ALERT # 11  Date: April 10, 2012

INTENSIVE CARE COORDINATION:
ANNOUNCEMENT OF REVISED PERFORMANCE SPECIFICATIONS

The following information should be noted immediately to your chief executive officer, chief operating officer, program director, billing director, and staff.

The purpose of this Alert is to inform providers of the revision of the Performance Specifications for the Intensive Care Coordination (ICC) service. These revised Performance Specifications dated 3/28/2012 replace the previous Performance Specifications dated 6/20/2009.

The Risk Management Safety Plan (RMSP) previously mandated for providers of ICC was revised in 2011. The new Crisis Planning Tools include a Safety Plan, Advance Communication to Treatment Provider, Supplements, and a Companion Guide for Providers, which providers, individuals, and families can use in preventing and managing behavioral health crises for youth and their families. ICC providers implemented the new Crisis Planning Tools effective July 1, 2011 for youth newly enrolled in ICC.

The revised ICC Performance Specifications reflect this requirement for ICC providers to use the new Crisis Planning Tools with families, as part of engaging families in the crisis planning process.

Additionally, the revised ICC Performance Specifications reflect the following change in the access standards for the ICC service:

1. Telephone contact is made with the family within 24 hours of referral, including self-referral, for ICC to offer a face-to-face interview with the family, which shall occur within three (3) calendar days for at least 50 percent of the clients, 10 days for 75 percent of the clients, and no more than 14 days for 100 percent of the clients, to assess their interest in participation and gain consent for service.

2. Fourteen days is the Medicaid standard for the timely provision of services established in accordance with 42 CFR 441.56(e).

1 Providers are not required or expected to rewrite existing Risk Management Safety Plans as of the required implementation date (July 1, 2011), unless a family chooses to do so. Providers should discuss this with families and with the Care Planning Team (CPT) and make a decision at their next CPT meeting, as this is part of the usual safety plan update process that occurs at every CPT meeting.
The revised Performance Specifications for ICC can be found on the MBHP web site, www.masspartnership.com. Click on “CBHI” and then on “Performance Specifications for CBHI Services.”

If you have questions regarding this Alert, please contact your MBHP regional network management staff or our Community Relations Department at 1-800-495-0086 (press 1 for the English menu, 2 for the Spanish menu, then #3 then #1 to skip prompts), Monday through Thursday, 8 a.m. to 5 p.m., and on Fridays from 9:30 a.m. to 5 p.m.