

## Section 2

# CONTINUUM OF SERVICES

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The ValueOptions Colorado Medicaid Network is designed to include a wide array of services that support therapeutic interventions at the level of intensity indicated by the strengths and needs of each unique person served. Most of these services are offered through our Community Mental Health Center (CMHC) providers. However, routine outpatient assessment, psychotherapy, psychological testing, and medication management services are also offered through our independent outpatient providers. Hospitalization and residential levels of care are offered by contracted Network facilities and some CMHCs. The care delivery system has been developed to ensure that, from the moment they access services, Medicaid members are directed to the most appropriate level and type of mental health care, in geographically convenient locations. Behavioral Health Organization (BHO) providers, facilities and other treatment programs are screened against credentialing standards, qualifications in specialty areas, and managed care experience. Authorizations for payment of services are determined through the application of medical necessity criteria and use of clinical judgment.

### CLINICAL SERVICES DESCRIPTIONS

- **Alternative Treatment Unit (ATU):** A 24-hour psychiatric treatment program that provides supervision and treatment in a structured environment, which is not necessarily medically staffed twenty-four hours a day. ATU services are designed for members without acute medical conditions who require short-term care. Medical consultation must be available.
- **Crisis Outpatient Services:** Crisis outpatient services are provided in response to a crisis that results in acute destabilization of functioning, and are focused on rapid restoration of functioning in the community. These services are provided in an outpatient office, home environment or other community setting. They are time-limited services and may include a wide variety of intensive individual, couple, family treatment and case management services.
- **Crisis Stabilization/Observation:** Hospital-based, medically-staffed services designed to provide evaluation and stabilization for members in crisis and in need of medical care or intensive observation for up to 23 hours. Treatment interventions are focused on mobilizing support and resources so that the Member can be managed in a less restrictive setting.
- **Day Treatment for Children and Adolescents:** Day Treatment programs are designed for treatment of serious covered disorders that cause significant impairment in usual life/school activities. Day Treatment is a time-limited treatment program that offers academic services together with therapeutically intense, multimodal, structured clinical services.
- **Emergency Services:** Services used during a mental health emergency which are unscheduled and immediate, and needed to evaluate or stabilize an emergency condition.

- **Evaluation/Assessment Services:** Diagnostic assessment of the member who presents for treatment to determine the member's needs and strengths and to recommend the appropriate level of care and focus of treatment.
- **Family Preservation Services:** Time-limited, in-home treatment to maintain the child in the home or to facilitate reunification of the child with the family.
- **Home Based Services:** Services, which can vary in intensity and duration, provided in the home to assess and stabilize a member's symptoms, and to maintain and/or improve a member's level of functioning.
- **Inpatient Hospitalization:** Treatment of a mental health condition requiring 24-hour supervision, observation and intervention, in a structured therapeutic medical environment with 24-hour nursing care. This is the most restrictive level of care and generally applies to those members who are experiencing mental health symptoms resulting in behaviors that cause significant danger to themselves or others, or cause the member to be significantly disabled and unable to meet their basic needs.
- **Intensive Case Management:** Services typically provided by Community Mental Health Center staff for coordination of services, support, advocacy and to assist members with the recovery process.
- **Medication Management (Psychiatric Services):** Interventions by a psychiatrist or other professional with prescription authority that include evaluation and prescription monitoring of medications prescribed for the treatment of mental illness. Members may also spend time with a nurse or physician's assistant, who reviews symptoms and side effects, instructs the member in symptom management, administers injections, monitors oral medication, and performs other adjunctive services on behalf of the psychiatrist.
- **Mobile Assessment:** An assessment of a member's treatment needs by a clinician who travels to the member's location in the community, including an emergency room.
- **Outpatient Hospital Based Laboratory Services:** Services and laboratory studies provided on an outpatient basis for evaluation or diagnostic purposes related to the member's mental health treatment or condition.
- **Outpatient Treatment:** Least restrictive level of care in which the member participates in face-to-face assessment, counseling and routine case management services delivered in a mental health provider's office or other community setting.
- **Partial Hospitalization Program:** A structured, intensive, time-limited program designed to provide diagnosis and treatment for members who require more structure than is provided by outpatient therapy in order to continue to reside in the community.
- **Post-stabilization Services:** Services that are provided in relationship to an emergency medical condition and are provided after a member is stabilized in order to maintain the stabilized condition.

- **Psychological Testing:** Administration of standardized tests by a licensed psychologist for the purpose of diagnosis or treatment of a covered mental health diagnosis. Psychological testing supplements standard clinical assessment and evaluation.
- **Psychosocial Rehabilitation:** A comprehensive array of services that supports the recovery of a person with a serious mental illness. Services focus on individualized assessment through application of the Boston University model or other approved model, goal setting by the member, and direct skills training.
- **Residential Treatment (E.G. PRTF):** 24 hour services in approved programs that provide extensive structure and individualized treatment for covered diagnoses and significant associated deficits in functioning that results in the inability to live in the community.
- **Respite:** Respite care provides a planned break for families or members in dealing with long-term or severe mental illness. Respite care can be provided in a variety of settings either in the home or away from the home.
- **School-Based Intensive Outpatient Services:** Services that are designed for children at risk of school failure or are candidates for expulsion due to symptoms or behavior that results from a mental health diagnosis. They are typically identified by school personnel. Services include family, group, and individual psychotherapy, play therapy, parent support, classroom behavior consultation, mentoring, psychiatric and nursing services coordinated with school nurse. Services are school-based and integrated with the student's academic day.
- **Vocational Services:** Services for any member interested in pursuing educational or work opportunities. Services may include assessment, prevocational training, job training, supported employment, social skills training, coaching, and referral to related agencies.