



2017 LME-MCO Clinical Monitoring

**Division of Mental Health, Developmental
Disabilities, and Substance Abuse Services**

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2017 LME-MCO Clinical Monitoring

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LME-MCO Clinical Monitoring

Services to be included:

- Adult Substance Use Disorder Services
- Adult Mental Health Services
- Child & Adolescent SUD & MH Services
- Adult I/DD Services
- LME-MCO I/DD State Wait List



LME-MCO Clinical Monitoring

Funding to be included:

- State Funds
- Social Services Block Grant
- Substance Abuse Prevention & Treatment Block Grant
- Community Mental Health Services Block Grant



Adult SUD/MH Clinical Monitoring

Focus of Monitoring:

- ❑ Access to appropriate level of care for persons with 3 or more inpatient/crisis events within a 12-month period.

Sampling Methodology:

- ❑ A random sample of adults will be chosen with an SUD or MH Benefit Plan who had 3 or more inpatient/crisis events during FY16 that were state-funded (State, SAPTBG, CMHBG, and/or SSBG funds).
 - Persons who also received a state-funded outpatient service will be included.
 - Persons who received a state-funded enhanced or residential service (e.g. ACT, SAIOP, Group Living, etc.) during the 12-month qualifying period will be excluded.
- ❑ Sampling will be stratified by disability (SUD and MH).



Child & Adolescent SUD/MH Clinical Monitoring

Sampling Methodology:

For child & adolescent SUD and MH: a random sample will be chosen of children who meet the following within the 12-month qualifying period (FY16):

- one or more state hospital inpatient or state-funded community hospital inpatient stays, OR
- three or more Mobile Crisis Management events.

Children with Medicaid eligibility while hospitalized will be excluded.



Adult & Child SUD/MH Records

For Adult and Child SUD and MH records will be reviewed to determine the outcome for the consumer in the 6 months after the qualifying events:

- A. Engaged in the appropriate level of care;
- B. Attempted engagement in appropriate level of care, but individual or legally responsible person declined;
- C. Engagement not attempted; or
- D. Deceased, incarcerated (C & A in a juvenile justice facility), medical hospitalization or moved out of catchment area.

“C.” will be considered “not met”.



What To Expect

- ❑ **Division Clinical Monitoring Staff: 1 Team Lead & 2-3 reviewers**
- ❑ **LME-MCO Staff: 3 LME-MCO staff**
- ❑ **LME-MCO Record Documentation To Be Reviewed:**
 - **Comprehensive Clinical Assessment (CCA)**
 - **Psychiatric Evaluation**
 - **PCP or Service Plan**
 - **Crisis Plan, when applicable**
 - **SAR/TARs**
 - **Care Coordination Plan**
 - **Care Coordination Notes**
 - **Discharge Plan for each Inpatient/FBC/Detox stay**
 - **Mobile Crisis Management documentation, when applicable**
 - **Any other supporting documentation**



What To Expect

- **Last or Current Provider of Record:**
 - **Updates to CCA and/or Psychiatric Evaluation, when applicable**
 - **Progress Notes**
 - **PCP or Service Plan Updates**
 - **Crisis Plan, when applicable**
 - **Discharge Plan**



LME-MCO I/DD Clinical Monitoring

- I. I/DD will include persons removed from the LME-MCO I/DD State Wait List in SFY 16
- II. ADSN benefit plan and service criteria eligibility for ADVP and Group Living Moderate



I/DD State Wait List Monitoring Review

A sample of persons removed from the LME-MCO I/DD State Wait List will be reviewed against the LME-MCO's I/DD State Wait List policies & procedures.

- LME-MCOs will submit their policies and procedures to Mya Lewis at Mya.Lewis@dhhs.nc.gov by March 10.



State Wait List Monitoring Review

Sampling Methodology:

- ❑ “Removed from the wait list” is defined as individuals with ADSN or CDSN Benefit Plans who received services in SFY 16, but not in SFY 15.
- ❑ Of these individuals, the 6-8 individuals with the top amount in paid claims in FY16 were chosen.



I/DD State Wait List Monitoring Review

- ❑ A desk review will be conducted to determine if the LME-MCO's policies and procedures meet the criteria listed in JCB # 093 (8/21/14).
- ❑ An onsite monitoring tool will be developed based on each LME-MCO's established I/DD State Wait List policies and procedures.
- ❑ LME-MCOs will receive a copy of the onsite monitoring tool at least 10 calendar days prior to their onsite monitoring date.



I/DD Benefit Plan & Service Eligibility Monitoring Review

The Division will generate a sample of paid claims for the expenditure of State and Social Services Block Grant funds for service provision:

- ❑ **ADVP**
 - Initial authorization OR
 - Concurrent authorization

- ❑ **Group Living Moderate**
 - Initial authorization OR
 - Concurrent authorization



I/DD Benefit Plan & Service Eligibility Monitoring Review

- ❑ The LME-MCO will be notified 10 calendar days prior to onsite review of which LME-MCO records to have available.
- ❑ The sample to be reviewed will include 6-8 claims from each of the services paid for with state funds and federal funds.
- ❑ The LME-MCO must ensure that sufficient documentation to adequately respond to the questions on the LME-MCO Clinical Monitoring tool is present at the review site.
- ❑ The LME-MCO may have paper or electronic records available for review.



What To Expect

- ❑ **Division Clinical Monitoring Staff: 1 Team Lead & 2 Reviewers**
- ❑ **LME-MCO Staff for I/DD State Wait List Review: 1 staff**
- ❑ **LME-MCO Staff for Benefit Plan & Service Eligibility Review: 2 staff**

LME-MCO Documentation to be Reviewed:

Documentation for I/DD State Wait List Review, in accordance with the LME-MCO policy



What To Expect

- **Documentation for Benefit Plan & Service Eligibility Review:**
 - SAR/TARs
 - NC SNAP and/or SIS
 - Psychological Evaluation
 - Level of Care Form
 - PCP or Service Plans
 - Comprehensive Clinical Assessment (CCA), when applicable
 - Progress notes
 - Crisis plan, when applicable
 - Behavior Intervention Plans, when applicable
 - Any other supporting documents



Contact Information

Clinical Monitoring Questions:

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919-715-2415

- Overall Clinical Monitoring Coordination
- SUD & MH Clinical Monitoring

Mya Lewis, MHA

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919-715-2284

- LME-MCO I/DD State Waiting List Policy Review
- I/DD Benefit Plan & Service Eligibility Monitoring



Contact Information

Claims Sample Questions:

LME.Monitoring@dhhs.nc.gov

