**Child MH and SU Block Grant Clinical Monitoring**

The purpose of clinical monitoring for child services is to determine if LME-MCO policies and procedures clearly articulate and support the identification of eligible children and their access to appropriate services. The monitoring will consist of a desk review of relevant LME-MCO policies and procedures. LME-MCOs will submit documentation showing evidence of policy/procedures related to nine identified contractual responsibilities (see attached list and required documentation). LME-MCOs should submit their documentation in Word, Excel, or PDF format via email to Eric Harbour at [Eric.Harbour@dhhs.nc.gov](mailto:Eric.Harbour@dhhs.nc.gov) by June 1, 2018.

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| **DMH-LME-MCO contract source reference** | **Applicable LME-MCO documents** | **Reviewer Determination** |
| 1. Analysis of data (4.5)- Provide evidence of policy and procedures for analysis of data to inform decision making in areas including: identification of high cost/high need child consumers; utilization of services in the child array necessary to meet the needs of non-Medicaid children; identification of gaps in the service array; consumer assessment, outcomes, and survey data; consumer movement among providers, consumer access, initiation, engagement, retention, continuity of care and personal consumer outcomes including community living status. | |  | | --- | | Policy and procedures;  Plans, processes, survey results;  Staff Handbooks;  Staff Orientation and Training Curriculum | | |  | | --- | | * Fully Met * Substantially Met * Partially Met * Minimally Met * Not Met | |
| 2. Website (4.7)- Provide evidence of process and procedures for maintaining a website that includes current and accurate information on how non-Medicaid children and families may access services and be assisted in navigating the service delivery system (11.1). | Policy and procedures;  Plans, processes, survey results;  Staff Handbooks;  Staff Orientation and Training Curriculum |  |
| 3. Access, Screening, Triage, and Referral (7.0)- For non-Medicaid children show evidence of process for providing information about providers and community resources, accepting complaints, performing screening, triage, and referrals, including telephonic crisis intervention. | Policy and procedures;  Plans, processes, survey results;  Staff Handbooks;  Staff Orientation and Training Curriculum |  |
| 4. Service/Benefit Design and Priority Populations (8.2)- What is LME/MCO process for determining annual benefit plan design for non-Medicaid children. What is the process for identifying children who meet priority population criteria. | Policy and procedures;  Plans, processes, survey results;  Staff Handbooks;  Staff Orientation and Training Curriculum |  |
| 5. Service Definitions (8.3)- LME/MCO process for identifying unique non-Medicaid child services gaps that are best met by development of alternative service definitions. | Policy and procedures;  Plans, processes, survey results;  Staff Handbooks;  Staff Orientation and Training Curriculum |  |
| 6. Care Coordination functions (9.1)- Evidence of written plan/policy for addressing care coordination needs for non-Medicaid children. | Policy and procedures;  Plans, processes, survey results;  Staff Handbooks;  Staff Orientation and Training Curriculum |  |
| 7. Assignment for high risk/high cost children with SED (9.3)-Process for identifying, assigning, tracking, and providing continuity of care for non-Medicaid high risk/high cost children with Serious Emotional Disturbance (SED). | Policy and procedures;  Plans, processes, survey results;  Staff Handbooks;  Staff Orientation and Training Curriculum |  |
| 8. Community Relationships and Prevention Efforts (11.1)- Procedures for the following: collaborating with other agencies for the benefit of non-Medicaid children; informing and educating the community about the availability of mental health services for children who are not insured; engaging in public awareness campaigns; and participating in community-wide prevention and early intervention strategies. | Policy and procedures;  Plans, processes, survey results;  Staff Handbooks;  Staff Orientation and Training Curriculum |  |
| 9. Natural and Community Supports (11.3)- Evidence of LME/MCO policy for working with natural and community supports to increase service options to non-Medicaid children and families. | Policy and procedures;  Plans, processes, survey results;  Staff Handbooks;  Staff Orientation and Training Curriculum |  |