of opiate substitution monitored by a doctor as well as nursing services and lab tests. This treatment is usually provided along with other substance abuse outpatient treatment.

Sub-Acute Detoxification is medical care in a residential setting for individuals who are withdrawing from alcohol or other drugs.

Residential Treatment is intensive therapeutic services which include overnight stays in a staffed licensed facility.

If you receive Medicaid, you may be entitled to other medical services not listed above. Services necessary to maintain your physical health are provided or ordered by your primary care doctor. If you receive Community Mental Health services, your local CMHSP will work with your primary care doctor to coordinate your physical and behavioral health services. If you do not have a primary care doctor, your local CMHSP will help you find one.

Note: **Home Help Program** is another service available to Medicaid beneficiaries who require in-home assistance with activities of daily living (ADL) and household chores. To learn more about this service, you may call the local MDHHS number below or contact [customer services] for assistance.

[Name and phone number of the local MDHHS office]

Medicaid Health Plan Services

If you are enrolled in an MHP, the following kinds of health care services are available to you when your medical condition requires them.

- Ambulance
- Chiropractic
- Doctor visits
- Family planning
- Health check ups
- Hearing aids
- Hearing and speech therapy
- Home Health Care
- Immunizations (shots)
- Lab and X-ray
- Nursing Home Care
- Medical supplies
- Medicine

- Mental health (limit of 20 outpatient visits)
- Physical and Occupational therapy
- Prenatal care and delivery
- Surgery
- Transportation to medical appointments
- Vision

If you already are enrolled in one of the MHPs (listed below), you can contact the MHP directly for more information about the services listed above. If you are not enrolled in an MHP or do not know the name of your MHP, you can contact [customer services] for assistance.

[List of MHPs and contact telephone numbers]

The Contractor should tailor the contact information in the brackets to reflect their local operations and may add local or additional information to the templates.