



Monday, July 6, 2009

3 New Community-Based MassHealth Behavioral Health Services Started June 30

MassHealth's Health Plans launched three new community-based behavioral health services -- **Intensive Care Coordination, Family Support and Training ("Family Partners") and Mobile Crisis Intervention**, -- last week! 31 of 32 Community Service Agencies (CSAs), the agencies that deliver Intensive Care Coordination and Family Support and Training, opened their doors and began seeing children, youth and their families that day. Mobile Crisis Intervention for MassHealth-enrolled children and youth under the age of 21, delivered by a statewide network Emergency Service Providers (ESPs), also began 24/7 operations. See the above attachments to find contact information for the local CSA or Mobile Crisis Team delivering services in your area.

Vroon VanDenBerg Begins Training for CSAs and Family Partners

MassHealth has announced that Vroon VanDenBerg will provide training, coaching, and on-going learning support for Intensive Care Coordination (ICC) and Family Support and Training for the Children's Behavioral Health Initiative (CBHI). Vroon VanDenBerg is a Colorado-based training and consulting company that has provided training in systems of care and wraparound since its inception in 1998. The company has worked in all 50 states and most of the Canadian provinces and territories. Vroon VanDenBerg will train and support Community Service Agency (CSA) staff, including Care Coordinators, Family Partners, and supervisors.

Special Thanks

CBHI wishes to recognize and thank the MassHealth Managed Care Entities, Community Service Agencies and Emergency Service Providers for their hard work getting ready for June 30th! Congratulations!

MassHealth Announces Two New Toolkits to Help Providers with Behavioral Health Screening

MassHealth is pleased to announce two new toolkits developed to aid providers with behavioral health screening. The Primary Care Behavioral Health Toolkit, developed for the Children's Behavioral Health Initiative and the PCC Plan by the Massachusetts Behavioral Health Partnership (MBHP) and the Massachusetts Child Psychiatry Access Project (MCPAP), focuses on how to implement behavioral health screening in the primary care setting and how to use four of the frequently utilized MassHealth-approved screening tools: M-CHAT, PEDS, PSC, and PHQ-9. A section of the toolkit is dedicated to each tool with information on how to use the tool and what to do when a screen indicates a member has a potential behavioral health services need.

The CRAFFT Toolkit, developed by the Department of Public Health in conjunction with MBHP and the Center for Adolescent Substance Abuse Research (CeASAR), provides an overview of how to use of the CRAFFT screening tool in the pediatric primary care setting, what to do if the screen indicates a

potential behavioral health services need, and guidance on how to bill for the administration of the screening tool and any necessary follow-up counseling.

The Primary Care Behavioral Health Toolkit and a link to the CRAFFT Toolkit can be found at the CBHI website at: www.mass.gov/masshealth/childbehavioralhealth under the section “Training for Providers/Training on Using Behavioral Health Screening Tools for Children Under the Age of 21 in the Primary Care Setting/Using the MassHealth-Approved Screening Tools: Screening Tool Toolkits.”

Additional information about other approved screening tools and the requirement to use a standardized behavioral health screening tool when completing the behavioral health component of all EPSDT/PPHSD well-child care visits can be found at the CBHI website at: www.mass.gov/masshealth/childbehavioralhealth

MA CANS Facts:

| | May 2009 | June 2009 |
|-------------------------------------------------|-----------------|------------------|
| Number of MA CANS <u>trained</u> clinicians | 7,639 | 8,067 |
| Number of MA CANS <u>certified</u> clinicians | 7,123 | 7,322 |
| Number of MA CANS records in the CANS database | 4,555 | 7,322 |
| Number of organizations submitting CANS records | 136 | 169 |

Refresher: The New MassHealth Member Card

Parts reprinted from MassHealth All Provider [Bulletin 191](#), May 2009

Beginning October 2008, as part of the preparation for the implementation of the NewMMIS (New Medicaid Management Information System), MassHealth began issuing new member identification numbers and new MassHealth cards to all MassHealth members to help address HIPAA (Health Insurance Portability and Accountability Act) privacy and security concerns.

New Card, New Number - Each new MassHealth card displays the member’s name and new 12-digit identification (ID) number. The new member ID number will not be based on the member’s social security number. The new member ID number will remain the same no matter how many times the member receives a replacement card, moves to another residence, has a change in name or marital status, or has a gap in MassHealth coverage. Additionally, following the practice of other health-insurance plans, MassHealth cards will no longer be issued at the head-of-household level. MassHealth cards will list only one member per card.

New Card and NewMMIS - The new cards can be used immediately by MassHealth members. MassHealth providers have already begun to use the new MassHealth cards to verify eligibility. Beginning May 23, 2009, if you plan to use the Provider Online Service Center (POSC) to verify eligibility, you will be able to check eligibility only by using one of the following options:

- the 12-digit ID that appears on the new MassHealth card;
- the member's social security number or other agency ID (old number that begins with an X or a Y); or
- the member's name, gender, and date of birth.

Old Number, Old Card - If a member presents an old MassHealth card that has the old member ID, ask the member to bring the new MassHealth card for the next visit. However, you can verify the member's eligibility on the Provider Online Service Center (POSC) using the member's social security number, other agency ID (old number that begins with an X or a Y), or name, gender, and date of birth.

(Click link under title to view this MassHealth Provider Bulletin in its entirety)

State Child Agencies Training on CBHI Protocol and Wraparound Nearly Completed

CBHI protocol and Wraparound Care Planning training for the state's primary child-serving agencies is just about finished. As reported earlier, CBHI worked closely with the Departments of Youth Services (DYS), Children and Families (DCF), and Mental Health (DMH), to develop agency-specific protocols and train supervisory and program management staff in their use. With the training of these three major agencies now accomplished, instruction for the Departments of Developmental Services (DDS) and Public Health (DPH) will begin soon.

The CBHI protocols are detailed agency-exclusive documents which describe the process and procedures for accessing the new MassHealth behavioral health services, as well as other behavioral health services. They also provide guidance for coordinating agency-specific case management with Intensive Care Coordination (ICC) for children and youth receiving ICC services. Supervisory and program management staff also receive introductory *Wraparound Care Planning* as well.

FYI ...

Over 345,000 households with MassHealth enrolled children and youth under age 21 have received information in the mail recently about the availability of new MassHealth behavioral health services. The [letter](#) also provides information about CANS, accessing MassHealth CommonHealth and other useful information.

In-Person CANS Training Still Available

Don't forget, in-person CANS certification training is still available on the following dates:

- Wednesday, July 22 at the Boston Transportation Building
- Tuesday, August 11 at 3 Centennial Drive, North Grafton (U/Mass Medical School)
- Tuesday, September 22 at Holiday Inn, Taunton

To register, visit the MassCANS website at: <https://masscans.ehs.state.ma.us>

(Note: sessions require a minimum of 10 participants and are subject to cancellation if 10 participants are not enrolled 1 week prior to the session date. In the event that a session is cancelled, notices will be sent immediately to anyone who has registered. We strongly encourage participants to pre-register well in advance so that we can avoid the need to cancel. Clinic-based training sessions can also be scheduled at your site if you can guarantee a minimum of 15 participants. To schedule a Clinic-Based training please send an e-mail request to MassCANS@umassmed.edu or call 508-856-1016).

Questions of the Week:

“I'm a behavioral health provider for xxxxx and have been certified to use the CANS. I haven't yet used it because I haven't taken on working with any members under the age of 21 in the past 8 months. I will be seeing a young woman tomorrow for the first time who will turn 21 next month and has indicated that, having heard about the CANS from another provider, she will not consent to the process. I'm confused about how I'm supposed to handle this, whether I'm supposed to enter something in the system or fax you something. The revised instructions say that I'm not supposed to fax consent (form) if the client declines consent, but I'm not sure how else I'm supposed to enter it into your system that they've declined. Beyond the consent process, I assume that if she declines to consent, that I don't need to go through the whole CANS process with her. Please let me know if that is incorrect.”

The consent process is only about whether you can put all of the CANS information into the state's system. Consent is not needed to complete the CANS on paper (although the client may, of course, not choose to answer all the questions you ask during an assessment -- still complete it as much as you can) and it is also not needed to enter the demographic information and SED determination into the system.

If the client declines consent, you should document that for your own records but you should not fax any documentation to the state.

If the client gives you consent to enter the full CANS into the system, then you should fax the signed consent form to us, using as a cover page the Consent Information Sheet that the CBHI CANS system on the Virtual Gateway will generate for you.

It seems complicated at first, but will get better with practice. Please feel free email us any questions.

“I am wondering if we should now be completing the CANS tool for all clients on a quarterly basis, or should we only be using it one time on new clients? Your input would be appreciated as we are hearing conflicting info. Thank you.”

I'm assuming you are using it as part of the initial assessment in outpatient therapy? In that case, you should update it at least quarterly. The state picked 3 months as the interval because that coincides with the interval for treatment plan updates required by MassHealth.

If you are using the CBHI application on the Virtual Gateway, it should be fairly easy to do an update. Just copy the last CANS, and then edit it to reflect anything that has changed. Hope this helps. Let us know if you have further questions.

Do you have a question, comment or suggestion? Email us at CBHI@state.ma.us. We'd like to hear from you.

CBHI

Children's Behavioral Health Initiative
www.mass.gov/masshealth/childbehavioralhealth
email us: CBHI@state.ma.us