



# *Mental Health Rehabilitative and Mental Health Targeted Case Management Services*

Texas STAR Kids Provider Training  
2020



# Agenda

- ✓ Eligibility for services
- ✓ MCO requirements
- ✓ Provider requirements
- ✓ Services members will receive
- ✓ Process to request MH Rehabilitative & MH Targeted Case Management services
- ✓ Billing information
- ✓ Training requirements
- ✓ Your Magellan Network Team
- ✓ Important phone numbers

# *Who is eligible?*

**Mental Health Rehabilitative services and Mental Health Targeted Case Management (TCM) services are available to Texas STAR Kids recipients who are assessed and determined to have:**

- A severe and persistent mental illness such as schizophrenia, major depression, bipolar disorder or other severely disabling mental disorder.
- Any STAR Kids member with a diagnosis of a mental illness or who exhibit a serious emotional disturbance.

# MCO requirements

## Magellan must meet the following requirements:

- Review Mental Health Rehabilitative and Mental Health Targeted Case Management services effective **Nov. 1, 2016**.
- Utilize the current (Department of State Health Services) DSHS utilization management guidelines – Texas Resilience and Recovery (RRUMG) – and the Adult Needs and Strengths Assessment (ANSA) or the Child and Adolescent Needs and Strengths Assessment (CANS) for assessing a member’s need for services.
  - *RRUMG for Adult Mental Health Services can be found at [Texas Resilience and Recovery Utilization Management Guidelines - Adult Services](#) (PDF).*
  - *RRUMG Child and Adolescent Services can be found at [Texas Resilience and Recovery Utilization Management Guidelines- Child and Adolescent Services](#) (PDF).*
  - *The MCO is not responsible for providing any services listed in the RRUMG that are not covered.*
  - *RRUMG service packages may include counseling, pharmacological management and other Medicaid covered mental health services.*
- Maintain a qualified network of entities, such as Local Mental Health Authorities (LMHAs) and multi-specialty groups, that employ providers of MH Rehab Services and Targeted Case Management.
- Provider entities must attest to Magellan that the organization has the ability to provide members with the full array of services, either directly or through sub-contract.

# *Provider requirements*

**Adult Needs and Strengths Assessment (ANSA) and the Child and Adolescent Needs and Strengths Assessment (CANS) will be utilized for consistency in assessment for services.**

- Magellan will ensure that providers use, and are trained and certified to administer, the ANSA and CANS assessment tools to recommend a level of care to Magellan by using the **current DSHS Clinical Management for Behavioral Health Services (CMBHS) web-based system.**
- Magellan will ensure that providers complete the Texas Standard Prior Authorization Request Form for Health Care Services and submit to Magellan. Please refer to the UMCM 15.4 Mental Health Targeted Case Management and Mental Health Rehabilitative Services Request Instructions.
- More information is listed in the RRUMG documents.

# What services will members receive?

## Targeted Case Management services:

- Must be face-to-face
- Include regular, but at least annual, monitoring of service effectiveness
- Include proactive crisis planning and management for individuals
- Are Medicaid billable services provided separately from the managed care organization (MCO) service coordination
  - *Magellan must ensure that STAR Service Management units coordinate with providers of TCM to ensure integration of behavioral and physical health needs of members.*
  - *Magellan must ensure that if a member loses Medicaid eligibility, STAR Service Management refers the member to Local Mental Health Authorities that can provide indigent mental health care.*

## Mental Health Rehabilitative services include:

- Crisis intervention services
- Medication training and support services
- Psychosocial rehabilitative services
- Skills training and development services
- Day programs for acute needs.

# *Process to Request MH Rehabilitative and MH Targeted Case Management Services*

Services should be requested by submitting a copy of the **Texas Standard Prior Authorization Request Form for Health Care Services**. This form can be found at the following web address:

<https://www.tdi.texas.gov/forms/lhlifehealth/nofr001.pdf>

Go to [Chapter 15.4 MH Targeted CM and MH Rehab Services Request Instructions](#).

Fax: **1-888-656-5712**

Or mail:

**Magellan Providers of Texas, Inc.**

**ATTN: TCM/Rehabilitative Services Authorization Request**

**P.O. Box 1718**

**Maryland Heights, MO 63043**

# *Billing information*



# *Mental Health Rehabilitative Services – Adult Day Program*



<b>Service</b>	<b>Procedure Code</b>	<b>Modifier 1</b>	<b>Modifier 2</b>	<b>Unit</b>
Adult Day Program for Acute Needs	H2012			45-60 min

# *Mental Health Rehabilitative Services – Medication Training and Support*



<b>Service</b>	<b>Procedure Code</b>	<b>Modifier 1</b>	<b>Modifier 2</b>	<b>Unit</b>
Medication Training and Support	H0034			15 min
Medication Training and Support for the child and adolescent	H0034	HA		15 min
Group services for the adult	H0034	HQ		15 min
Group services for the child and adolescent (w/without other group)	H0034	HA	HQ	15 min

# *Mental Health Rehabilitative Services – Crisis Intervention*



<b>Service</b>	<b>Procedure Code</b>	<b>Modifier 1</b>	<b>Modifier 2</b>	<b>Unit</b>
Adult services	H2011			15 min
Child and Adolescent services	H2011	HA		15 min

# Mental Health Rehabilitative Services – Skills Training



Service	Procedure Code	Modifier 1	Modifier 2	Unit
Individual services for adult	H2014			15 min
Group services for adult	H2014	HQ		15 min
Individual services for the child and adolescent (w/without other individual)	H2014	HA		15 min
Group services for the child and adolescent	H2014	HA	HQ	15 min

# *Mental Health Rehabilitative Services – Psychosocial Rehabilitative Services*

<b>Service</b>	<b>Procedure Code</b>	<b>Modifier 1</b>	<b>Modifier 2</b>	<b>Unit</b>
Individual services	H2017			15 min
Individual services rendered by an RN	H2017	TD		15 min
Group services	H2017	HQ		15 min
Group services rendered by RN	H2017	HQ	TD	15 min
Individual crisis services	H2017	ET		15 min

# Target Case Management Services

Service	Procedure Code	Modifier	Limitations	Unit
Routine mental health targeted case management (adult)	T1017	TF	32 units (8 hrs) per calendar day for those with SPMI and are 18 years of age or older. Determined to need services by either ANSA or CANS	15 min
Routine case management (child and adolescent)	T1017	TF, HA	32 units (8 hrs) per calendar day for those with SED and are 3 – 17 years of age. Determined to need services by either ANSA or CANS	15 min
Intensive case management (child and adolescent)	T1017	TG, HA	32 unites (8hrs) per day for those with SED and are 3 – 17 years of age, Determined to need services by either ANSA or CANS	15 min

# *Training Requirements*



# Training Requirements

All providers delivering mental health rehabilitation and mental health targeted case management must undergo the training as outlined in HHSC's UCM (Uniform Managed Care Manual) 15.3.

Information on the training requirements can be found here:

<https://hhs.texas.gov/sites/default/files/documents/laws-regulations/handbooks/umcm/15-3.pdf>

Providers will be required to attest to annually as having completed the required trainings as outlined in Chapter 15.3.

Providers may choose one format (i.e. DVD or in-person training) and are not required to complete the training in multiple formats.

Any providers that have an executed contract on or after Aug. 1, 2015 must complete training requirements outlined in UCM Chapter 15.3 before delivering any mental health rehabilitation and mental health targeted case management services.

To obtain the comprehensive list of trainings to be completed please visit the link above.

# *Your Magellan Network Team*

## **Provider Services Line**

1-800-788-4005

## **Magellan STAR Kids**

- Member and Provider: 1-800-424-0324
- TTY: 1-800-635-2883



# *Important phone numbers*

## **BCBSTX Customer Call Center**

- Member: 1-877-688-1811
- Provider: 1-888-292-4487
- TTY: 1-888-292-4485

## **24/7 Nurse Line**

- 1-855-802-4614
- TTY: 711

## **Service Coordination**

- 1-877-301-4394
- TTY: 711

## **Magellan**

- Member and Provider: 1-800-424-0324
- TTY: 800-635-2883

# Confidentiality Statement for Providers

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*Thank You*

