



Children's Behavioral Health Initiative

Connecting PCC Plan Youth to Community-Based Services

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Today's Objectives

At the end of this webinar, participants will be able to:

1. Define and describe the Children's Behavioral Health Initiative (CBHI) services
2. Describe the role and purpose of "hub" providers in the CBHI service delivery system
3. Describe how PCCs may interact with CBHI service providers
4. Describe how to access CBHI services

What is the Children's Behavioral Health Initiative (CBHI)?

- A class action lawsuit filed in 2001 on behalf of youth with serious emotional disturbance
- MassHealth was found to be out of compliance with “reasonable promptness” and “Early Periodic Screening Diagnosis and Treatment” provisions of federal Medicaid Law
- The court ordered MassHealth to improve screening services and to cover certain diagnostic and treatment services for children under the age of 21 with MassHealth Standard and CommonHealth benefits
- In July 2007, the Court entered a Remedial Plan (often called “the Rosie D. Remedy”), which established seven new services referred to as “CBHI services”
- In 2009, all MassHealth Managed Care Entities (MCEs) collectively contracted and began reimbursing for the provision of the CBHI services for youth under age 21

Requirements of the Remedy

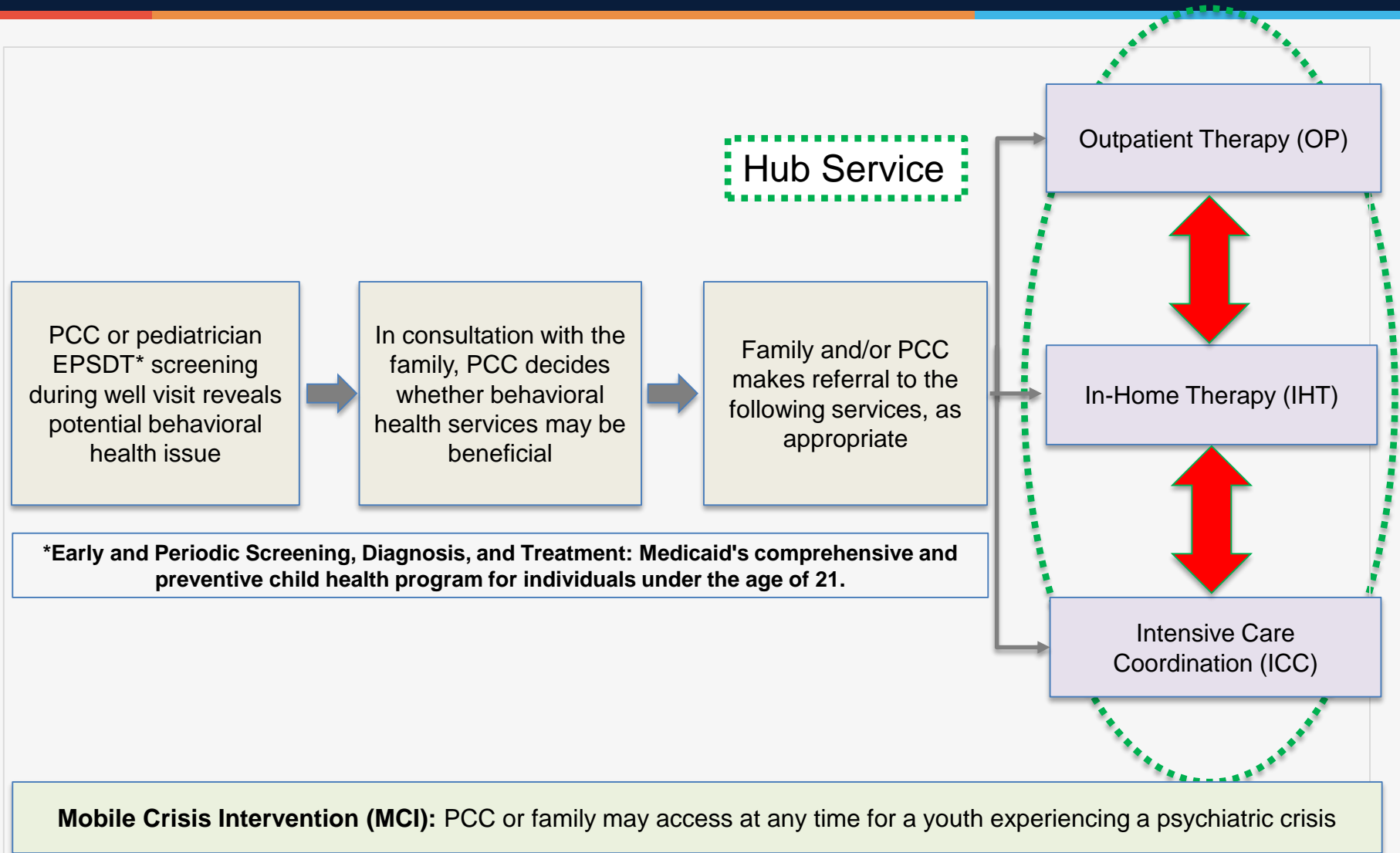
- **Notification**: MassHealth must inform eligible youth under the age of 21 (or their families) of the availability of behavioral health screening, assessment, and services.
- **Screening**: MassHealth must require primary care clinicians to offer to screen children and youth for potential behavioral health conditions during office visits, using approved standardized screening tools.
- **Diagnosis**: MassHealth must require behavioral health clinicians serving MassHealth children and youth to use the standardized clinical information collection tool known as the CANS, as an information integration and decision support tool.
- **Six new community-based behavioral services**
 - Intensive Care Coordination (ICC) using “Wraparound” model
 - Family Support & Training (“Family Partners”)
 - In Home Therapy
 - In Home Behavioral Services
 - Therapeutic Mentors
 - Mobile Crisis Intervention

For all CBHI services, youth must be under 21 years of age, have the appropriate MassHealth Category type, and meet Medical Necessity Criteria.

PCC's Role in Making CBHI referrals

- PCCs may identify that a youth has a behavioral health need during a routine screening or at other points during an office visit.
- PCCs do not need to determine whether a youth is appropriate for a particular service.
- If a PCC believes that a youth could benefit from a CBHI service, he or she should make a referral to the CBHI provider (known as a “hub” service), with consent from the parent or guardian. The CBHI provider makes the determination whether or not a youth meets the medical necessity criteria for a service.

CBHI Hub Service Delivery System



What does it mean to be a “hub” service?

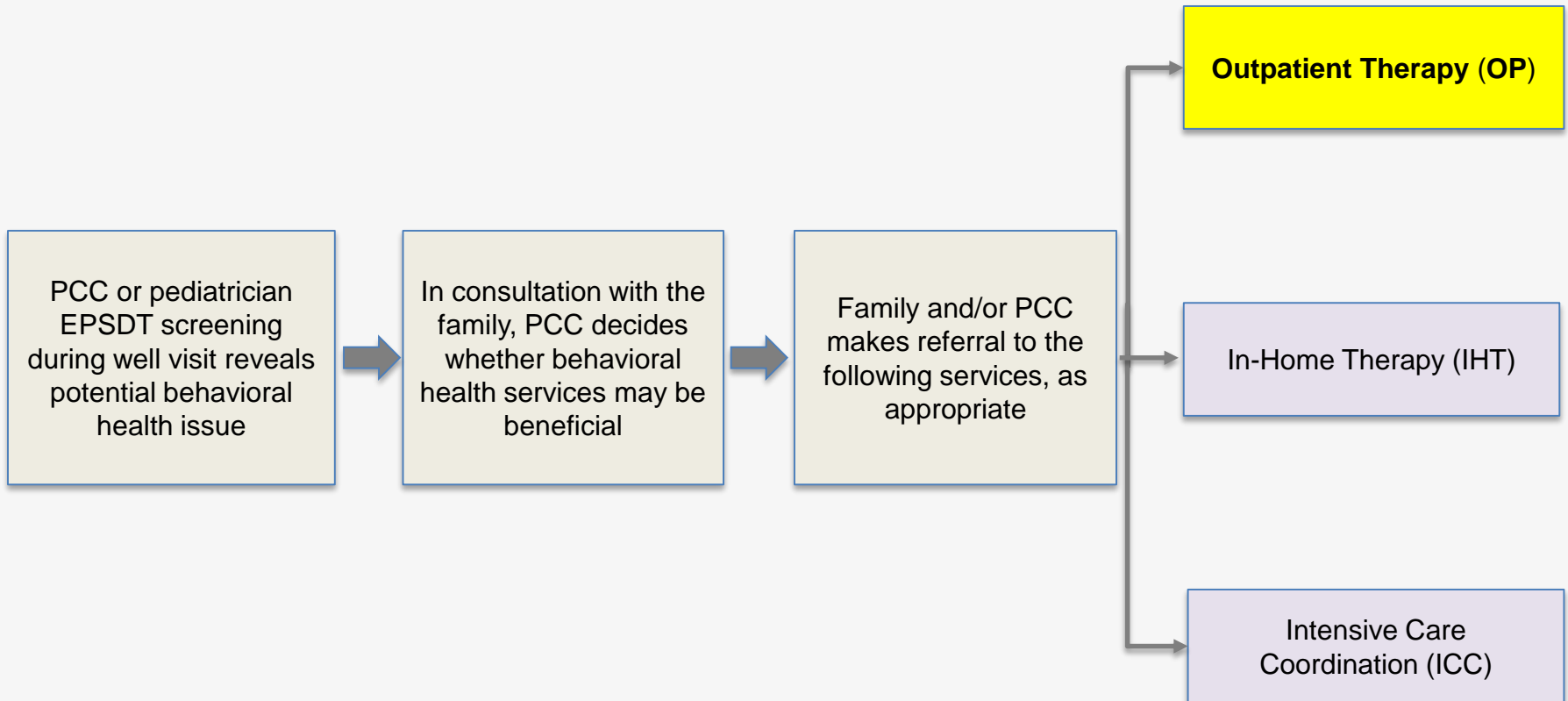
- A “**hub**” **service** is the CBHI provider who takes the lead on:
 - Coordinating care for youth with multiple service providers involved in their treatment
 - Helping the family make referrals and linkages to services and other community-based supports
 - Crisis and safety planning with the family, including disseminating the crisis plan to other providers involved in the youth’s care
- A **hub service** is the only service that can make referrals for “hub-dependent” CBHI services (Therapeutic Mentoring, In-Home Behavioral Services, and Family Support and Training).
- PCCs may make referrals to a **hub service**.

How do PCCs work with hub services?

- With the family's permission, the hub provider will request pertinent medical information from the PCC - e.g., diabetes, asthma, chronic medical conditions.
- With the family's permission, the hub provider will share pertinent behavioral health information with the PCC in order to ensure integrated care.
- PCCs may be part of the care planning team lead by the hub service provider.

CBHI Hub Service: Outpatient Therapy (OP)

CBHI Hub Service Delivery System



Mobile Crisis Intervention (MCI): PCC or family may access at any time for a youth experiencing a psychiatric crisis

Who may need Outpatient Therapy Services?

A youth who:

- Has behavioral health needs that can be met by weekly or bi-weekly sessions with an individual therapist
- Can benefit from behavioral health interventions that do not require intensive family therapy
- Has minimal care coordination needs

*While OP therapy is not a CBHI service, it may function as a hub service by coordinating care with others involved in the youth's care (e.g., PCC, state agency, school, natural supports)

What do OP Services offer?

- Individual therapy sessions, the frequency of which varies according to the needs of the youth and response to treatment
- Treatment that focuses on attaining measurable outcomes in order to restore, enhance, or maintain a youth's optimal level of functioning
- Interventions that target symptoms impacting at least one domain of the youth's life (e.g., family, social, educational)

Outpatient services are provided by:

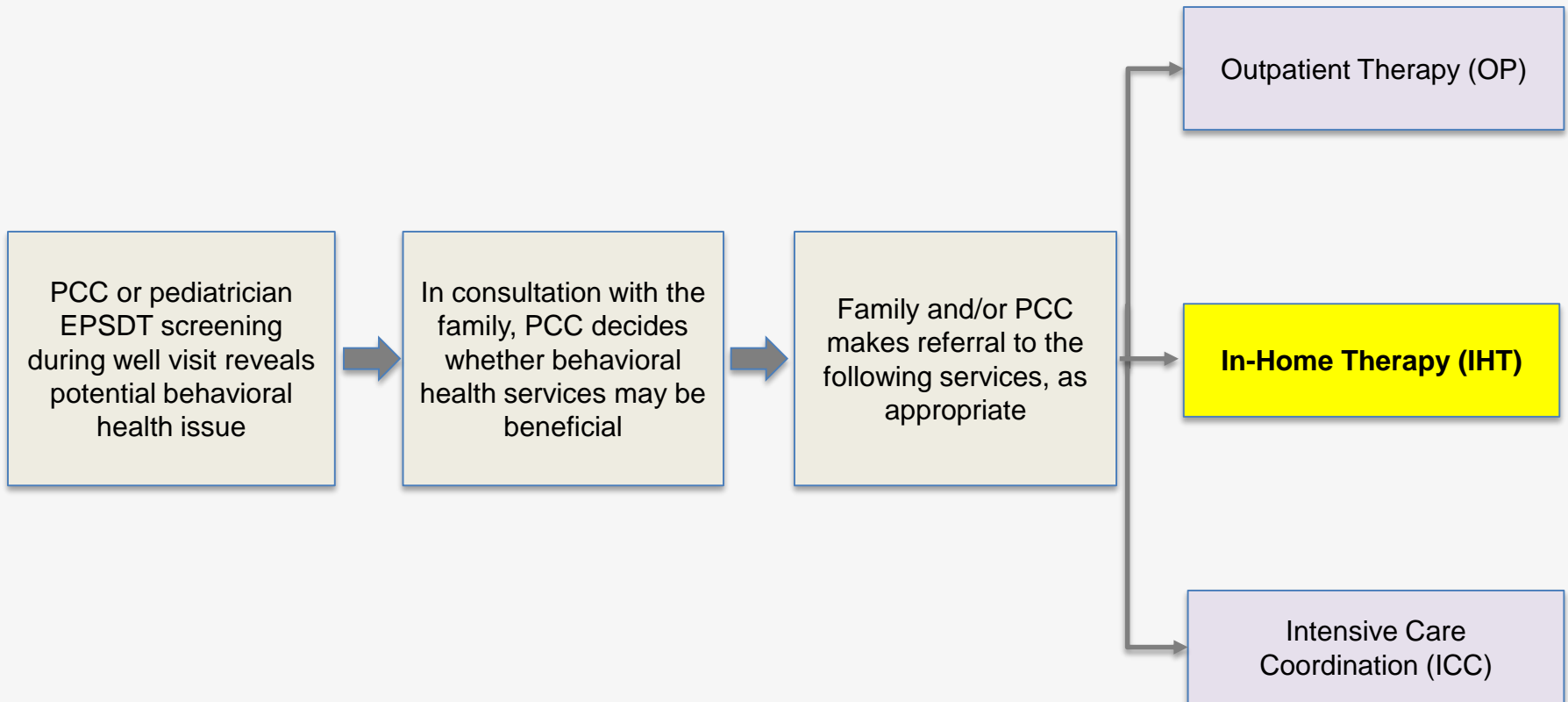
- A master's- or doctoral-level mental health provider (social worker, psychologist, mental health counselor)

Case Example 1: Outpatient Services

Julia is a 17-year-old female being seen for a well visit. She is entering her senior year of high school and proudly reports that her goal this year is to maintain her 4.0 GPA and apply to competitive colleges for next fall. Standard screenings show negative results. However, you note that she has gained a considerable amount of weight since her last appointment. She says that she sometimes feels overwhelmed by her school and extracurricular schedule and recently has been feeling increasingly anxious. She admits to having difficulty finding a healthy coping mechanism that works for her and that the weight gain has caused her to feel depressed at times.

CBHI Hub Service: In-Home Therapy (IHT)

CBHI Hub Service Delivery System



Mobile Crisis Intervention (MCI): PCC or family may access at any time for a youth experiencing a psychiatric crisis

Who may need IHT?

A youth who:

- Is in need of urgent and intensive help with emotional and behavioral challenges that can not be addressed through outpatient therapy
- Has tried outpatient therapy, but treatment did not resolve the identified issues
- Demonstrates poor functioning at home or in the community, which puts them at risk for an inpatient psychiatric facility, or other out of home placement. This could include dangerous behavior that puts himself or herself or others at risk.

What does IHT offer?

- Intensive family therapy to address youth's treatment goals and to improve family functioning
- Flexibility in timeframe and intensity of clinical interventions. IHT teams work 7 days a week, 365 days a year.
- Therapeutic work in a natural environment (home, school, community)
- Care coordination with natural supports and other service providers involved in the youth's care

IHT services are provided by:

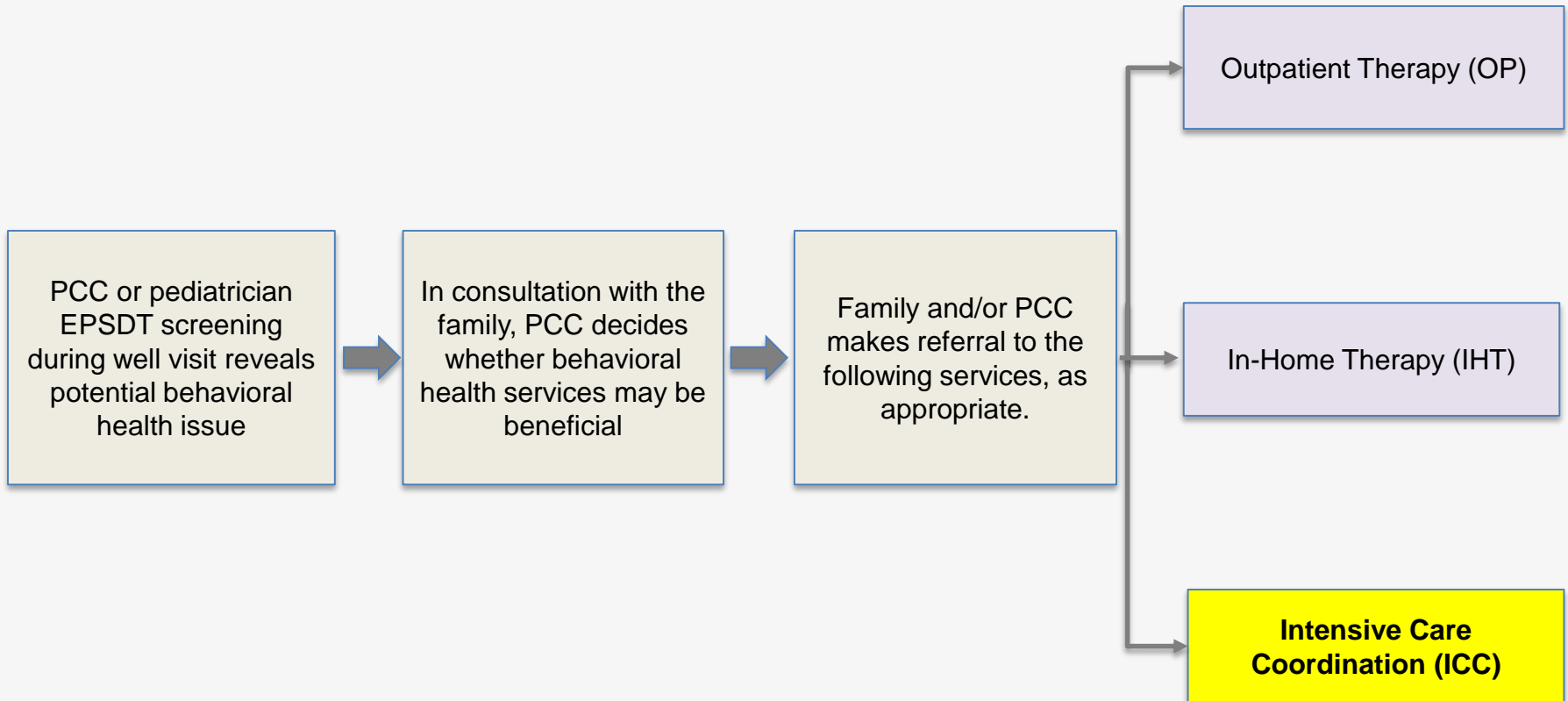
- A master's-level mental health practitioner
- Bachelor's- or associate's-level paraprofessional with experience working with youth and families, who assists in implementing the treatment goals

Case Example 2: In Home Therapy

Alex is an 8-year-old boy who is being seen for a sick visit due to complaints of a stomach ache. All medical causes have been ruled out. He appears withdrawn and starts to cry when you ask him a question. His mother becomes upset and begins to yell at him. She says that his school frequently calls her because he is in the nurse's office crying. Alex's mother has problems with her older son, who struggles with behavior related to his autism diagnosis, and Alex's older sister, who has recently received a diagnosis of bipolar disorder. Alex's parents recently separated, and his mother describes the household as "chaotic," with constant arguing and no one obeying her rules.

CBHI Hub Service: Intensive Care Coordination (ICC)

CBHI Hub Service Delivery System



Mobile Crisis Intervention (MCI): PCC or family may access at any time for a youth experiencing a psychiatric crisis

Who may need ICC?

A youth who:

- Has a serious emotional disturbance (SED)*
- Has multiple existing or needed service providers involved in his or her care
- Requires coordination of services involved in his or her treatment

* The term “SED” encompasses one or more mental illnesses or conditions, including a diagnosable DSM-5 mental health diagnosis, which results in functional impairment in one or more life domains (family, school, community activities, etc.).

What does ICC offer?

- Care planning and coordination according to the Wraparound process (*a family driven, team-based process for planning and implementing individualized services and supports*)
- Care planning team meetings that include service providers and natural supports (*family friends, clergy, coaches, neighbors, etc.*) involved in the youth's care
- Teams create plans geared toward meeting the unique and holistic needs of youth and families with complex needs
- Teams often include a Family Partner, who works to improve the capacity of the caregiver through coaching and linking to supports and community resources. Family partners have lived experience, having cared for a child with special needs and navigated child-serving systems.

ICC services are provided by:

- A care coordinator with a master's or bachelor's degree in a human service field and experience working with youth and families or navigating child/family serving systems

Case Example 3: Intensive Care Coordination

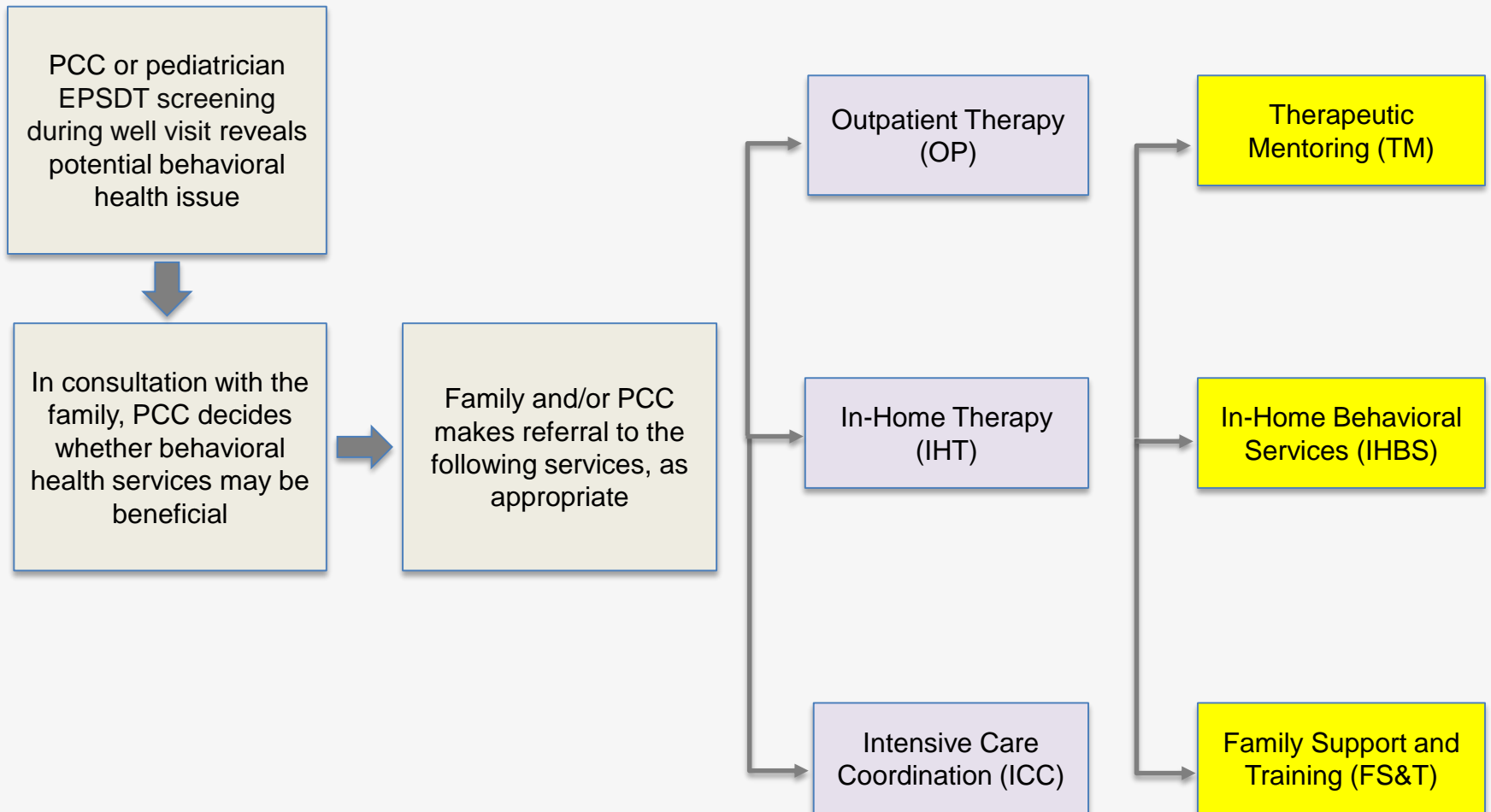
Bianca is a 12-year-old girl being seen for a well visit. Her mother reports that she has had significant difficulty with Bianca over the past year. Bianca is failing in school, has experienced worsening feelings of depression, has few friends, and ran away from home twice. She is on an IEP at school, sees a therapist for her depression, and has a caseworker from the Department of Children and Families, but her behavior and symptoms have not improved. Bianca's mother is overwhelmed due to the number of appointments Bianca has, and she cannot remember everyone's role.

Hub-Dependent CBHI Services

What are hub-dependent CBHI services?

- Accessed through the CBHI hub provider, who makes the referral
- Operationalize a specific goal, which is written into their treatment plan
- Governed by a self-developed service delivery plan to help the youth and family meet their treatment goal(s)
- Maintains contact with the hub provider, weekly at a minimum

CBHI Service Delivery System – Hub-Dependent Services



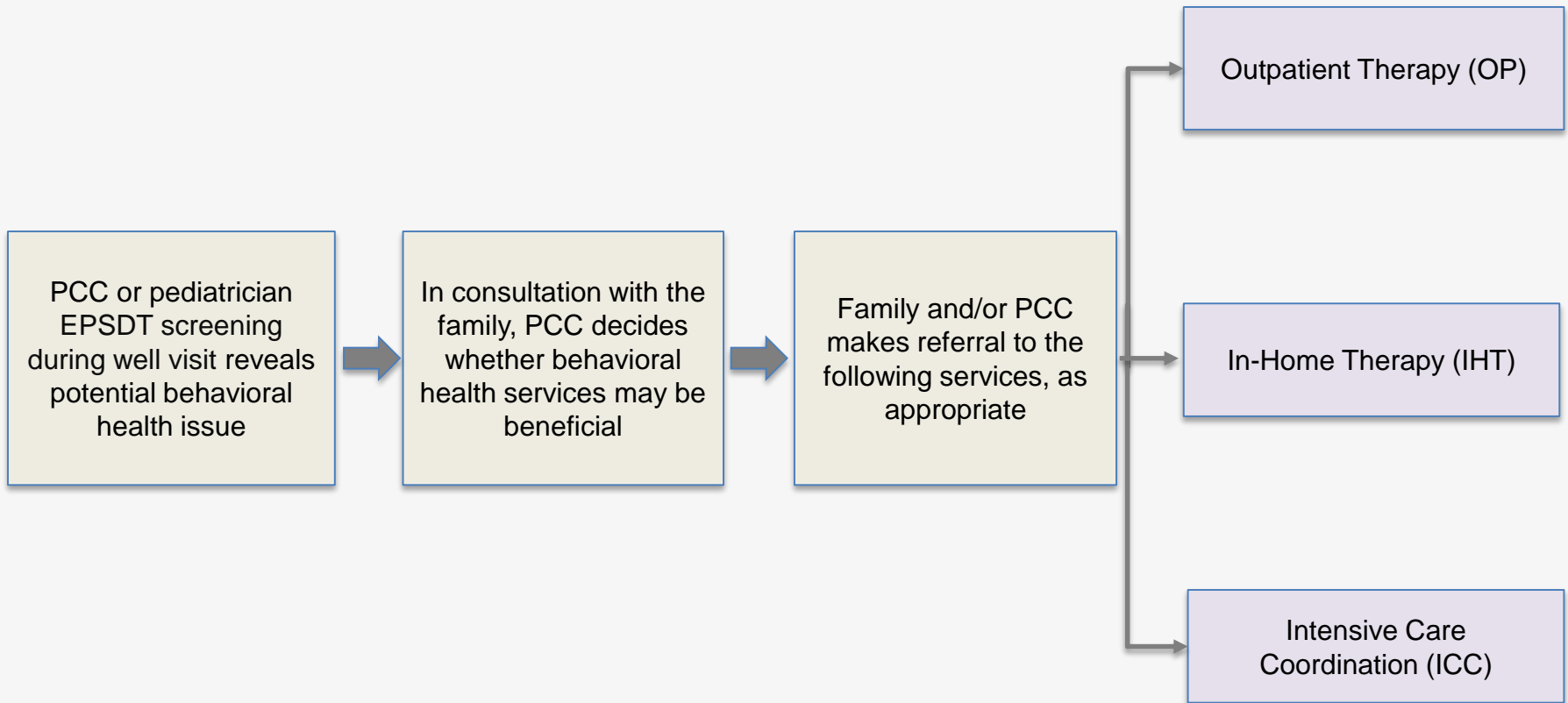
Mobile Crisis Intervention (MCI): PCC or family may access at any time for a youth experiencing a psychiatric crisis

Hub-dependent CBHI services

	Typical Youth	What's Provided	Service Staff
Therapeutic Mentoring (TM)	<ul style="list-style-type: none"> Has difficulty participating in activities due to skills deficit in the areas of: age-appropriate behaviors, problem-solving, interpersonal skills/communication, or conflict resolution 	<ul style="list-style-type: none"> Clinically driven one-to-one support or coaching in skill deficit areas 	<ul style="list-style-type: none"> Provided by an individual with a high school diploma or above called Therapeutic Mentor
In-Home Behavioral Services (IHBS)	<ul style="list-style-type: none"> Requires a highly specialized behavior management plan across settings in order to diminish, extinguish, or improve severe and persistent behaviors when less intensive interventions have not worked 	<ul style="list-style-type: none"> The behaviorist completes a Functional Behavioral Assessment and a behavior plan. Coaching of caregivers and team on how to respond to a target behavior Data is collect to track/measure effectiveness of the intervention. 	<p>Provided by a team of two:</p> <ul style="list-style-type: none"> Master's or above behaviorist Associate's or above level monitor
Family Support and Training (FS&T)	<ul style="list-style-type: none"> Youth's clinical condition warrants parent/caregiver peer support in resolving youth's emotional or behavioral needs 	<ul style="list-style-type: none"> One-to-one peer education, support, coaching, and guidance to the parent in a "do for, do with, cheer on" manner May share own lived experience with intention 	<ul style="list-style-type: none"> Provided by a parent of a youth with special needs who also has a GED or above and is called a Family Partner

Mobile Crisis Intervention (MCI)

CBHI Hub Service Delivery System



Mobile Crisis Intervention (MCI): PCC or family may access at any time for a youth experiencing a psychiatric crisis

Who may need MCI?

A youth who:

- Is experiencing an acute behavioral health crisis (i.e., is acutely suicidal or homicidal, is experiencing acute psychosis or mania)
- Presents an immediate risk of danger to him/herself or others

Any youth may access MCI, whether or not they have a hub provider or other CBHI services.

What does MCI offer?

- Short-term, therapeutic response to a behavioral health crisis
- On-site, face-to-face therapeutic response (e.g., at school, home, PCC's office), with psychiatric consultation as needed
- Assistance to families in creating or adjusting their family driven risk/safety plan
- Collaboration with CBHI providers to develop safety plans with families
- Referrals and linkages to behavioral health services and supports, including access to appropriate services along the behavioral health continuum of care
- Up to seven days of crisis intervention and stabilization services
- Provision of services seven days a week, 24 hours a day
- Response within 60 minutes

Case Example 4, Part One: Mobile Crisis Intervention

Sofia is a 14-year-old female whose mother brought her in for an appointment after discovering cuts on Sofia's inner arms. Sofia admits to cutting herself when feeling depressed. Her mother reports that Sofia becomes aggressive at times, to the extent that she attempts to hurt others and destroy property. Last week, her behavior was so aggressive, Sofia's mother drove her to the emergency room. Sofia had calmed down by the time she was seen by a doctor, and she returned home.

- What you can do:

Provide Sofia's mother with contact information for MCI and explain how to access it before or during a crisis.

Case Example 4, Part Two: Mobile Crisis Intervention

Sofia's mother brings her in for another appointment after Sofia made more cuts on her arms and legs the night before. Sofia admits to feeling overwhelmingly depressed. She states that her intention had been to kill herself, but she had not been able to follow through due to the pain. She says she plans to either jump in front of a bus or take her brother's medication and that she wants to "take care of it" as soon as possible.

- What you can do:

If you believe that Sofia is in immediate danger to herself or others, call MCI and they can come to your office to do an assessment.

Making Referrals: CBHI

- To check availability of all CBHI services and to find provider intake information, log onto www.mabhaccess.com and select “CBHI Service Search.”
- Information will display all providers within a 30 mile radius of the zip code entered.

Massachusetts Behavioral Health Access

The screenshot shows a web browser window with the URL <http://www.mabhaccess.com/search/search.aspx> and a tab titled "Service Search". The page header features the "Massachusetts Behavioral Health Access" title and the MBHP logo, which includes the text "Massachusetts Behavioral Health Partnership" and "a Beacon Health Options company".

The navigation menu contains the following items: "Service Search", "CBHI Services", "Substance Use Services", "Service Area", "Contact Us", "Admin", and a "Logout" link.

The main content area is titled "Home > Service Search" and contains a search form with the heading "Select a service to search on". The form includes the following fields and options:

- Service:** A dropdown menu with "ICC" selected.
- Service For:** A dropdown menu with "Ages 0-20" selected.
- Zip:** A text input field containing "02110". To its right is a list of zip codes for various Massachusetts locations: Pittsfield (01201, 01202, 01203), Boston (02110, 02130, 02297), Springfield (01101, 01119, 01199), Beverly (01915), Greenfield (01301, 01302), Brockton (02301, 02303, 02305), Gardner (01440, 01441), Taunton (02718, 02780, 02783), Worcester (01601, 01612, 01655), Fall River (02720, 02723, 02726), Framingham (01701, 01703, 01705), and Barnstable (02630, 02634).
- Miles:** A dropdown menu with "30" selected.
- Sort By:** Radio buttons for "Proximity" (selected), "Most recently updated", and "Available Capacity".
- Search:** A button to execute the search.

Below the search form, a message reads: "For more information on the services you are searching for, please click on Service Description above."

Making Referrals: Outpatient

- To search for an outpatient therapist by using the “Find a Behavioral Health Provider” function on MBHP’s website www.masspartnership.com, select “Behavioral Health Providers,” or “PCC Plan Providers,” and then “Find a Provider.”
- To access the Regional Provider Guides on www.masspartnership.com, in the “Behavioral Health Providers” section, scroll down to “Resources,” and then “Regional Provider Guides.”
- A PCC or family can call MBHP’s main number at 1-800-495-0086 to request assistance finding an outpatient therapist.

Resources

MBHP Main Office and PCC Plan Hotline:

1-800-495-0086 or (617) 790-4000

Monday through Thursday 8:30 a.m. – 5:00 p.m.

Friday 9:30 a.m. – 5:00 p.m.

The following resources can be found on the EOHHS website,

<http://www.mass.gov/eohhs/gov/commissions-and-initiatives/cbhi/>:

- Order form for CBHI brochure for families
- Order form for CBHI companion guide for providers
- Screening tools for behavioral health conditions
- CBHI information for families
- Description of CBHI services

Additional Resources

- Accessing Behavioral Health Services: The Continuum of Care for PCC Plan Members

<http://www.masspartnership.com/provider/EventsAndTrainings.aspx>

- MassHealth Behavioral Health Services for Children and Youth Aged 20 and Younger: A Guide for Staff Who Work with Children, Youth and Families

<http://www.mass.gov/eohhs/gov/commissions-and-initiatives/cbhi/cbhi-brochures-and-companion-guide.html>

Questions?

Thank you

