

# Person-Centered Treatment Plan and Managing Outpatient & Home- and Community-Based Services

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# Agenda

- Person-Centered Treatment Plan Overview
- Eligibility Process
- Person-Centered Treatment Plan Process Descriptions
- Treatment Plan Forms and Submission Information
- Managing Outpatient, and Home- and Community-Based Services
- Practice Management
- Contact Information and Web Resources

# Person-Centered Treatment Plan Overview

**The Integrated Health Home (IHH) model of care helps adults with a serious mental illness and children with a serious emotional disturbance and serves as the single point of contact for member care. The IHH develops a Person-Centered Treatment which provides:**

- Access to timely, quality and appropriate services and supports
- Alliances with various professionals who provide resources and services, and different levels of care coordination to meet different levels of need
- Involvement from multiple agencies and other partners to offer needed services and providing whole-person care coordination across medical, behavioral and social services
- Continuous quality improvement to help improve service effectiveness and outcomes

UnitedHealthcare Community Plan members must be in an IHH to receive habilitation services and children's mental health waiver services.

# Eligibility Process

The member's eligibility and need for services for habilitation and children's mental health waiver services is determined on an annual basis.

Submit updated assessments by email or fax to:

- **Email: [uhc\\_iowa\\_integratedhealthhomes@uhc.com](mailto:uhc_iowa_integratedhealthhomes@uhc.com)**
- **Fax number: 877-960-5516**

# Person-Centered Treatment Plan Descriptions

**A person-centered treatment plan is created to help integrate care coordination across medical, behavioral, and social services and supports. Descriptions and required elements of the person-centered treatment plan created for our members include:**

- Plan member's information including their name, date of birth, address and date of the assessment and treatment plan and Iowa Medicaid number.
- IHH team member information including the name of the case coordinator and contact information
- DSM-V severity scale for the member's diagnoses—based on the treatment and IHH assessment
- Plan member's strengths and preferences for care and communication—required by the state to obtain

# Person-Centered Treatment Plan Descriptions— Continued

- Crisis plan summaries including medical/physical health, mental health and physical safety—required by the state, to address in case of an emergency
- Any restrictions for our members receiving care such as inability to handle money, guardianship, taking medication, or court orders regarding inpatient and outpatient commitment, member-driven goals and interventions and the steps to successfully complete them
- Service package including all services our member is eligible to receive
- Residential setting—when in treatment plan; questions depend on living environment. Please identify if our member is residing in a residential care facility or an intensive care facility.
- Home-based habilitation services' funding, which are included in the treatment plan if our member receives this service when enrolled. Funding for these services is identified in the treatment plan.

# Person-Centered Treatment Plan Descriptions— Continued

- Completed community housing assessment, including questions about safety, affordability, accessibility and acceptability of the member
- Disagreement resolution customized for our member to help them resolve disagreements during their care
- If needed, process for requesting updates to the member's treatment plan
- Discharge summary with details about the member's treatment plan
- Allowable home-based habilitation service hours identified during the initial member review or the annual review
- Care provider treatment plan signatures
- Person-centered treatment plan checklist to determine whether the member's needs are met and if the member participated in creating the plan

# Treatment Plan Form and Submission Information

The person-centered treatment plan form is available at [UHCCommunityPlan.com](https://UHCCommunityPlan.com)  
> For Health Care Professionals > Iowa > [Provider Forms](#).

Submit completed assessments and treatment plans by email or fax to:

- **Email: [uhc\\_iowa\\_integratedhealthhomes@uhc.com](mailto:uhc_iowa_integratedhealthhomes@uhc.com)**
- **Fax number: 877-960-5516**



# **Managing Outpatient & Home-and Community-Based Services**

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# Managing Outpatient, and Home- and Community-Based Services

Care advocates are assigned to work closely with IHH care providers to verify that our members are eligible for:

- Home- and community-based services
- Psychosocial rehabilitation
- Habilitation services
- Children's Mental Health waiver
- Routine outpatient services
- Behavioral health intervention services

# Managing Outpatient, and Home- and Community-Based Services—Continued

**In addition to verifying member eligibility, care advocates confirm and inform IHH case owners about:**

- Medical necessity status of the service, appropriate level, and frequency and duration of services as outlined in a member’s treatment plan.
- Level of care guidelines and the importance of treatment plans that follow them.
- Cases referred to peer review, which is conducted by UnitedHealthcare Community Plan if the service isn’t medically necessary. UnitedHealthcare Community Plan provides the outcome of the peer review.
- Modifications needed to the frequency, intensity and duration of services required for a member to be consistent with their treatment plan.
- Follow-up dates to confirm service plan modifications changes. If there are no changes, the case will be closed.



# Practice Management

**We routinely conduct comprehensive profiles of all high volume providers/groups including:**

- Services, diagnostic procedures and age distribution of members
- Proper application of member eligibility criteria

**We also reach out to IHH care providers to discuss service pattern issues related to over- or under-utilization, or inconsistencies with our level of care guidelines. Discussions include:**

- Potential audit and Corrective Action Plan (CAP), which includes required and targeted performance improvements
- Potential referral to our Program & Network Integrity Department for additional review

# Contact Information and Web Resources

## Contact Information

If you have questions about assessments or treatment plans, email or call:

- [uhc\\_iowa\\_integratedhealthhomes@uhc.com](mailto:uhc_iowa_integratedhealthhomes@uhc.com)
- Provider Services at **888-650-3462**

## Level of Care Guidelines

Copy the link below and paste it into your web browser:

[http://ubhweb.uhc.com/ubh/clinical\\_policy\\_standards/gls/state\\_specific\\_loc\\_gls.html#iowa](http://ubhweb.uhc.com/ubh/clinical_policy_standards/gls/state_specific_loc_gls.html#iowa). Then scroll to Iowa Medicaid Level of Care Guidelines and select the appropriate guideline link:

- For adults: click Home-Based Habilitation (HCBS Adult)
- For children: click In-Home Family Therapy and Family and Community Support Services (CMH Waiver)

**Thank you.**