

To: AmeriHealth Caritas Louisiana Providers

Date: July 16, 2021

Subject: Behavioral Health Provider Quality Monitoring Policy

Summary: The quality monitoring policy for behavioral health providers has been aligned across Managed Care Organizations.

AmeriHealth Caritas Louisiana would like to make you aware of the attached policy that has been approved by the Louisiana Department of Health in accordance with La. R.S. 46:460.54 and will become effective August 16, 2021.

Questions: Thank you for your continued support and commitment to the care of our members. If you have questions about this communication, please contact AmeriHealth Caritas Louisiana Provider Services at 1-888-922-0007 or your [Provider Network Management Account Executive](#).

Missed an alert?

You can find a complete listing of provider alerts on the [Provider Newsletters and Updates](#) page of our website.

Where can I find more information on COVID-19?

AmeriHealth Caritas Louisiana has updated its website to streamline communications and important notifications about COVID-19. Please visit <http://amerihealthcaritasla.com/covid-19> for up-to-date information for both providers and members, including frequently asked questions, and important provider alerts from AmeriHealth Caritas Louisiana and the Louisiana Department of Health.

Policy & Procedure			
Subject:	Behavioral Health Provider Quality Monitoring Plan		
Policy Number:	180.100	Page(s):	58
Supersedes:	N/A	Attachment(s):	10
Department:	Behavioral Health		
Policy Owner:	Behavioral Health Medical Director		
Stakeholder(s):	Behavioral Health Quality Monitoring Associates		
Applicable Parties:	Behavioral Health Quality Monitoring Associates		
Date Reviewed:	01/05/2021	Original Effective Date:	01/25/2021
Date Reviewed by Compliance :	01/05/2021	Current Effective Date:	01/25/2021
Next Review Date:	01/01/2022	Review Cycle:	Annual
Contract Reference(s):	14.9		
NCQA Reference(s):			

Definitions and Instructions:

Provider Quality Monitoring Plan

The MCO shall develop and implement a plan for monitoring specialized behavioral health providers and facilities across all levels of care, which incorporates onsite reviews and member interviews. The MCO shall submit the plan to LDH for approval within 30 calendar days of contract execution and 60 days prior to revision. The MCO's plan shall comply with all the requirements as specified by LDH:

- Review criteria for each applicable provider type/level of care;
- Sampling approach including number and percent of onsite audits by provider type, number and percent of desktop audits, and number of charts to be reviewed at each provider location;
- Member interview criteria;
- Random audit selection criteria;
- Tools to be used;
- Frequency of review, including schedule of reviews by provider type;
- Corrective actions to be imposed based on the degree of provider non-compliance with review criteria elements on both an individual and systemic basis;
- Plan for ensuring corrective actions are implemented appropriately and timely by providers
- Inter-rater reliability testing methods.

At a minimum, the MCO's sampling approach shall result in a statistically significant representative sample with a confidence interval of 95% + or - 5 for each level of care. The sample shall be random and include providers who have served at least one member during the review period. Levels of care include mental health outpatient, substance use outpatient, and inpatient/residential. Additional levels of care may be added at the discretion of LDH.

The MCO's review criteria shall address the following areas at a minimum:

- Quality of care consistent with professionally recognized standards of practice;
- Adherence to clinical practice guidelines;
- Member rights and confidentiality, including advance directives and informed consent;
- Cultural competency;
- Patient safety;
- Compliance with adverse incident reporting requirements;
- Appropriate use of restraints and seclusion, if applicable;
- Treatment Planning components, including criteria to determine: the sufficiency of assessments in the development of functional treatment recommendations; the treatment plan is individualized and appropriate for the enrollee and includes goals, Specific, Measurable, Action-Oriented, Realistic, and Time-Limited (SMART) objectives, and the appropriate service to achieve goal/objective; individualized crisis plan; members'/families' cultural preferences are assessed and included in the development of treatment plans; the treatment plan has been reviewed regularly and updated as the needs of the member changes; the treatment plan includes the involvement of family and other support systems in establishing treatment goals/objectives; the treatment plan includes evidence of implementation as reflected in progress notes; and evidence that the member is either making progress toward meeting goals/objectives or there is evidence the treatment has been revised/updated to meet the changing needs of the member;
- Continuity and coordination of care, including adequate discharge planning

RFP Reference: Provider Monitoring Plan and Reporting 14.9
Provider Monitoring Plan

Professional Standards of Practice Observed

It is the policy of the MCOs to measure compliance with Behavioral Health Provider Monitoring Standards and standards as outlined by the National Commission of Quality Assurance. The Behavioral Health Provider Monitoring Process of the MCOs will endeavor to facilitate appropriate utilization of health care resources for members through review, analysis, and evaluation of medical, evaluation, treatment, and maintenance provided by Behavioral Health Service Providers included in the care of the member. The MCOs require ongoing monitoring of treatment records and agency requirements of a statistically significant sample size of all in-network Specialized Behavioral Health Service (SBHS) providers to ensure compliance with established state and federal guidelines and regulations. SBHS providers sampled must meet 80% overall for treatment records and agency requirements to be deemed passing or be subject to a corrective action plan. Treatment records are to be maintained in a manner that is current, detailed, organized, and which permits effective and confidential member care as well as quality review. The Provider Quality Monitoring Review will include the following, but is not limited to: adherence to clinical practice guidelines; adherence to agency specific requirements, member rights and confidentiality, including advance directives and informed consents; cultural competency; member safety; compliance with adverse incident reporting requirements; appropriate use of restraints and seclusions; treatment planning components; adequate discharge planning; and continuity and coordination of care. Treatment Records should reflect all services provided directly by the LMHP, physician, specialist, and any other practitioners, including non-licensed staff, and should include ancillary services and diagnostic tests ordered by the

practitioner, and the diagnostic and therapeutic services for which the practitioner referred the member.

The MCOs, in compliance with the Health Insurance Portability and Accountability (HIPPA) Privacy Rule (45 C.F.R. § 164.530(i)), develop and implement this written policy and procedure to protect members protected health information (PHI). This policy establishes and implements a process for treatment record requests that limit the use and disclosure of PHI to that which is the minimum amount reasonably necessary to achieve the intended purpose of the use, disclosure, or request. (Refer to 45 C.F.R. §§ 164.502(b) and 164.514 (d.) Member's treatment records must be treated as confidential information and accessible only to authorized persons. Treatment records for all members evaluated or treated should be safeguarded against loss, destruction or unauthorized use, maintained in an organized fashion, and readily accessible and/or available for review and audit to comply with company standards, provider specific contracts, and in accordance with Louisiana Revised Statute § 40:1165.1 (2015).

The MCOs establish policies and procedures, performance measures, and goals to evaluate treatment record keeping practices and addresses confidentiality, maintenance, and availability of quality treatment records through provider contracts accessible to appropriate staff. Each MCO will conduct meetings as needed to review results and address any identified issues and/or concerns that may potentially require additional referrals.

MCO employees completing audits

- Employees who can complete reviews are:
 - LMHPs as defined in the BHS Provider Manual:
 - Medical psychologists
 - Licensed psychologists
 - Licensed Clinical Social Workers (LCSWs)
 - Licensed Professional Counselors (LPCs)
 - Licensed Marriage and Family Therapists (LMFTs)
 - Licensed Addiction Counselors (LACS)
 - APRNs (must be a nurse practitioner (NP) specialist in adult psychiatric and mental health, and family psychiatric and mental health or a certified nurse specialist in psychosocial, gerontological psychiatric mental health, adult psychiatric and mental health, and child-adolescent mental health, and may practice to the extent that services are within the APRN's scope of practice)

Staff Training

Each MCO conducts ongoing staff training and education on identified trends, best practices, and opportunities for improvement.

Tools Utilized

The MCOs will utilize the following tools for the review process:

- LDH-OBH audit template tool Behavioral Health Provider Monitoring Tool Elements and Agency

Specific Requirements Guidelines specific to clinical components of the agency (Attachment A).

- Elements are available for providers to review in the following location:
 - <https://www.amerihealthcaritasla.com/pdf/provider/behavioral-health/behavioral-health-provider-quality-monitoring-tool-elements.pdf>
- Medical Record Review Scorecard
Clinical Practice Guidelines Checklist as developed per each individual MCO.
- Notification of Deficiencies Letter
- Corrective Action Plan Template specific to each individual MCO.

Tools will be reviewed by the MCOs at minimum on an annual basis but not more than quarterly to make any needed changes.

Inter-rater reliability

At minimum the MCOs complete an IRR process, completed by an LMHP, annually which includes review of a sample of reviewer records to ensure consistency and reliability of results. Failure to meet a 90% for IRR will result in the reviewer being referred for corrective action according the individual MCO internal policies and procedures. The reviewer will not be able to independently review records until a score of 90% is reached.

Provider Type reviewed

Provider types reviewed will include:

- Mental Health Outpatient providers/practitioners
 - Individual/Group Practice (Psychiatrist, Psychologist, LPC, LMFT, LCSW, LAC, APRN)
 - CPST/PSR Agencies,
 - Other agency types (LGE, FQHC, RHC, Group Outpatient, and other outpatient provider types)
- Substance Use Outpatient
 - Outpatient Treatment Providers (OTPs)
 - All substance Use Treatment Outpatient Providers – Individual/Group Practice LACs and all ASAM Levels
- Inpatient/Residential
 - Inpatient Psychiatric
 - Therapeutic Group Homes (TGH)
 - Psychiatric Residential Treatment Facilities (PRTF)
 - Inpatient Substance Use Treatment
 - Residential Substance Use Treatment

*ACT, MST, FFT, Homebuilders are excluded providers from the quality monitoring due to separate fidelity reviews.

Frequency of Reviews

The Provider Monitoring process is continuous throughout the year. The MCOs will ensure providers are not reviewed more than once within a 12 month period unless the MCO identifies cause for a re-review.

Sampling Approach

At a minimum, the MCO's sampling approach shall result in a statistically significant representative sample with a confidence interval of 95% + or - 5 for each level of care. The sample shall be random and include providers who have served at least one member during the review period. Levels of care include mental health outpatient, substance use outpatient, and inpatient/residential. Additional levels of care may be added at the discretion of LDH.

The MCOs will utilize a random sample generator for unique member selection based off claims and/or authorizations identified during the 12 month period prior to the review quarter. In addition to the providers identified by the random sample, any providers who were involved in Adverse Incidents and/or Quality of Care investigations may be added to the sample pool for quality monitoring review (if not already part of the generated sample.)

Providers selected may not be available to review if they have an active case with the Special Investigation Unit (SIU), thus impacting the total number of reviews completed for the quarter.

Records Audited

A reasonable number of records at each site shall be reviewed to determine compliance. A minimum of five (5) records per site will be reviewed. An exception may occur and less records reviewed if a selected provider has seen fewer than five (5) MCO members.

Time Frame for Monitoring and Reporting

Initial review request, via email, postal letter, and/or phone call is made and the provider is given 14 days to respond and/or schedule the review. If the MCO receives no response within the time frame allotted, each MCO will follow their own internal procedures for possible escalation and/or referral.

CPG Guidelines

The MCOs will review Clinical Practice Guidelines (CPGs) for the following diagnosis: Major Depressive Disorder, Attention Deficit Hyperactivity Disorder, Substance Use Disorder, Schizophrenia, Generalized Anxiety Disorder, Bipolar Disorder, Oppositional Defiant Disorder, Post Traumatic Stress Disorder, and Suicide Risk.

On-site vs. desk audits

Treatment record reviews will be conducted via desk reviews as well as onsite. Any planned onsite reviews will be completed in accordance with safety protocols within LDH guidelines.

Member Surveys

MCO will survey 5% of randomly selected members who have received services from the identified provider. 2 call attempts are made per identified member before moving on to the next identified member and/or a letter is sent requesting a response within 2 weeks. The MCO may send additional letters and/or attempt phone calls to engage the member.

Results Review

Each MCO will conduct meetings as needed to review results and address any identified issues and/or concerns that may potentially require additional referrals.

Identification of issues

Any reviewed provider that shows evidence of Fraud, Waste, Abuse, and/or potential quality of care concerns is referred to the appropriate internal investigations department within each MCO. Quality of care concerns will also be reported to LDH per MCO contract requirements.

Each MCO will follow their own internal policies and procedures to address any identified issues/concerns.

Corrective Action Plans (CAPs)

Providers are placed on CAPS when overall scores are less than 80%. Subsequent reviews will be conducted by the MCOs through their corrective action plan process. Each MCO has their own unique process to handle corrective action plans.

Record Storage

All provider documentation obtained by the MCOs will first be scanned into a secure network drive only accessible to a selection of the MCO employees who require access to the drive for completion of PQMP reviews and QIC oversight.

Each MCO will maintain and store records in accordance with their own internal policies and procedures.

Provider Education

Beginning in February 2021 and continuing over four consecutive weeks, the MCOs will offer daily intensive trainings on the provider quality monitoring tool. Each day's training will be specific to an identified provider type. Upon completion of the four week training sessions, the MCOs will reevaluate

provider need and draft a training schedule to be offered on specified dates and times. Future trainings will be developed and offered based on providers' need as well as when LDH Behavioral Health manual updates necessitate.

Trainings will also be offered upon provider request. Training attendance on the provider quality monitoring tool will be mandatory for any provider who fails to meet the overall 80% required to be considered passing for a review. Providers who fail a review will be required to work with the issuing MCO to coordinate a training to satisfy this requirement.

Attachment A – Behavioral Health Provider Tool Elements

<i>Behavioral Health Provider Audit Tool Elements</i>	
General Requirements	Yes, No, N/A
The record is accurate and clearly legible to someone other than the writer.	
Each page of record identifies the member.	
All entries in the record include the responsible service provider's name.	
All entries in the record include the responsible service provider's professional degree and relevant identification number, if applicable.	
All entries in the record include date where appropriate.	
All entries in the record include signature (including electronic signature for EMR systems) where appropriate.	
Each record includes member's address.	
Each record includes employer and/or school address and telephone number, if applicable.	
Each record includes home and/or work telephone numbers.	
Each record includes emergency contact information.	
Each record includes date of birth.	
Each record includes gender.	
Each record includes relationship and/or legal status, if applicable.	
For members 0 to 18, documentation of guardianship is included in the record, and proof of guardianship, if applicable.	
For members 0 to 18, there is evidence that services are in context of the family.	
For members 0 to 18, there is evidence of ongoing communication with appropriate family members and/or legal guardians, including any agency legally responsible for the care or custody of the child.	
For members 0 to 18, there is evidence of ongoing coordination with appropriate family members and/or legal guardians, including any agency legally responsible for the care or custody of the child.	
Each member has a separate record.	
For telemedicine/telehealth services, there is evidence in the record of verification of recipient's identity.	

For telemedicine/telehealth services, when possible (i.e. at the next in person treatment planning meeting), providers must have the recipients sign all documents that had verbal agreements previously documented.

Member Rights	Yes, No, N/A
There is evidence of a Consent for Treatment or Informed Consent in the record that is signed by the member and/or legal guardian.	
The Patient Bill of Rights is either signed or refusal is documented.	
For members over the age of 18 years of age, the member is given information to create psychiatric advance directives or refusal is documented.	
If utilizing telemedicine/telehealth services, the consent form includes the rationale for using telemedicine/telehealth in place of in-person services	
If utilizing telemedicine/telehealth services, the consent form includes the risks of telemedicine/telehealth, including privacy related risks.	
If utilizing telemedicine/telehealth services, the consent form includes the benefits of telemedicine/telehealth, including privacy related risks.	
If utilizing telemedicine/telehealth services, the consent form includes possible treatment alternatives.	
If utilizing telemedicine/telehealth services, the consent form includes risks of possible treatment alternatives.	
If utilizing telemedicine/telehealth services, the consent form includes benefits of possible treatment alternatives.	
If utilizing telemedicine/telehealth services, the consent form includes the risks and benefits of no treatment	
For telemedicine/telehealth services, there is consent signed by the recipient or authorized representative in the record authorizing recording of the session.	
For telemedicine/telehealth services, providers need the consent of the recipient and/or the recipient's parent or legal guardian (and their contact information) prior to initiating a telemedicine/telehealth service with the recipient if the recipient is 18 years old or under.	

Initial Evaluation	Yes, No, N/A
An initial/Annual assessment is in the record.	
An initial/Annual assessment is completed by a licensed mental health professional.	
For members 0 to 18, there is evidence the primary care giver is involved in the assessment.	
Any standardized assessments are clearly documented, if applicable.	
Presenting problem(s) are identified.	
An initial primary treatment DSM diagnosis is present in the record.	
The reasons for admission or initiation of treatment are indicated.	
The reasons for admission or initiation of treatment are appropriate to services being rendered.	
A complete mental status exam is in the record, documenting the member's affect.	
A complete mental status exam is in the record, documenting the member's speech.	
A complete mental status exam is in the record, documenting the member's mood.	
A complete mental status exam is in the record, documenting the member's thought content.	
A complete mental status exam is in the record, documenting the member's judgement.	
A complete mental status exam is in the record, documenting the member's insight.	
A complete mental status exam is in the record, documenting the member's attention or concentration.	
A complete mental status exam is in the record, documenting the member's memory.	
A complete mental status exam is in the record, documenting the member's impulse control.	
The behavioral health treatment history includes family history information, if available.	
A behavioral health history is in the record, including any previous providers, if applicable.	
A behavioral health history is in the record, including treatment dates, if applicable.	
A behavioral health history is in the record, including treatment modality, if applicable.	
A behavioral health history is in the record, including member response, if applicable.	

The medical treatment history includes known medical conditions, if applicable.	
The medical treatment history includes allergies and/or adverse reactions and dates, if applicable.	
The medical treatment history includes providers of previous treatment, if applicable.	
The medical treatment history includes current treating clinicians, if applicable.	
The medical treatment history includes current therapeutic interventions and responses, if applicable.	
The medical treatment history includes family history, if available.	
Current medications are listed (PH & BH), if applicable.	
Prescriber of current medications are listed (PCP & BH), if applicable.	
Medication dosage is listed, if applicable.	
Medication frequency is listed, if applicable.	
Medication start date is listed, if applicable.	
Response to medication and other concurrent treatment (successful/unsuccessful) is documented, if applicable.	
Problems/side effects are documented, if applicable.	
The initial history for members under the age of 21 includes prenatal and perinatal events, if information is available.	
The initial history for members under the age of 21 includes a complete developmental history (physical, psychological, social, intellectual and academic).	
Assessment of risk includes the presence or absence of current and past suicidal or homicidal risk, danger toward self or others.	
The record includes documentation of previous suicidal or homicidal behaviors, if applicable.	
The record includes documentation of dates of previous suicidal or homicidal behaviors, if applicable.	
The record includes documentation of methods of previous suicidal or homicidal behaviors, if applicable.	
The record includes documentation of lethality of previous suicidal or homicidal behaviors, if applicable.	
Documentation of any abuse the member has experienced or if the member has been the perpetrator of abuse.	
Substance use assessment was conducted.	
Documentation includes past and present use of alcohol and/or illicit drugs as well as prescription and over-the-counter medications and nicotine use, if applicable.	
The record documents the presence or absence of relevant legal issues of the member and/or family.	

There is documentation that the member was asked about community resources (family, support groups, social services, school based services, other social supports) that they are currently utilizing.	
The record documents the assessment of the member's strengths.	
Member's strengths are included in the treatment plan.	
The record documents the assessment of the member's needs.	
Member's needs are included in the treatment plan.	
The assessment documents the spiritual variables that may impact treatment.	
The assessment documents any financial concerns.	
The assessment documents any challenges related to transportation.	
Telemedicine use documented, if applicable.	
The member's desired outcomes of treatment are clearly documented in the record.	
There is evidence of preliminary discharge planning.	
Indication and identification of any standardized assessment tool or comprehensive screening completed (i.e. a PHQ-9, GAD-7) as dictated by diagnosis.	
Documentation of referrals, if applicable.	
An initial health screening, such as the Healthy Living Questionnaire or the PBHCI, is included in the record. (Unless directed by the plan, this is for informational purposes and not counted against a provider in the compliance rating.)	
<i>Agency Specific Requirements</i>	
<i>CPST/PSR</i>	
Medical necessity is documented by a LMHP or physician, for adults, as evidenced by individuals exhibiting impaired emotional, cognitive or behavioral functioning that is the result of mental illness in order to meet the criteria for disability.	
Evidence the individual's impairment substantially interferes with role functioning.	
Evidence the individual's impairment substantially interferes with occupational functioning.	
Evidence the individual's impairment substantially interferes with social functioning.	
Services are recommended by an LMHP or physician.	
Assessments must be performed at least every 365 days or as needed anytime there is significant change to the member's circumstance.	
For members 6 - 18 years of age, there is evidence of the CALOCUS being utilized as part of the assessment.	

For members 19 years of age and over, has at least a score of three on the level of care or a composite score of 17-19 on the level of care utilization system (LOCUS) or documented why not.	
For members 19 years of age and over, member must meet the Substance Abuse and Mental Health Services Administration (SAMHSA) definition of, serious mental illness (SMI) as evidenced by a rating of three or greater on the functional status domain on the Level of Care Utilization System (LOCUS) rating.	
The assessment documents that in addition to having a diagnosable mental disorder, the condition must substantially interfere with, or limit, one or more major life activities, such as: • Basic daily living (for example, eating or dressing); • Instrumental living (for example, taking prescribed medications or getting around the community); and • Participating in a family, school, or workplace.	
There is evidence of medical necessity, If applicable, for members 19 years of age and over, with longstanding deficits who do not experience any acute changes in their status and has previously met the criteria stated above regarding LOCUS scores, but who now meets a level of care of two or lower on the LOCUS, and needs subsequent medically necessary services for stabilization and maintenance at a lower intensity, may continue to receive CPST services and/or PSR.	
TGH	
The assessment protocol must differentiate across life domains.	
The assessment protocol must differentiate between risk factors.	
The assessment protocol must differentiate between protective factors.	
The assessment protocol must track progress over time.	
Requirements for pretreatment assessment are met prior to treatment commencing.	
Screening is required upon admission.	
Assessment is required upon admission.	
The assessment protocol documents less intensive levels of treatment have been determined to be unsafe, unsuccessful or unavailable.	
PRTF Requirements	
Evidence of a diagnostic evaluation must be conducted within the first 24 hours of admission in consultation with the youth.	
Evidence of a diagnostic evaluation must be conducted within the first 24 hours of admission in consultation with the parents/legal guardian.	
Evidence of a diagnostic evaluation must be conducted within the first 24 hours of admission that includes examination of the medical aspects of the recipient's situation.	

Evidence of a diagnostic evaluation must be conducted within the first 24 hours of admission that includes examination of the psychological aspects of the recipient's situation.	
Evidence of a diagnostic evaluation must be conducted within the first 24 hours of admission that includes examination of the social aspects of the recipient's situation.	
Evidence of a diagnostic evaluation must be conducted within the first 24 hours of admission that includes examination of the behavioral aspects of the recipient's situation.	
Evidence of a diagnostic evaluation must be conducted within the first 24 hours of admission that includes examination of the developmental aspects of the recipient's situation.	
Evidence of a diagnostic evaluation must be conducted within the first 24 hours of admission that reflects the need for inpatient psychiatric care.	
<i>SUD Requirements</i>	
Triage screening to determine eligibility and appropriateness (proper member placement) for admission and referral.	
ASAM 6 Dimensional risk evaluation must be completed prior to admission, which substantiates member placement at the appropriate ASAM level of care.	
A comprehensive bio-psychosocial evaluation must be completed prior to admission, which substantiates appropriate member placement. *(Except 4-WM - comprehensive bio-psychosocial assessments are not required for this level of care.)*	
The comprehensive bio-psychosocial evaluation shall contain circumstances leading to admission.	
The comprehensive bio-psychosocial evaluation shall contain past behavioral health concerns, if applicable.	
The comprehensive bio-psychosocial evaluation shall contain present behavioral health concerns, if applicable.	
The comprehensive bio-psychosocial evaluation shall contain past psychiatric treatment, if applicable.	
The comprehensive bio-psychosocial evaluation shall contain present psychiatric treatment, if applicable.	
The comprehensive bio-psychosocial evaluation shall contain past addictive disorders treatment, if applicable.	
The comprehensive bio-psychosocial evaluation shall contain present addictive disorders treatment, if applicable.	
The comprehensive bio-psychosocial evaluation shall contain significant medical history.	

The comprehensive bio-psychosocial evaluation shall contain current health status.	
The comprehensive bio-psychosocial evaluation shall contain family history, if available.	
The comprehensive bio-psychosocial evaluation shall contain social history.	
The comprehensive bio-psychosocial evaluation shall contain current living situation.	
The comprehensive bio-psychosocial evaluation shall contain relationships with family of origin, nuclear.	
The comprehensive bio-psychosocial evaluation shall contain family and/or significant others.	
The comprehensive bio-psychosocial evaluation shall contain education, if applicable.	
The comprehensive bio-psychosocial evaluation shall contain vocational training, if applicable.	
The comprehensive bio-psychosocial evaluation shall contain employment history.	
The comprehensive bio-psychosocial evaluation shall contain employment current status.	
The comprehensive bio-psychosocial evaluation shall contain military service history, if applicable.	
The comprehensive bio-psychosocial evaluation shall contain military service current status, if applicable.	
The comprehensive bio-psychosocial evaluation shall contain legal history, if applicable.	
The comprehensive bio-psychosocial evaluation shall contain current legal status, if applicable.	
The comprehensive bio-psychosocial evaluation shall contain past emotional state.	
The comprehensive bio-psychosocial evaluation shall contain present emotional state.	
The comprehensive bio-psychosocial evaluation shall contain past behavioral functioning.	
The comprehensive bio-psychosocial evaluation shall contain present behavioral functioning.	
The comprehensive bio-psychosocial evaluation shall contain strengths.	
The comprehensive bio-psychosocial evaluation shall contain weaknesses.	
The comprehensive bio-psychosocial evaluation shall contain needs.	
The evaluation must be reviewed and signed by an LMHP.	

A physical examination or appropriate referral within 72 hours if indicated by the physician, nursing assessment or screening process, except for 3.7-WM and 4-WM.	
A drug screening is conducted when the member's history is inconclusive or unreliable.	
An appropriate assignment to level of care with referral to other appropriate services as indicated shall be made.	
For residential facilities, diagnostic laboratory tests or appropriate referral shall be made as required to prevent spread of contagious/communicable disease, or as indicated by physical examination or nursing assessment.	
Evaluations shall include the consideration of appropriate psychopharmacotherapy.	
<i>Admission Criteria ASAM Level 3.2-WM</i>	
For 3.2-WM: Medical clearance and screening - Medical screening is performed upon arrival by staff with current CPR and first aid training, with telephone access to RN physician for instructions for the care of the individual.	
For 3.2-WM: Individuals who require medication management must be transferred to medically monitored or medical withdrawal management program until stabilized.	
<i>Admission Criteria ASAM Level 3.7 Adolescent -PRTF</i>	
For 3.7 Adolescent -PRTF: A comprehensive bio-psychosocial assessment must be completed within seven days, which substantiates appropriate patient placement.	
For 3.7 Adolescent -PRTF: The assessment must be reviewed as evidenced by being signed by a LMHP.	
The medical section of the bio-psychosocial assessment was completed prior to seven days of admission.	
The psychological section of the bio-psychosocial assessment was completed prior to seven days of admission.	
The alcohol section of the bio-psychosocial assessment was completed prior to seven days of admission.	
The drug/substance abuse section of the bio-psychosocial assessment was completed prior to seven days of admission.	
<i>Admission Criteria ASAM Levels 3.7-WM and 4-WM</i>	
For 3.7-WM and 4-WM: A physical examination must be performed by a physician, PA or NP within 24 hours of admission, if not, barriers noted. A physical examination conducted within 24 hours prior to admission may be used if reviewed and approved by the admitting physician.	
For 3.7-WM and 4-WM: appropriate laboratory tests were ordered.	

For 3.7-WM and 4-WM: appropriate toxicology tests were ordered.

Treatment Plan	Yes, No, N/A
The treatment plan is in the record.	
Treatment plan is signed by the member.	
Treatment plan is signed by member's guardian, if applicable.	
Treatment plan signed by treating licensed clinician including credentials in signature.	
Treatment plan signed by caregiver or other treating professionals or paraprofessionals involved in TX team.	
Date of treatment plan.	
Indication if it is an "initial" or an "updated" treatment plan.	
Member signature with a statement that they participated in the treatment plan development and agree to participate in the care/treatment with member signature date.	
The treatment plan is updated whenever goals are achieved or new problems are identified.	
Progress on all goals are included in the update.	
Treatment plan is based on the assessment (initial or updated).	
Treatment plan utilizes input from the member, family, natural supports, and/or treatment team.	
Treatment plan is developed by an LMHP.	
Treatment plan is consistent with diagnosis.	
Treatment plan has long term goals.	
Treatment plan has short term goals/objectives/interventions.	
Treatment plan goals/objectives/interventions are specific.	
Treatment plan goals/objectives/interventions are measurable.	
Treatment plan goals/objectives/interventions are action-oriented.	
Treatment plan goals/objectives/interventions are realistic.	
Treatment plan goals/objectives/interventions are time-limited.	
There is evidence the treatment has been revised/updated to meet the changing needs of the member, if applicable.	
Treatment plan reflects services to be provided in the amount.	
Treatment plan reflects services to be provided in the type.	
Treatment plan reflects services to be provided in the duration.	
Treatment plan reflects services to be provided in the frequency.	
Individualized Crisis Plan is in the record, including any changes related to COVID-19 risks.	
Member signature with a statement that they participated in the crisis plan development.	

Crisis plan is updated as needed to meet participant's needs.	
For telemedicine/telehealth services, there is evidence in the record of a back-up plan (e.g., phone number where recipient can be reached) to restart the session or to reschedule it, in the event of technical problems.	
For telemedicine/telehealth services, there is evidence in the record of a safety plan that includes at least one emergency contact and the closest ER location, in the event of a crisis.	
<i>Agency Specific Requirements</i>	
<i>Mental Health Rehabilitation</i>	
Treatment plan has recovery focused goals targeting areas of risk identified in the assessment.	
Treatment plan has recovery focused objectives/interventions targeting areas of risk identified in the assessment.	
Treatment plan has recovery focused goals targeting areas of need identified in the assessment.	
Treatment plan has recovery focused objectives/interventions targeting areas of need identified in the assessment.	
Treatment plan clearly identifies actions to be taken by provider.	
Treatment plan clearly identifies actions to be taken by member/guardians.	
Treatment plan clearly identifies specific interventions that will address specific problems/needs identified in the assessment.	
Transition plan describes how member will transition from adolescence to adulthood in the record for members ages 15 to 21.	
The treatment plan review is in consultation with provider staff at least once every 180 days or more often if indicated.	
The treatment plan review is in consultation with the member/caregiver at least once every 180 days or more often if indicated.	
The treatment plan review is in consultation with other stakeholders at least once every 180 days or more often if indicated.	
Documentation of the treatment plan review.	
Evidence the member received a copy of the plan upon completion.	
<i>PRTF</i>	
The plan must be developed no later than 72 hours after admission	
The plan must be implemented no later than 72 hours after admission	
The plan must be designed to achieve the recipient's discharge from inpatient status at the earliest possible time.	

The plan must be reviewed as needed or at a minimum of every 30 days by the facility treatment team to determine that services being provided are or were required on an inpatient basis	
The plan must be reviewed as needed or at a minimum of every 30 days by the facility treatment team to recommend changes in the plan, as indicated by the member's overall adjustment as an inpatient.	
The plan must be reviewed as needed or at a minimum of every 30 days by the facility treatment team to prescribe an integrated program of therapies designed to meet the objectives.	
The plan must be reviewed as needed or at a minimum of every 30 days by the facility treatment team to prescribe an integrated program of activities designed to meet the objectives.	
The plan must be reviewed as needed or at a minimum of every 30 days by the facility treatment team to prescribe an integrated program of experiences designed to meet the objectives.	
The plan must be reviewed as needed or at a minimum of every 30 days by the facility treatment team to Include, at an appropriate time, post-discharge plans.	
The plan must be reviewed as needed or at a minimum of every 30 days by the facility treatment team to Include, at an appropriate time, coordination of inpatient services, with partial discharge plans.	
The plan must be reviewed as needed or at a minimum of every 30 days by the facility treatment team to Include, at an appropriate time, related community services to ensure continuity of care with the member's family upon discharge.	
The plan must be reviewed as needed or at a minimum of every 30 days by the facility treatment team to Include, at an appropriate time, related community services to ensure continuity of care with the member's school upon discharge.	
The plan must be reviewed as needed or at a minimum of every 30 days by the facility treatment team to Include, at an appropriate time, related community services to ensure continuity of care with the member's community upon discharge.	
TGH	
There is evidence of a standardized assessment and treatment planning tool such as the CALOCUS/CANS being utilized for treatment planning.	
Member's plan of care was developed no later than 72 hours after admission unless clinical documentation notes member's refusal or unavailability.	
The treatment plan must include behaviorally measurable discharge goals.	
SUD General Requirements	
Treatment plans are based on evaluations.	

Treatment plans include person centered goals.	
Treatment plans include person centered objectives.	
Treatment plan shall include other medical/remedial services intended to reduce the identified condition.	
The treatment plan should include anticipated outcomes of the individual.	
Treatment plans should include a referral to self-help groups (AA/NA, Al-Anon).	
The treatment plan specifies the frequency.	
The treatment plan specifies the amount.	
The treatment plan specifies the duration.	
The treatment plan is signed by the LMHP or physician responsible.	
Treatment plan specifies a timeline for re-evaluation of that plan (not to exceed 1 year).	
Treatment plans re-evaluations involve the individual.	
Treatment plan re-evaluations involve the family, if available.	
Treatment plan re-evaluations involve the provider.	
Re-evaluations determine if services have contributed to meeting the stated goals.	
If no measurable reduction has occurred, a new treatment plan will be developed.	
If a new treatment plan is developed it includes a different rehabilitation strategy.	
If a new treatment plan is developed it includes revised goals.	
If the services are being provided to a youth enrolled in a wrap-around agency, the substance abuse provider must be on the Child and Family Team or working closely with the CFT.	
<i>ASAM Level Specific Requirements</i>	
<i>ASAM Level 1</i>	
The treatment plan is reviewed/updated in collaboration with the member, as needed, at a minimum of every 90 days or more frequently if indicated by the member's needs.	
<i>ASAM Level 2-WM</i>	
The treatment plan is reviewed and signed by the physician within 24 hours of admission.	
The treatment plan is reviewed and signed by the individual within 24 hours of admission or documentation of why not.	
Treatment plan is updated at least every 30 days.	
<i>ASAM Level 2.1</i>	

The treatment plan is reviewed/updated in collaboration with the member, as needed, or at minimum of every 30 days or more frequently if indicated by the member's needs.	
<i>ASAM Level 3.1 Adult/Adolescent</i>	
Initial treatment plan completed with collaboration of the member within 72 hours of admission or documentation of why not.	
Treatment plan updates every 90 days or as indicated by member needs.	
<i>ASAM Level 3.2-WM Adult/Adolescent</i>	
The treatment plan is developed in collaboration with the member within 24 hours or documentation of why not.	
The treatment plan is reviewed and signed by the qualified professional within 24 hours of admission.	
The treatment plan is reviewed and signed by the individual within 24 hours of admission.	
The signed treatment plan must be filed in the individual's record within 24 hours of admission.	
<i>ASAM Level 3.3</i>	
Initial treatment plan completed with collaboration of the member within 72 hours of admission or documentation of why not.	
Treatment plan updates every 90 days or as indicated by member needs.	
<i>ASAM Level 3.5 Adult/Adolescent</i>	
Initial treatment plan completed with collaboration of the member within 72 hours of admission or documentation of why not.	
Treatment plan updates every 30 days or as indicated by member needs.	
There is evidence in the record of an in-house education/vocational component if serving adolescents.	
<i>ASAM Level 3.7-WM</i>	
A qualified professional creates a plan of action until individual is physically stable.	
The treatment plan is reviewed by physician within 24 hours of admission as evidenced by date and signature.	
The treatment plan is reviewed by the individual within 24 hours of admission as evidenced by date and signature or documentation of why not.	
The signed treatment plan is filed in the individual's record within 24 hours of admission.	
<i>ASAM 3.7 Adolescent PRTF</i>	

The treatment plan is reviewed/updated in collaboration with the member, as needed, or at a minimum of every 30 days.	
ASAM Level 3.7 Adult	
Initial treatment plan completed with collaboration of the member within 72 hours of admission or documentation of why not.	
Treatment plan updates every 30 days or as indicated by member needs.	
ASAM Level 4-WM	
The treatment plan is reviewed by physician within 24 hours of admission as evidenced by date and signature.	
The treatment plan is reviewed by the individual within 24 hours of admission as evidenced by date and signature or documentation of why not.	
The signed treatment plan is filed in the individual's record within 24 hours of admission.	

Progress Notes	Yes, No, N/A
Progress notes reference treatment goals.	
All progress notes document clearly who is in attendance during each session (outpatient services).	
The progress notes describe progress or lack of progress towards treatment plan goals.	
The progress notes describe/list member strengths.	
The progress notes describe/list how strengths impact treatment.	
The progress notes describe/list limitations.	
The progress notes describe/list how limitations impact treatment.	
The progress notes document continuous substance use assessment (if applicable).	
The progress notes document on-going risk assessments (including but not limited to suicide and homicide).	
The progress notes document (including but not limited to suicide and homicide) monitoring of any at risk situations.	
Compliance or non-compliance with medications is documented (if applicable).	
Indication of ongoing discussion of discharge planning to alternative or appropriate level of care.	
Progress notes include date of service noted.	
Progress notes include begin times of service noted.	

Progress notes include end times of service noted.	
Progress notes include signature of the person making the entry. If initials are utilized, initials of providers must be identified with correlating signatures.	
Progress notes include the functional title, applicable educational degree and/or professional license of the person making the entry.	
The progress notes document the dates or time periods of follow up appointments.	
Provider documents when the member misses appointments, if applicable.	
When appropriate there is evidence of supervisory oversight of the treatment record. (Records are reviewed on a regular basis with appropriate actions taken.)	
Progress notes document specifically if service was provided through Telemedicine/Telehealth. (outpatient services)	
All progress notes include documentation of the billing code that was submitted for the session.	
Services documented in the progress note reflect services billed.	
The progress notes reflect reassessments, if applicable.	
There is evidence of progress summaries in the record.	
There is evidence of progress summaries completed at least every 90 days, or more frequently as needed, if applicable.	
Progress summaries document the start and end date for the time period summarized.	
Progress summaries indicate who participated.	
Progress summaries indicate where contact occurred.	
Progress summaries indicate what activities occurred.	
Progress summaries indicate how the recipient is progressing or lack of progression toward the personal outcomes in the treatment plan.	
Progress summaries document any deviation from the treatment plan, if applicable.	
Progress summaries document any changes in the recipient's medical condition, behavior or home situation that may indicate a need for a reassessment and/or treatment plan change, as applicable.	
Progress summaries include signature of the person completing the summary. If initials are utilized, initials of providers must be identified with correlating signatures.	
Progress summaries include the functional title, applicable educational degree and/or professional license of the person completing the summary.	
Progress summaries are dated.	

Progress summaries shall be signed by the person providing the services.	
For telemedicine/telehealth services, there is evidence in the record the member was informed of all persons who are present.	
For telemedicine/telehealth services, here is evidence in the record the member was informed of the role of each person.	
For telemedicine/telehealth services, evidence in the record that, regardless of the originating site, providers must maintain adequate medical documentation to support reimbursement of the visit.	
For telemedicine/telehealth services, documentation if recipient refused services delivered through telehealth.	
<i>Agency Specific Requirements</i>	
<i>Mental Health Rehabilitation</i>	
Services are provided at the provider agency, in the community, in the member's place of residence, and/or via telehealth/telemedicine as outlined in the treatment plan.	
Services may be furnished in a nursing facility only in accordance with policies and procedures issued by the Department. Services shall not be provided in an IMD, if applicable.	
Services are documented as being provided individually or in a group setting.	
Services are documented as being provided face-to-face and/or via telehealth as per LDH guidelines.	
Services are appropriate for age.	
Services are appropriate for development level.	
Services are appropriate for education level.	
Services must be directed exclusively toward the treatment of the Medicaid-eligible individual and not be provided at a work site which is job tasks-oriented and not directly related to the treatment of the member's needs.	
Services must be directed exclusively toward the treatment of the Medicaid-eligible individual and must not contain Service or service components in which the basic nature is to supplant housekeeping, homemaking or other basic services for the convenience of the individual receiving services.	
Progress notes for PSR services document restoration, rehabilitation and/or support to develop social and interpersonal skills to increase community tenure in the individual's social environment, including home, work and/or school in accordance with the treatment plan.	

Progress notes for PSR services document restoration, rehabilitation and/or support to enhance personal relationships in the individual's social environment, including home, work and/or school in accordance with the treatment plan.	
Progress notes for PSR services document restoration, rehabilitation and/or support to establish support networks in the individual's social environment, including home, work and/or school in accordance with the treatment plan.	
Progress notes for PSR services document restoration, rehabilitation and/or support to increase community awareness in the individual's social environment, including home, work and/or school in accordance with the treatment plan.	
Progress notes for PSR services document restoration, rehabilitation and/or support to develop coping strategies and/or effective functioning in the individual's social environment, including home, work and/or school in accordance with the treatment plan.	
Progress notes for PSR services document restoration, rehabilitation and/or support to develop daily living skills to improve self-management of the negative effects of psychiatric or emotional symptoms that interfere with a person's daily living in accordance with the treatment plan.	
PSR progress notes for PSR services document implementing learned skills to assist the individual with effectively responding to or avoiding identified precursors or triggers that result in functional impairment in accordance with the treatment plan.	
Progress notes for CPST services document problem behavior analysis in order to restore stability, support functional gains, and adapt to community living in accordance with the treatment plan.	
Progress notes for CPST services document emotional and behavioral management in order to restore stability, support functional gains, and adapt to community living in accordance with the treatment plan.	
Progress notes for CPST services document developing and improving daily functional living skills in order to restore stability, support functional gains, and adapt to community living in accordance with the treatment plan.	
Progress notes for CPST services document implementing social, interpersonal, self-care, and independent living skill goals in order to restore stability, support functional gains, and adapt to community living in accordance with the treatment plan.	
Progress notes for CPST services document implementing interpersonal goals in order to restore stability, support functional gains, and adapt to community living in accordance with the treatment plan.	

Progress notes for CPST services document implementing self-care goals in order to restore stability, support functional gains, and adapt to community living in accordance with the treatment plan.	
Progress notes for CPST services document implementing independent living skill goals in order to restore stability, support functional gains, and adapt to community living in accordance with the treatment plan.	
<i>TGH</i>	
Member's plan of care was implemented no later than 72 hours after admission unless clinical documentation notes member's refusal or unavailability... Goes under progress notes	
<i>ASAM Requirements Level 2-WM, 3.7-WM, 4-WM</i>	
Progress notes document the implementation of the stabilization/treatment plan.	
Progress notes document the individual's response to and/or participation in scheduled activities.	
Progress notes document the individual's physical condition.	
Progress notes document the individual's vital signs.	
Progress notes document The individual's mood.	
Progress notes document the individual's behavior.	
Progress notes document statements about the individual's condition.	
Progress notes document statements about the individual's needs.	
Progress notes document Information about the individual's progress or lack of progress in relation to stabilization/treatment goals.	
<i>ASAM Requirements Level 2.1</i>	
Progress notes include documentation of evidence-informed practices, such as cognitive behavioral therapy (CBT), motivational interviewing and/or multidimensional family therapy.	
<i>ASAM Requirements Level 3.2-WM</i>	
Progress notes document the implementation of the stabilization/treatment plan.	
Progress notes document the individual's response to and/or participation in scheduled activities.	
Progress notes document the individual's physical condition.	
Progress notes document the individual's vital signs.	

Progress notes document The individual's mood.	
Progress notes document the individual's behavior.	
Progress notes document statements about the individual's condition.	
Progress notes document statements about the individual's needs.	
Progress notes document Information about the individual's progress or lack of progress in relation to stabilization/treatment goals.	
Daily assessment of progress through withdrawal management shall be documented in a manner that is person-centered.	
Daily assessment of progress through withdrawal management shall be documented in a manner that is individualized.	

<i>Continuity and Coordination of Care</i>	Yes, No, N/A
The record documents that the member was asked whether they have a PCP.	
PCP's name is documented in the record, if applicable.	
PCP's address is documented in the record, if applicable.	
PCP's phone number is documented in the record, if applicable.	
If the member has a PCP, there is evidence of provider attempting or successfully communicating with PCP or there is documentation that the member/guardian refused consent for the release of information to the PCP.	
The record documents that the member was asked whether they are being seen by another behavioral health clinician.	
Other behavioral health clinician's name is documented in the record, if applicable.	
Other behavioral health clinician's address is documented in the record, if applicable.	
Other behavioral health clinician's phone number is documented in the record, if applicable.	
If the member is being seen by another behavioral health clinician, there is evidence of provider attempting or successfully communicating with primary behavioral health clinician or there is documentation that the member/guardian refused consent for the release of information to the PCP.	
Provider documents any referrals made to other clinicians, agencies, and/or therapeutic services, if applicable.	
Release of Information signed or refusal noted for communications with other treating providers, if applicable.	
SUD	

Documentation of coordination with other child-serving systems should occur, as needed, to achieve the treatment goals.	
<i>SUD ASAM Level 2-WM</i>	
Evidence of ambulatory withdrawal management [ASAM level 2-WM] is provided in conjunction with ASAM level 2.1 intensive outpatient treatment services.	

<i>Medication Management (if applicable)</i>	Yes, No, N/A
Each record indicates what medications have been prescribed.	
Each record indicates the dosages of each medication.	
Each record indicates the dates of initial prescription or refills.	
Documentation of member education of prescribed medication including benefits.	
Documentation of member education of prescribed medication including risks.	
Documentation of member education of prescribed medication including side effects.	
Documentation of member education of prescribed medication including alternatives of each medication.	
For members 18 and over, documentation of the member understanding and consenting to the medication used in treatment.	
For children and adolescents documentation indicates the responsible family member or guardian understands and consents to the medication used in treatment.	
Documentation that a query was done through the Prescription Monitoring Program (PMP) for behavioral health patients for controlled substances or otherwise applicable.	
AIMS (Abnormal Involuntary Movement Scale) performed when appropriate (e.g., member is being treated with antipsychotic medication).	
Initial and ongoing medical screenings are completed for members prescribed antipsychotic medication including but not limited to weight, BMI, labs and chronic conditions to document ongoing monitoring.	
There is evidence that lab work is ordered, if applicable.	
There is evidence the ordered lab work is received by the clinician ordering the lab work, if applicable.	
There is evidence ordered lab work has been reviewed by the clinician ordering the lab work, if applicable as evidenced by date and signature of clinician.	

When a primary care physician is identified, there is evidence the prescriber attempted coordination of care within 14 calendar days after initiation of a new medication.	
There is evidence of medication monitoring in the treatment record, documenting adherence.	
There is evidence of medication monitoring in the treatment record, documenting efficacy.	
There is evidence of medication monitoring in the treatment record, documenting adverse effects.	
<i>TGH</i>	
Psychotropic medications should be used with specific target symptoms identification.	
Psychotropic medications should be used with medical monitoring.	
Psychotropic medications should be used with 24-hour medical availability when appropriate and relevant.	
<i>SUD (All ASAM Levels)</i>	
There is evidence that the member was assessed to determine if Medication Assisted Treatment (MAT) was a viable option of care, based on the Substance Use Disorder (SUD) diagnosis.	
SUD providers, when clinically appropriate, shall educate members on the proven effectiveness of Food and Drug Administration approved MAT options for their SUD.	
SUD providers, when clinically appropriate, shall educate members on the proven benefits of Food and Drug Administration approved MAT options for their SUD.	
SUD providers, when clinically appropriate, shall educate members on the proven risks of Food and Drug Administration approved MAT options for their SUD.	
SUD providers, when clinically appropriate, shall Provide on-site MAT or refer to MAT offsite.	
SUD providers, when clinically appropriate, shall document member education in the progress notes.	
SUD providers, when clinically appropriate, shall document access to MAT in the progress notes.	
SUD providers, when clinically appropriate, shall document member response in the progress notes.	

<i>Restraints and Seclusion (if applicable)</i>	Yes, No, N/A
Documentation of alternatives/other less restrictive interventions were attempted.	

Documentation of restraint/seclusion order.	
Documentation of physician notification of restraint.	
Documentation of member face to face assessment by a physician or physician extender (e.g., PA, NP, APRN) within one hour of restraint initiation/application.	
Documentation must show evidence of consultation with the physician or physician extender (e.g., PA, NP, APRN) within 24 hours of restraint initiation/application.	
Documentation of members' parent/guardian notification of restraint/seclusion as soon as possible of restraint occurring (children only).	

<i>Patient Safety</i>	<u>Yes, No, N/A</u>
If the member was placed on a special watch for harmful behavior, documentation of the appropriate precautions taken and monitoring occurred.	
If the member was placed in restraints/seclusion, documentation of required monitoring. (A patient in seclusion or restraints shall be evaluated every 15 minutes and documentation of these evaluations shall be entered into the patient's record.)	
If the member was a victim of abuse or neglect, documentation of report to the appropriate protective agency and Health Standards, as applicable.	

<i>Cultural Competency</i>	<u>Yes, No, N/A</u>
Cultural needs of the member were assessed.	
Identified cultural needs of the member were incorporated into treatment, if applicable.	
Primary language spoken by the member is documented.	
Any translation needs of the member are documented, if applicable.	
Language needs of the member were assessed (i.e. preferred method of communication), if applicable.	
Identified language needs of the member were incorporated into treatment, if applicable.	
Religious/Spiritual needs of the member were assessed.	
Identified religious/spiritual needs of the member were incorporated into treatment, if applicable.	
Racial needs of the member were assessed. (I.e. oppression, privilege, prejudice...etc.), if applicable.	

Identified racial needs of the member were incorporated into treatment, if applicable.	
Ethnic needs of the member were assessed.	
Identified ethnic needs of the member were incorporated into treatment, if applicable.	
Sexual health related needs were assessed.	
Identified sexual health related needs of the member were incorporated into treatment, if applicable.	

<i>Adverse Incidents</i>	Yes, No, N/A
For members 0 to 18, documentation that any adverse incident was reported to the guardian, if the incident did not involve the guardian, within 1 business day of discovery.	
Documentation that adverse incidents listed on the adverse incident reporting form were reported to the appropriate protective agency within 1 business day of discovery.	
Documentation that adverse incidents involving direct care staff were reported to the licensing agency, as appropriate.	
Documentation that adverse incidents listed on the adverse incident reporting form were reported to the health plan within 1 business day of discovery.	

<i>Discharge Planning</i>	Yes, No, N/A
Documentation of discussion of discharge planning/linkage to next level of care.	
Appointment date and/or time period of follow up with transitioning behavioral health provider documented on the discharge plan. If not, barriers noted, when member is discharged or transitioned to a different level of care.	
There is documentation that communication/collaboration occurred with the receiving clinician/program. If not, barriers noted, when member is discharged or transitioned to a different level of care.	
PCP appointment date and/or time period of follow up documented if medical co morbidity present. If not, barriers noted, when member is discharged or transitioned to a different level of care.	
Medication profile provided to outpatient provider during transition of care. If not, barriers noted, when member is discharged or transitioned to a different level of care.	

Medication profile reviewed with member during transition of care, when member is discharged or transitioned to a different level of care.	
Course of treatment (the reason(s) for treatment and the extent to which treatment goals were met) reflected in the discharge summary, when member is discharged or transitioned to a different level of care.	
A discharge summary details the recipient's progress prior to a transfer or closure, when member is discharged or transitioned to a different level of care.	
A discharge summary must be completed within 14 calendar days following a recipient's discharge or transition to a different level of care.	
<i>Additional SUD Requirements</i>	
Documentation of discharge/transfer planning at admission.	
Documentation of referrals made as needed, if applicable.	
<i>TGH</i>	
Discharge planning within the first week of admission with clear action steps.	
Discharge planning with target dates outlined in the treatment plan.	

<i>PRTF AGENCY REQUIREMENTS</i>	Yes, No, N/A
Members have access to education services.	
Member's health is maintained (e.g. dental hygiene for a child expected to reside in the facility for 12 months).	

<i>TGH AGENCY REQUIREMENTS</i>	Yes, No, N/A
Recreational activities are provided for all enrolled members.	
Members attend school, work and/or training.	
To enhance community integration, resident youth must attend community schools integrated in the community (as opposed to being educated at a school located on the campus of an institution).	
The psychologist or psychiatrist must see the member at least once.	
The psychologist or psychiatrist must prescribe the type of care provided.	
If the services are not time-limited by the prescription, review the need for continued care every 28 days.	
The individualized, strengths-based services and supports are identified in partnership with the child or adolescent and/or the family and support system, to the extent possible, and if developmentally appropriate.	

The individualized, strengths-based services and supports are based on clinical assessments.	
The individualized, strengths-based services and supports are based on functional assessments.	
The individualized, strengths-based services and supports support success in community settings, including home and school.	
The TGH is required to coordinate with the child's or adolescent's community resources, including schools with the goal of transitioning the youth out of the program to a less restrictive care setting for continued, sometimes intensive, services as soon as possible and appropriate.	

<i>Additional SUD Core Requirements</i>	Yes, No, N/A
Treatment services at all levels of care shall offer a family component.	
Adolescent substance use programs shall include family involvement as evidenced by parent education.	
Adolescent substance use programs shall include family involvement as evidenced by family therapy.	
Documentation of services provided to children and youth must include communication with the family and/or legal guardian.	
Documentation of services provided to children and youth must include coordination with the family and/or legal guardian.	
The provider shall ensure that its clinical supervisor who, with the exception of opioid treatment programs, attend and participate in care conferences as evidenced by their signature on relevant documentation.	
The provider shall ensure that its clinical supervisor who, with the exception of opioid treatment programs, attend and participate in treatment planning activities as evidenced by their signature on relevant documentation.	
The provider shall ensure that its clinical supervisor who, with the exception of opioid treatment programs, attend and participate in discharge planning as evidenced by their signature on relevant documentation.	
The provider shall ensure that its clinical supervisor who, with the exception of opioid treatment programs, provide supervision of such activities as recreation, art/music or vocational education as evidenced by their signature on relevant documentation.	
<i>Additional SUD Core Requirements Level 1</i>	
Evidence of early intervention for those who have been identified as individuals suffering from addictive disorders.	

Evidence of referrals for education, activities or support services designed to prevent progression of disease if indicated.	
<i>Additional SUD Core Requirements Level 2-WM</i>	
Evidence of admission drug screen.	
Evidence of additional urine drug screens as indicated by the treatment plan.	
Evidence of physicians' orders for medical management.	
Evidence of physicians' orders for psychiatric management.	
<i>Additional SUD Core Requirements Levels 3.2WM</i>	
Evidence of physicians' orders for medical management.	
Evidence of physicians' orders for psychiatric management.	
Evidence of toxicology and drug screening – Toxicology and drug screenings are medically monitored. A physician may waive drug screening if and when individual signs list of drugs being used and understands that his/her dishonesty could result in severe medical reactions during withdrawal management process.	
<i>ASAM Level 3.2-WM Adolescent TGH ASAM Requirement(In addition to the staffing required by TGHs)</i>	
There is a physician on duty as needed for management/review/approval of psychiatric and/or medical needs of the client through course of stay as evidence by signature and/or relevant documentation.	
<i>Additional SUD Core Requirements Levels 3.3</i>	
<i>ASAM Level 3.3 Women with Dependent Children Program Requirements</i>	
Evidence of offering weekly parenting classes in which attendance is required.	
Evidence of addressing the specialized needs of the parent.	
Evidence of offering education for its parent members that further addresses effects of chemical dependency on a women's health and/or pregnancy.	
Evidence of offering rehabilitation services for its parent members that further addresses effects of chemical dependency on a women's health and/or pregnancy.	
Evidence of offering education for its parent members that further address parenting skills.	
Evidence of offering counseling for its parent members that further address parenting skills.	
Evidence of offering rehabilitation services for its parent members that further address parenting skills.	
Evidence of offering education for its parent members that further address health and/or nutrition.	

Evidence of offering counseling for its parent members that further address health and/or nutrition.	
Evidence of offering rehabilitation services for its parent members that further address health and/or nutrition.	
Evidence of regularly assessing parent-child interactions.	
Evidence of addressing any identified needs in treatment.	
Evidence of providing access to family planning services.	
The provider shall address the specialized needs and/or care for the dependent children.	
The provider shall address the therapeutic needs and/or care for the dependent children.	
The provider shall develop an individualized plan of care to address those needs to include target dates.	
The provider shall provide age-appropriate education for children.	
The provider shall provide age-appropriate counseling for children.	
The provider shall provide age-appropriate rehabilitation services for children.	
<i>Additional SUD Core Requirements Levels 3.7-WM</i>	
Evidence of physician approval for admission.	
Toxicology and drug screening – Toxicology and drug screenings are medically monitored. A physician may waive drug screening if and when individual signs list of drugs being used and understands that his/her dishonesty could result in severe medical reactions during withdrawal management process.	
Evidence of physicians' orders for medical management.	
Evidence of physicians' orders for psychiatric management.	
<i>Additional SUD Core Requirements Levels 4WM</i>	
Evidence of physician approval for admission.	
Toxicology and drug screening - Urine drug screens are required upon admission.	
Toxicology and drug screening - Urine drug screens are required as directed by the treatment plan.	
Evidence of physicians' orders for medical management.	
Evidence of physicians' orders for psychiatric management.	

<i>Outpatient Treatment Providers (OTP)</i>	Yes, No, N/A
A screening is conducted to determine eligibility for admission.	
A screening is conducted to determine eligibility for referral.	
A screening is conducted to determine appropriateness for admission.	
A screening is conducted to determine appropriateness for referral.	

A complete physical examination by the OTP's physician must be conducted before admission to the OTP.	
A drug screening test by the OTP's physician must be conducted before admission to the OTP.	
A full medical exam must be completed within 14 days of admission.	
Results of serology and other tests, must be completed within 14 days of admission.	
The physician shall ensure members have a Substance Use or Opioid Use Disorder.	
An OUD must be present for at least one year before admission for treatment, or meet exception criteria, as set in federal regulations.	
A comprehensive bio-psychosocial assessment must be completed within the first seven (7) days of admission, which substantiates treatment.	
For new admissions, the American Society of Addiction Medicine (ASAM) 6 Dimensional risk evaluation must be included in the assessment.	
There shall be evidence that the member was assessed to determine if Medication Assisted Treatment (MAT) was a viable option of care, based on the Substance Use Disorder (SUD) diagnosis,	
There shall be evidence that the member was assessed to determine if an appropriate assignment to level of care was determined, with referral to other appropriate services as indicated.	
The treatment plan shall be developed within 7 days of admission by the treatment team.	
The treatment plan shall be updated and revised if there is no measureable reduction of disability or restoration of functional level.	
The medical necessity for substance use services must be determined by and/or recommended by a physician.	
Members who meet clinical criteria must be at least 18 years old, unless the member has consent from a parent or legal guardian, if applicable, and the State Opioid Treatment Authority.	
Members must also meet patient admission criteria for federal opioid treatment standards in accordance with CFR §8.12, as determined by a physician.	
Recording of medication administration in accordance with federal and state requirements;	
Recording of medication dispensing in accordance with federal and state requirements;	
Results of five most recent drug screen tests with action taken for positive results;	
Documentation of physical status	
Documentation of use of additional prescription medication;	

Documentation showing monthly or more frequently, as indicated by needs of client, contact notes and/or progress notes which include employment/vocational needs	
Documentation showing monthly or more frequently, as indicated by needs of client, contact notes and/or progress notes which include legal status	
Documentation showing monthly or more frequently, as indicated by needs of client, contact notes and/or progress notes which include social status	
Documentation showing monthly or more frequently, as indicated by needs of client, contact notes and/or progress notes which include overall individual stability;	
Documentation and confirmation of the factors to be considered in determining whether a take-home dose is appropriate;	
Documentation of approval of any exception to the standard schedule of take-home doses and the physician's justification for such exception	
Initial treatment phase lasts from three to seven days. During this phase, the provider conducts orientation	
Initial treatment phase lasts from three to seven days. During this phase, the provider provides individual counseling	
Initial treatment phase lasts from three to seven days. During this phase, the provider develops the initial treatment plan for treatment of critical health or social issues.	
Early stabilization begins on the third to seventh day following initial treatment through 90 days in duration, whereas the provider conducts weekly monitoring of the member's response to medication	
Early stabilization begins on the third to seventh day following initial treatment through 90 days in duration, whereas the provider provides at least four individual counseling sessions	
Early stabilization begins on the third to seventh day following initial treatment through 90 days in duration, whereas the provider revises the treatment plan within 30 days to include input by all disciplines	
Early stabilization begins on the third to seventh day following initial treatment through 90 days in duration, whereas the provider revises the treatment plan within 30 days to include input by the member	
Early stabilization begins on the third to seventh day following initial treatment through 90 days in duration, whereas the provider revises the treatment plan within 30 days to include input by significant others	
Early stabilization begins on the third to seventh day following initial treatment through 90 days in duration, whereas the provider conducts random monthly drug screen tests.	

Maintenance treatment follows the end of early stabilization and lasts for an indefinite period of time. The provider shall perform random monthly drug screen tests until the member has negative drug screen tests for 90 consecutive days as well as random testing for alcohol when indicated	
Maintenance treatment follows the end of early stabilization and lasts for an indefinite period of time. The provider shall thereafter, monthly testing to members who are allowed six days of take-home doses, as well as random testing for alcohol when indicated	
Maintenance treatment follows the end of early stabilization and lasts for an indefinite period of time. The provider shall continuous evaluation by the nurse of the member's use of medication	
Maintenance treatment follows the end of early stabilization and lasts for an indefinite period of time. The provider shall continuous evaluation by the nurse of the member's use of treatment from the program	
Maintenance treatment follows the end of early stabilization and lasts for an indefinite period of time. The provider shall continuous evaluation by the nurse of the member's use of treatment from other sources	
Maintenance treatment follows the end of early stabilization and lasts for an indefinite period of time. The provider shall documented reviews of the treatment plan every 90 days in the first two years of treatment by the treatment team	
Maintenance treatment follows the end of early stabilization and lasts for an indefinite period of time. The provider shall documentation of response to treatment in a progress note at least every 30 days	
Medically supervised withdrawal from synthetic narcotic with continuing care (only when withdrawal is requested by the member). The provider shall decrease the dose of the synthetic narcotic to accomplish gradual, but complete withdrawal, as medically tolerated by member	
Medically supervised withdrawal from synthetic narcotic with continuing care (only when withdrawal is requested by the member). The provider shall provide counseling of the type based on medical necessity	
Medically supervised withdrawal from synthetic narcotic with continuing care (only when withdrawal is requested by the member). The provider shall provide counseling of the quantity based on medical necessity	
Medically supervised withdrawal from synthetic narcotic with continuing care (only when withdrawal is requested by the member). The provider shall conduct discharge planning as appropriate	
Evidence that those with take home medication privilege the member must have negative drug/alcohol screen for at least 30 days	
Evidence that those with take home medication privilege the member must have regular clinic attendance	

Evidence that those with take home medication privilege the member must have absence of serious behavioral problems during treatment	
Evidence that those with take home medication privilege the member must have absence of criminal activity during treatment	
Evidence that those with take home medication privilege the member must have stability of home environment	
Evidence that those with take home medication privilege the member must have stability of social relationships	
Evidence that those with take home medication privilege the member must have assurance that take home medication can be safely stored (lock boxes which patient provides)	
Evidence that after the first 30 days and during the remainder of the first 90 days in treatment, one therapeutic dose per week was given to the member to self-administer at home (days 30-90);	
Evidence that in the second 90 days, two therapeutic doses per week was given to the member to self-administer at home (days 91-180);	
Evidence that in the third 90 days of treatment, three therapeutic doses per week was given to the member to self-administer at home	
Evidence that in the final 90 days of treatment of the first year, four therapeutic doses per week was given to the member to self-administer at home	
Evidence the treatment team and medical director determined that the therapeutic privilege doses are appropriate that after one year in treatment, a six-day dose supply, consisting of take home doses and therapeutic doses may be allowed once a week	
Evidence the treatment team and medical director determined that the therapeutic privilege doses are appropriate that after two years in treatment, a 13-day dose supply, consisting of take home doses and therapeutic doses may be allowed once every two weeks	
Evidenced that a take home dose was dispensed to members who have attended the clinic at least two times and who have been determined by the nurse to be physically stable and by the counselor to create a minimal risk for diversion when the OTP is closed for a legal holiday or Sunday.	
In the event of a Governor's Declaration of Emergency, emergency provisions for take home dosing may be enacted, as approved by the State Opioid Treatment Authority (SOTA).	
Evidence of a new determination made by the treatment team regarding take home privileges due to positive drug screens at any time for any drug other than prescribed	
Evidence of take home privileges being revoked due to the patient has a urine drug screen with any substances other than Methadone, Methadone Metabolites, or a medication that the patient does not have a valid prescription.	

Attachment B – Initial Review Request Desktop Review

<Date>

<Provider Name>

<Contact Person, Credentials>

<Address>

<City, State, Zip>

Re: Monitoring Clinical Review of Behavioral Health Records

Dear <Dr. /Ms. /Mr. Last Name>:

At <Organization Name>, we are committed to helping ensure that our members receive specialized behavioral health services (SBHS) from qualified providers who meet established state and federal requirements for providing these services. As part of our Provider Quality Monitoring Program, and in compliance with state contractual requirements, <Organization Name> routinely evaluates our member's medical records to ensure quality of services being rendered to our members - your patients.

Please read this letter and enclosures in its entirety. <Organization Name> will utilize the Behavioral Health Provider Quality Monitoring Tool Elements which includes Agency Specific Requirements to complete this review and can be accessed via LDH web-site at <http://ldh.la.gov/index.cfm/page/2974>.

This review will include a member record review. For the review of member records, you will be provided a list of treatment records to submit. Please reference the date of service/claim date listed by each member to locate appropriate medical record for review. **To ensure full credit is given to you for each core section of the PQM review, please submit all requested documentation to assigned reviewer within 14 calendar days.** Results from this review will be provided to you via letter once the review is complete and results have been tabulated. The letter will include an explanation of the results and consultative feedback.

As a reminder, protected health information (PHI) that is used or disclosed for purposes of treatment, payment or health care operations is permitted by HIPAA Privacy Rules (45 CFR 164.506) and does not require consent or authorization from the member/patient. In accordance with HIPAA guidelines, reasonable precautions should be taken to avoid inadvertent disclosures of Protected Health Information (PHI). Therefore, records must be shipped in a manner that prevents unauthorized disclosure. This includes using appropriately sized envelopes or mailing containers that are adequately sealed.

We ask that you submit the documents to us by <<date>>. If you have questions regarding the sending of records please contact

Submit a complete set of medical records for the dates of services indicated below.

Member ID#	Member Name	Date of Birth	Dates of Service

****The entire record is to be submitted. Progress Notes for the 12 months prior to the dates of service listed above are required.**

We appreciate your participation and cooperation with our quality improvement activities. As always, our goal is to partner with you to obtain the highest quality of care for, and ensure the safety of, your patients –our members

Sincerely,

<Reviewer NAME & Credentials>, <Employee Title>

Attachment C – Initial Review Request On-site Review

<Date>

<Provider Name>

<Contact Person, Credentials>

<Address>

<City, State, Zip>

Re: Monitoring Clinical Review of Behavioral Health Records

Dear <Dr. /Ms. /Mr. Last Name>:

At <Organization Name>, we are committed to helping ensure that our members receive specialized behavioral health services (SBHS) from qualified providers who meet established state and federal requirements for providing these services. As part of our Provider Quality Monitoring Program, and in compliance with state contractual requirements, <Organization Name> routinely evaluates our member's medical records to ensure quality of services being rendered to our members - your patients.

Please read this letter and enclosures in its entirety. <Organization Name> will utilize the Behavioral Health Provider Quality Monitoring Tool Elements which includes Agency Specific Requirements to complete this review and can be accessed via LDH web-site at <http://ldh.la.gov/index.cfm/page/2974>.

Your on-site survey is scheduled to be conducted on <<insert date>> as part of our routine quality review. The five members listed below have been selected for treatment record review. Please pull these records in advance, so that they can be reviewed upon our arrival.

This review will include a member record review. For the review of member records, you will be provided a list of treatment records for review. Please reference the date of service/claim date listed by each member to locate appropriate medical records for review. Results from this review will be provided to you via letter once the review is complete and results have been tabulated. The letter will include an explanation of the results and consultative feedback.

Submit a complete set of medical records for the dates of services indicated below.

Member ID#	Member Name	Date of Birth	Dates of Service

****The entire record will be reviewed. Progress Notes for the 12 months prior to the dates of service listed above will be reviewed.**

We appreciate your participation and cooperation with our quality improvement activities. As always, our goal is to partner with you to obtain the highest quality of care for, and ensure the safety of, your patients –our members. If you have any questions or concerns, please feel free to contact me at <<insert phone number>>.

Sincerely,

<Reviewer NAME & Credentials>, <Employee Title>

Attachment D – Provider Scorecard

Provider Quality Monitoring Program Review Summary

example

Date of Review		12/13/2020
Provider Name		Acadiana Therapy
Provider Primary Contact Name, Position		Amanda T. Contact, Office Manager
Provider Primary Contact Number		337-225-9859
Reviewer's Name	Select Reviewer	Select from Drop Down List

	% SCORE	POINTS	POSSIBLE POINTS
Facility Core Overall Score	N/A	0	0
Facility Overall CPG Score	N/A	0	0
CPST/PSR Overall	N/A	0	0
TGH Overall	N/A	0	0
PRTF Overall	N/A	0	0
ASAM Level 1 Overall	N/A	0	0
ASAM Level 2.1 Overall	N/A	0	0
ASAM Level 2-WM Overall	N/A	0	0
ASAM Level 3.1 Overall	N/A	0	0
ASAM Level 3.2 WM Overall	N/A	0	0
ASAM Level 3.3 Overall	N/A	0	0
ASAM Level 3.5 Overall	N/A	0	0
ASAM Level 3.7-Adolescent Overall	N/A	0	0
ASAM Level 3.7-Adult Overall	N/A	0	0
ASAM Level 3.7 WM Overall	N/A	0	0
ASAM Level 4WM Overall	N/A	0	0
OTP Overall	N/A	0	0
Total	N/A	0	0

[Date]

[Provider name]

[Provider address]

[Provider address 2]

[City, State ZIP code]

Subject: Provider Quality Monitoring Record Review results

Dear [Addressee]:

Thank you for your cooperation with <Organization Name> recent provider quality monitoring record review on [Date]. **We reviewed charts for your practice and determined that you have met the compliancy requirements.** An acceptable treatment record review rating requires a cumulative average score of 80% or above.

Your scores are as follows:

Core score	
<i>Clinical Practice Guidelines</i> score (if applicable)	
Agency Specific Elements Review (if applicable)	
Overall compliance score	

We hope you find the results of the review valuable. If you have questions or would like to discuss your score, please call [Name of Provider Quality Monitoring analyst] at [phone number].

Sincerely,

[Staff Name]

[Provider Quality Monitoring Reviewer]

<Organization Name>

Attachment F – Provider Notification Letter Unsatisfactory Score

[Date]

[Provider name]

[Provider address]

[Provider address 2]

[City, State ZIP code]

Subject: Provider Quality Monitoring Record Review results: *Corrective Action Plan* notification

Dear [Addressee]:

Thank you for your cooperation with <Organization Name> recent provider quality monitoring record review on [Date]. **We reviewed charts for your practice and, as a result of our findings, require that you complete the attached *Corrective Action Plan*, which outlines the deficiencies noted in the table below.**

An acceptable provider quality monitoring record review rating requires a cumulative average score of 80% or above.

Your scores are as follows:

Core score	
<i>Clinical Practice Guidelines</i> score (if applicable)	
Agency requirement score (if applicable)	
Overall compliance score	

A second review will be conducted for your practice within six months up until one year of initial review. A provider quality monitoring reviewer will contact your practice to schedule the follow-up review, which may require an on-site visit. Should your second review indicate a failing score below 80%, the results will be referred to the appropriate internal department for review and recommendations.

We hope you find the results of the review valuable. If you have questions or would like to discuss your score, please call [name of reviewer] at [**phone number**].

Sincerely,

[Staff name]

[Provider Quality Monitoring Reviewer]

<Organization Name>

Enclosure: *Corrective Action Plan*

ACLA Provider Monitoring Plan Addendum

MCO employees completing Provider Monitoring audits

ACLA employees completing Behavioral Health Provider Monitoring may include LMHPs and Behavioral Health nurses.

LMHPs include individuals licensed to practice independently, including:

- a. Medical psychologists
- b. Licensed psychologists
- c. Licensed Clinical Social Workers (LCSWs)
- d. Licensed Professional Counselors (LPCs)
- e. Licensed Marriage and Family Therapists (LMFTs)
- f. Licensed Addiction Counselors (LACS)
- g. APRNs (must be a nurse practitioner (NP) specialist in adult psychiatric and mental health, and family psychiatric and mental health or a certified nurse specialist in psychosocial, gerontological psychiatric mental health, adult psychiatric and mental health, and child-adolescent mental health, and may practice to the extent that services are within the APRN's scope of practice)

ACLA was granted an exception 12/21/2020 by Dr. Francis to be able to employ psychiatric nurses to complete provider monitoring who have experience and clinical knowledge of behavioral health. They receive supervision from a LMHP to ensure compliance with Provider Monitoring processes.

Staff Training

Training for the Provider Monitoring Reviewers is performed under the direction of the Behavioral Health Medical Director. Training includes:

- a. Health Insurance Portability and Accountability (HIPPA) Privacy Rule
- b. Fraud, Waste, and Abuse
- c. Record retention of electronic and hard copies of treatment records in accordance with contractual requirements
- d. Conducting the Provider Monitoring Review using the Behavioral Health Provider Monitoring Tool Elements and the Clinical Practice Guidelines (CPGs) identified by ACLA
- e. Corrective Action Plan and Remediation processes

Inter-rater reliability

The Inter-Rater Reliability (IRR) among the reviewers is established quarterly. Agreement of 80% or higher among the reviewers' provider monitoring results is required in order to establish IRR. The process is as follows:

- a. Reviewers receive 3 charts for provider monitor review
- b. Reviewers score charts independently using the Behavioral Health Provider Monitoring Tool Elements, including the CPGs.
 - i. 80% or higher agreement is achieved: No further action is required. IRR will resume during the next quarter.
- c. 80% or lower is received: The reviewer(s) will receive further education and score a

new batch of 3 charts. If agreement of 80% or higher is achieved, no further action is required. If 80% or higher is not received, the reviewer(s) will continue to receive education and complete additional reviews in batches of three (3) until the benchmark 80% agreement with peers is achieved.

Time Frame for Monitoring and Reporting

Extensions may be granted in exceptional circumstances such as:

- a. Provider relocation
- b. Natural or environmental disaster
- c. Medical Leave of key personnel

CPG Guidelines

Records will be reviewed using the CPGs identified by ACLA. The CPGs are included in the Behavioral Health Provider Monitoring Tool Elements (Attachment A). CPGs may be viewed at: <http://www.amerihealthcaritasla.com/provider/resources/cpg/index.aspx>

Member Surveys

Member surveys will be completed for provider sites selected for provider monitoring (Attachments H, I).

Results Review

Weekly interdepartmental meetings occur to discuss the review results. Each provider's findings and surveys are reviewed and discussed. The following departments have at least one (1) representative identified to participate: Behavioral Health Department, Provider Network Management Department, Utilization Management, IHCM, and SIU. The representatives provide input regarding provider education and initiatives to improve quality performance of providers.

A quarterly summary of ACLA Provider Monitoring is presented to the Quality of Clinical Care Committee (QCCC) for review and recommendations. The QCCC may offer recommendations related to the ACLA Provider Monitoring process.

Identification of issues

Any reviewed provider that shows evidence of Fraud, Waste and/or Abuse is referred to the SIU. Quality of Care referrals are submitted for any provider with clinical issues or concerns.

Corrective Action Plans (CAPs)

A score of 80.0% for the Overall Compliance rate is the required performance benchmark for Behavioral Health Provider.

- a. Scores of 80% or above: Provider is notified by letter of their score and are alerted to deficiencies that may need to be addressed. No follow-up is required of the provider at this time. The provider will be eligible for re-review 1 calendar year after their initial review.

- b. Scores 79.9% - 70.0%: Provider is notified by letter of their score and are alerted to deficiencies that need to be addressed. Provider is informed that they will receive a re-review within 6 months from the date of score notification. The purpose is to determine if deficiencies have been remediated. If the provider scores below 80% during their second review, they will receive a request for a CAP or 15 Day Remediation (Attachment J) with a re-review within 3 months from the acceptance of the CAP or 15 Day Remediation.
- c. Scores of 69.9% and below: Provider is notified by letter of their score and are alerted to deficiencies that need to be addressed. They will receive a request for a CAP or 15 Day Remediation with a re-review within 3 months from acceptance of the CAP or 15 Day Remediation. Scores 45% and below are critically reviewed to determine if a 15 Day Remediation is more appropriate than a CAP.
- d. Practice sites who fail to comply with the Corrective Action Plan, 15 Day Remediation, or continue to fall below 80.0% after the re-review are referred to the following: the Behavioral Health Medical Director, Special Investigation Unit and/or Credentialing Committee for further review and action. Continued non-compliance may result in the application of sanctions, up to and including termination of the provider's contract.
- e. The Provider Monitoring performance scores and any resultant CAPs or Request for 15 Day Remediation are place in the behavioral health providers' credentialing file.

Record Storage

ACLA retains documents relating to Protected Health Information for 10 years in accordance with company policy. Member's records and all documents related to the Provider Monitoring process are stored in a protected folder on ACLA's shared drive. The only individual who are granted access to the folder where the documents are stored are those actively involved with the Provider Monitoring Process and who have receive approval from the Behavioral Health Medical Director.

Attachment G – Behavioral Health Provider Tool Elements – Clinical Practice Guidelines

Behavioral Health Provider Tool Elements – Clinical Practice Guidelines

Provider Name:	Review Date:
NPI#:	Address:
Office Contact Name:	Contact Phone No.:
Reviewer's Name:	CPG Score:

MAJOR DEPRESSIVE DISORDER		Pass, Fail, NA
The provider found sufficient evidence to support the diagnosis of MDD by ruling out medical conditions that might cause depression and/or complicate the treatment.		
The provider delivered education about MDD and its treatment to the member, and if appropriate, to the family.		
If psychotic features were found, the treatment plan included the use of either antipsychotic medication or ECT, or clear documentation why not.		
If MDD was of moderate severity or above, the treatment plan used a combination of psychotherapy and antidepressant medication, or clear documentation why not.		
The psychiatrist delivered education about the medication, including signs of new or worsening suicidality, and the high risk times for this side effect.		
If provider was not an M.D., there was documentation of a referral for a medical/psychiatric evaluation if any of the following are present: psychotic features, complicating medical/psychiatric conditions, severity level of moderate or above.		
ATTENTION DEFICIT HYPERACTIVITY DISORDER		
Diagnosis was determined based on input/rating scales from family members/caregivers, teachers, and other adults in the member's life.		
Record indicated that the medical evaluation was reviewed to rule out medical causes for the signs and symptoms.		
Psychoeducation was delivered to all members with ADHD and in the case of minors, to the parents/caregivers.		
The treatment plan and rationale as well as available treatments, including medications and their benefits, risks, side effects, were discussed with the member and the parent/caregiver in the case of minors.		
Record indicated the use of family interventions that coach parents on contingency management methods.		

Record indicated a comprehensive assessment for comorbid psychiatric disorders was conducted.	
SUBSTANCE USE DISORDERS	
Education was delivered about substance-use disorders.	
A plan for maintaining sobriety, including strategies to address triggers was developed, and the role of substance use in increasing suicide risk was discussed.	
The treatment plan included a referral to self-help groups such as AA, Al-Anon, and NA.	
Evaluation included the consideration of appropriate psychopharmacotherapy.	
For MD providers, evidence that abstinence-aiding medications were considered.	
If provider was not a MD, there was evidence that a referral for abstinence-aiding medication or a diagnostic consultation was considered.	
SCHIZOPHRENIA	
Assessment for other psychiatric disorders and medical conditions that may cause symptoms and/or complicate treatment was completed.	
Education was delivered regarding schizophrenia and its treatment to the member and the family.	
If significant risk was found, the provider implemented a plan to manage the risk, including a plan for diminishing access to weapons/lethal means.	
If provider was a not an MD, documentation of a referral for a psychiatric evaluation was included in the record.	
If a psychiatric referral was made, the provider documented the results of that evaluation and any relevant adjustments to the treatment plan.	
If provider was an MD, and if there was several unsuccessful medication trials and/or severe suicidality, then the member was considered for ECT and/or Clozapine.	
GENERALIZED ANXIETY DISORDER	
Diagnosis for GAD based on DSM-5 criteria	
Member received education from physician about GAD, options for treatment and general prognosis	
CBT based psychotherapy and/or psychopharmacotherapy considered as first line treatment.	
Ongoing monitoring of symptoms that are accessed for severity	
BIPOLAR DISORDER	
Diagnosis is documented by type (acute manic, hypomania, mixed, or acute depressive episode)	

Complete psychological assessment documented First-line treatment: psychotherapy using trauma-focused therapy or stress management and/or pharmacotherapy	
Psychoeducation, psychotherapy and family intervention provides as indicated	
Evidence of monitoring medication and managing adverse effects	
POST TRAUMATIC STRESS DISORDER (PTSD)	
Positive screening for PTSD including trauma exposure or previously diagnosed	
Assess for severity of symptoms, danger to self or others	
First-line treatment: psychotherapy using trauma-focused therapy or stress management and/or pharmacotherapy	
Adjunctive Treatment: psychosocial therapy, supportive counseling, symptom-specific management, facilitate social or spiritual support.	
SUICIDE RISK	
High to intermediate level of acute risk for suicide and Risk Assessment documented	
Psychosocial evaluation completed	
Assessment of lethal means and limited access to lethal means, if needed	
Assessment for indications for inpatient admission	
Safety plan development if risk is not imminent including social support	
Continued monitoring of patient status and reassessment of risk in follow-up contacts	
OPPOSITIONAL DEFIANT DISORDER (ODD)	
Establish therapeutic alliance with child and family	
Obtain information directly from the child and parents in assessment activities.	
Obtain information from multiple outside informants.	
Use questionnaires and rating scales in assessment and treatment.	
Consider empirically tested interventions for parents.	
Consider medications as adjuncts to treatment to address symptoms and comorbid conditions.	
Consider intensive and prolonged treatment if ODD is severe.	

Attachment H – Provider Quality Monitoring Tool Member Survey, Outpatient

- ☐ Currently receiving BH outpatient services: clinic , individual therapy, SUD
 - ☐ Member has been discharged from BH services: clinic, individual therapy, SUD,
 - ☐ What is/was the name of the agency that is providing/provided your care?
-
1. Tell me about your experience of the BH services you received.
 2. What is/was the name of your therapist?
 3. How often does/did he/she see you?
 4. How long are/were your sessions?
 5. Where does/did he/she see you?
 - Home
 - Office/clinic
 - Other community setting
 6. Does/did your therapist cancel or reschedule appointments in a way that bothers/bothered you?
 - Yes
 - No
 7. Can you tell me more about that?
 8. Can you estimate how frequently that happens/happened?
 - Once a week
 - Once a month
 - Several times a week
 - Several times a month
 9. What are/were you working on with your therapist? (better communication, anger management, conflict resolution, depression, anxiety)
 - Better communication
 - Anger management
 - Conflict resolution
 - Depression
 - Anxiety
 - SUD
 - other
 10. How are/were you doing this work with your therapist? (workbooks, manuals, worksheets, talking to each other)
 - Workbooks
 - Manuals
 - Worksheets
 - Talking to each other
 - Group sessions
 11. In what ways does/did the therapist document what you are/were doing during sessions?

12. Tell me about your treatment plan? Were you included in constructing your treatment plan? (If no, did you sign your treatment plan?) Did/does your therapist discuss your treatment plan with you on a regular basis?
13. On a scale of 1-10, 1 being low and 10 being high, how helpful do you feel the therapy is/has been?
14. On a scale of 1-10, 1 being dissatisfied and 10 being very satisfied, how satisfied are/were you with the behavioral health services? Is/was there anything you disliked or concerned you about your treatment? Document complaints.
15. Have you been told/been given information about your diagnosis?
 - Yes
 - No
16. Who prescribes your medication? (Doctor, Nurse Practitioner, Medical Psychologist)
 - Doctor
 - Nurse Practitioner
 - Medical Psychologist
17. Where do you see/ have you seen this provider?
18. Did/do you have any issues with filling your medications? (if the member is having difficulty with filling their medications refer them to the pharmacy line – 866-452-1040)
 - Yes
 - No

Attachment I – Provider Quality Monitoring Tool Member Survey, Inpatient

- ☐ Currently receiving BH inpatient services: hospital, SUD residential, PRTF
- ☐ Member has been discharged from BH inpatient services: hospital, SUD residential, PRTF
- ☐ What is/was the name of the agency that is providing/provided your care?
 1. Tell me about your experience of the BH services you received.
 2. What is/was the name of facility
 3. How long did you stay?
 - If you left before the talked about discharge, why did that happen?
 4. If you stayed longer than you thought you would, can you tell me what happened?
 5. If you were treated with medication, did you discuss
 - a) The reasons you were prescribed medication(s)
 - b) The benefits of the medication(s)
 - c) Possible side effects of the medication(s)
 - d) How the medication needed to be taken?
 - e) Any concerns you had about the medication(s)?
 6. Did you have talking therapy? What are/did you working on in the talking therapy? (better communication, anger management, conflict resolution, depression, anxiety)
 - Better communication
 - Anger management
 - Conflict resolution
 - Depression
 - Anxiety
 - SUD
 - other
 7. Tell me about your treatment plan? Were you included in constructing your treatment plan? (If no, did you sign your treatment plan?) Did/does your therapist discuss your treatment plan with you on a regular basis?
 8. On a scale of 1-10, 1 being low and 10 being high, how helpful do you feel the treatment is/has been?
 9. On a scale of 1-10, 1 being dissatisfied and 10 being very satisfied, how satisfied are/were you with the behavioral health services? Is/was there anything you disliked or concerned you about your treatment? Document complaints.
 10. Have you been told/been given information about your diagnosis?
 - Yes
 - No
 11. Did/do you have any issues with filling your medications? (if the member is having difficulty with filling their medications refer them to the pharmacy line – 866-452-1040)
 - Yes
 - No

ATTACHMENT J – Request for 15 Day Remediation

VIA CERTIFIED MAIL RETURN RECEIPT REQUESTED

[Insert Certified Mail Tracking Number]

(DATE)

PROVIDER

ATTN: Quality & Compliance Department

ADDRESS

CITY, ST ZIP

RE: Request for 15 day Remediation

Dear PROVIDER:

At AmeriHealth Caritas of Louisiana, we are committed to helping ensure that our members receive specialized behavioral health services (SBHS) from qualified providers who meet established state and federal requirements for providing these services.

As a part of our provider monitoring activities, AmeriHealth Caritas Louisiana performs administrative desk reviews and on-site visits of contracted providers. We also review the findings of audits conducted by the Louisiana Department of Health. Your office was recently audited by (...). The following deficiencies were identified:

- Insert bulleted list of infractions (#1)
- Infraction #2
- #3, etc.

As a result, you are required to remediate and submit evidence/documentation of remediation to AmeriHealth Caritas Louisiana within fifteen (15) calendar days from the date you receive this certified letter. The remediation must specifically address each of the items listed and must include what you have done to remediate the current deficiencies along with the documentation and evidence as well as what you will do to prevent future deficiencies.

Note that reimbursement for any services provided during this remedy period shall be withheld until the documents and evidence of completion are submitted and accepted. Failure to correct those deficiencies within fifteen (15) calendar days after receipt of this notice shall cause your participation agreement with AmeriHealth Caritas to be terminated at the end of that 15th day.

Please submit your supporting evidence and/or documents proving remediation via email to DL_ACLA_BHworkgroup@amerihealthcaritasla.com or via U.S. mail to:

AmeriHealth Caritas Louisiana



Provider Network Management
P.O. Box 83580
Baton Rouge, LA 70884

We value your continued participation in our network and appreciate your cooperation in immediately remediating the identified issues.

If you have any questions, please contact the AmeriHealth Caritas Louisiana Provider Network Management Department at [DL ACLA BHworkgroup@amerihealthcaritasla.com](mailto:DL_ACLA_BHworkgroup@amerihealthcaritasla.com).

Sincerely,

[Staff Name]

[Provider Quality Monitoring Reviewer]