OUTPATIENT SERVICES
SCHOOL-BASED

Providers contracted for this level of care or service are expected to comply with all requirements of these service-specific performance specifications. Additionally, providers contracted for this service and all contracted services are held accountable to the General performance specifications, located at the beginning of the performance specifications section of the Provider Manual, found at [www.masspartnership.com](http://www.masspartnership.com). The requirements outlined within these service-specific performance specifications take precedence over those in the General performance specifications.

The following Outpatient Services School-Based performance specifications are a subset of the Outpatient Services performance specifications. As such, Outpatient Services School-Based providers agree to adhere to both the Outpatient Services performance specifications and to the Outpatient Services School-Based performance specifications contained within. Where there are differences between the Outpatient Services and Outpatient Services School-Based performance specifications, these Outpatient Services School-Based specifications take precedence.

**Outpatient Services School-Based** are outpatient behavioral health services rendered in a school setting. The goals, frequency, intensity, and length of treatment vary according to the needs of the Member and the response to treatment.

**Components of Service**

1. The Outpatient Services School-Based provider complies with all provisions of the corresponding section in the General performance specifications.
2. The scope of required service components provided in this level of care includes all the components outlined within Outpatient Services. That is, any or all of the required Outpatient Services components, such as individual/group/family therapy, etc., may be provided in the school setting, as clinically appropriate. Please refer to the per diem/service definition which is all-inclusive and includes the components covered in the rate for this service, found at [www.masspartnership.com](http://www.masspartnership.com).
3. The Outpatient Services School-Based provider ensures that school-based outpatient treatment is available, when appropriate, to those Members who are unable to keep an appointment at the facility/clinic/office due to access-related barriers and to those for whom this setting is otherwise clinically appropriate, such as if a documented primary treatment issue is school functioning.
4. The Outpatient Services School-Based provider has documented policies and procedures specific to delivering school-based services.
5. Outpatient Services School-Based clinicians meet with parents/guardians/caregivers on a regular basis to discuss services provided in the school, to develop and monitor an agreed-upon treatment plan, and to involve the parents/guardians/caregivers in their child’s treatment as clinically indicated. All such activities are documented in the Member’s health record.

6. Outpatient Services School-Based clinicians meet regularly with school personnel, with appropriate consent, to discuss services provided to Members in the school setting. The clinician makes use of case consultation and collateral contact to ensure adequate communication is taking place with school personnel and that these parties are collaborating on the implementation of the Member’s treatment plan. All such activities are documented in the Member’s health record.

7. The Outpatient Services School-Based provider ensures that assessment and treatment services are provided in a location within the school that is appropriate to the provision of professional clinical services, ensuring privacy, safety, and respecting the Member’s and the Member’s family’s dignity, privacy and right to choice. The provider works collaboratively with school administrative personnel regarding space, privacy, and confidentiality issues.

### Staffing Requirements

1. The Outpatient Services School-Based provider complies with all provisions of the corresponding section in the General performance specifications.

2. The Outpatient Services School-Based provider complies with the staffing requirements of the applicable licensing body, the staffing requirements in the MBHP service-specific performance specifications, and the credentialing criteria outlined in the MBHP Provider Manual, Volume I, as referenced at www.masspartnership.com.

3. All staff providing school-based services are trained according to the provider’s school-based services policies and procedures, as well as with regard to best practices for clinical work with youth as well as clinical work in the school setting.

### Process Specifications

#### Assessment, Treatment Planning, and Documentation

1. The Outpatient Services School-Based provider complies with all provisions of the corresponding section in the General performance specifications.

2. Prior to commencement of therapeutic services with a child/adolescent, the school-based clinician obtains signed consent from the parent/guardian/caregiver that specifies why his/her child has
been referred for treatment. The consent form is entered into the Member’s health record.

3. The Outpatient Services School-Based provider documents, in the assessment of the youth, the criteria met by the Member that warrants school-based services.

4. The clinician re-evaluates the appropriateness of school-based services in an ongoing manner, including but not limited to at the time of treatment plan updates, and documents so in the Member’s health record.

5. Every effort is made to engage the parent/guardian/caregiver in the treatment of the child/adolescent by scheduling appointments at the school, during evening office hours, and by making other outreach efforts such as home visits. All efforts are documented in the Member’s health record.

6. If more than one service is provided to one or more family members during a school day and/or after school on the same date, the Outpatient Services School-Based provider ensures that all services are medically necessary.

7. Outpatient Services School-Based providers meet all health records standards required of outpatient clinics and facilities, and store such records at the parent or satellite clinic facility.

8. Outpatient Services School-Based providers ensure that the Member’s health record includes documentation that all information required to be posted in clinics is given to Members’ parents/guardians/caregivers within the first two school-based appointments (e.g., after-hours emergency procedures, human rights policy, complaint, grievance, and appeals procedures, etc.).

9. The emergency protocol of the clinic is followed by school-based clinicians after school hours. All appropriate and pertinent information regarding emergency situations are communicated to school personnel in a timely fashion, with appropriate consent.

10. The Outpatient Services School-Based provider ensures continuity of care, including during summer months and other school vacations, through the use of clinic-based or home-based services as clinically indicated. The provider must ensure continued access to medically necessary services in an ongoing fashion, as in any other outpatient setting, regardless of the school calendar.

<table>
<thead>
<tr>
<th>Discharge Planning and Documentation</th>
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<tbody>
<tr>
<td>1. The Outpatient Services School-Based provider complies with all provisions of the corresponding section in the General performance specifications.</td>
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<tr>
<td>2. When a Member and his/her parent/guardian/caregiver decides that he/she no longer wants or requires services in his/her school-based setting, or the multi-disciplinary team determines that the Member no longer meets the criteria for school-based services, or that it is no longer clinically appropriate to deliver services to the Member in the school-based setting, the clinician works with the Member and</td>
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<tr>
<td>Service, Community, and Collateral Linkages</td>
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<td>--------------------------------------------</td>
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<td>1. The Outpatient Services School-Based provider complies with all provisions of the corresponding section in the General performance specifications.</td>
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<tr>
<td>2. Outpatient Services School-Based providers utilize case consultation, family consultation, and collateral contacts to involve parents/guardians/caregivers and school personnel in the planning, assessment, and treatment for Members, as clinically indicated, and to educate them on mental health and substance use disorder treatment and relevant recovery issues. All such activities are documented in the Member’s health record.</td>
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<td>3. Outpatient Services School-Based providers develop and maintain a written Memorandum of Understanding (MOU) with each school in which the Outpatient Services provider delivers school-based outpatient services. The MOU includes but is not limited to provisions related to Member privacy and confidentiality as well as parent/guardian/caregiver consent. The Outpatient Services School-Based provider maintains ongoing communication with school leadership staff to ensure compliance with the provisions of the MOU.</td>
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