

9/1/09 through 8/31/11

Terms and Definitions

Note: Only applicable Crisis Services Packages are reflected in this document.

Service Components
<p>Hotline A continuously available telephone service staffed by trained QMHPs that provides information, screening and intervention, support, and referrals to callers 24 hours per day, 7 days per week.</p>
<p>Screening Activities performed by a Qualified Mental Health Professional – Community Services (QMHP-CS) to gather triage information to determine the need for in-depth assessment. The QMHP-CS collects this information through face-to-face or telephone interviews with the individual or collateral. This service includes screenings to determine if the individual's need is emergent or urgent (which is conducted prior to the face-to-face assessment to determine the need for emergency services).</p>
<p>Psychiatric Diagnostic Interview/Exam (SP 0) Psychiatric diagnostic interview examination by a physician, licensed Psychologist, APN, or PA.</p>
<p>Diagnostic Eligibility Assessment (SP 0) A face-to-face interview with the individual and family seeking services to evaluate the individual's priority population diagnostic eligibility and treatment needs. A licensed professional practicing within the scope of their license must provide this service and document as described in the most current version of Title 25 Texas Administrative Code (TAC), Part I, Chapter 412, Subchapter G, Section 412.315(a)(5) <i>MH Community Services Standards</i>.</p>
<p>Safety Monitoring (SP 0) Ongoing observation of an individual to ensure the individual's safety. An appropriate staff person must be continuously present in the individual's immediate vicinity, provide ongoing monitoring the individual's mental and physical status, and ensure rapid response to indications of a need for assistance or intervention. Safety monitoring includes maintaining continuous visual contact with frequent face-to-face contacts as needed.</p>
<p>Crisis Intervention Services (Rehab) (SP 0) Interventions in response to a crisis in order to reduce symptoms of severe and persistent mental illness or emotional disturbance and to prevent admission of an individual or client to a more restrictive environment. Must be provided in accordance with 25 TAC, Part I, Chapter 419, Subchapter L, <i>MH Rehabilitative Services</i>.</p>
<p>Counseling (SP 5) Individual, family and group therapy focused on the reduction or elimination of a client's symptoms of mental illness or emotional disturbance and increasing the individual's ability to perform activities of daily living. Cognitive-behavioral therapy is the selected treatment model for adult counseling services. Counseling must be provided by a Licensed Practitioner of the Healing Arts (LPHA), practicing within the scope of their own license or by an individual with a masters degree in a human</p>

9/1/09 through 8/31/11

Terms and Definitions

services field pursuing licensure under the direct supervision of an LPHA, if not billed to Medicaid. This service includes treatment planning to enhance recovery and resiliency.

Crisis Follow-up and Relapse Prevention (SP 5)

A service provided to individuals who are not in imminent danger of harm to self or others but require additional assistance to avoid reoccurrence of the crisis event. The service is provided to ameliorate the situation that gave rise to the crisis event, ensure stability, and prevent future crisis events. This service includes ongoing assessment to determine crisis status and needs, provides time-limited (up to 30 days) brief, solution-focused interventions to individuals and families and focuses on providing guidance and developing problem-solving techniques to enable the individual to adapt and cope with the situation and stressors that prompted the crisis event.

Routine Case Management (SP 5)

Primarily site-based services that assist an adult, child or adolescent, or caregiver in gaining and coordinating access to necessary care and services appropriate to the individual's needs. Routine Case Management activities must be provided in accordance with 25 TAC, Part I, Chapter 412, Subchapter I, MH Case Management Services. Contractor shall not subcontract for the delivery of these services.

Day Programming for Acute Needs (SP 0 and SP 5)

Day programs for acute needs provide short-term, intensive treatment to an individual who requires multidisciplinary treatment in order to stabilize acute psychiatric symptoms or prevent admission to a more restrictive setting.

Pharmacological Management (SP 0 and SP5)

A service provided to a client by a physician or other prescribing professional, in accordance with TIMA when applicable, to the consumer to determine symptom remission and the medication regimen needed.

Supplemental Nursing Services (SP 0 and SP5)

A service provided to a client by a licensed nurse or other qualified and properly trained personnel working under the supervision and delegation of a physician or Registered Nurse (RN), as provided by state law, to ensure the direct application of a psychoactive medication to the client's body by any means (including handing the clients a single dose of medication to be taken orally), and to assess target symptoms, side effects and adverse effects, potential toxicity, and the impact of psychoactive medication for the client and family. This service includes such activities as checking a client's vital signs, refilling pill packs, monitoring self-administration of medications, pill pack counts, conducting lab draws, and evaluating the severity of side effects during a home visit. This service **does not include** physician services, nursing services **incidental to physician services**, case management, or the rehabilitative services of "psychiatric nursing services" or "medication related services." This service may be provided in a clinic setting, client home, or other community setting.

Provision of Medication (SP 0 and SP5)

Ensuring the provision of psychoactive medication benefits to clients registered in the Client Admission and Registration system (CARE), who have no source of funds for such, as determined to

Terms and Definitions

be medically necessary and as prescribed by an authorized provider of the Contractor.

Medication Training and Support (SP 0 and SP5)

Instruction and guidance based on curricula promulgated by DSHS. The curricula include the Patient/Family Education Program Guidelines referenced in TAC §419.468(3) (relating to Guidelines), and other materials that have been formally reviewed and approved by DSHS. Must be provided in accordance with 25 TAC, Part I, Chapter 419, Subchapter L, *MH Rehabilitative Services*.

Laboratory Services (SP 0 and SP 5)

Timely laboratory studies needed to assess conditions that may be related to the crisis or inform treatment of the crisis. When medically necessary, same day laboratory studies are provided.

Crisis Transportation (SP 0 and SP 5)

Transporting individuals receiving crisis services or Crisis Follow-up and Relapse Prevention services from one location to another. Transportation is provided in accordance with state laws and regulations by law enforcement personnel, or, when appropriate, by ambulance or qualified staff.

Crisis Flexible Benefits (SP 0 and SP 5)

Non-clinical supports that reduce the crisis situation, reduce symptomatology, and enhance the ability of the individual to remain in the home or community. Examples in children's mental health services include respite, home safety modifications, child care to allow the family to participate in treatment activities, and transportation assistance. Benefits in adult mental health services include spot rental, partial rental subsidies, respite, utilities, emergency food, housewares, clothing, transportation assistance, and residential services.

Terms and Definitions

Crisis Service Types
<p>Hotline A continuously available telephone service staffed by trained QMHPs that provides information, screening and intervention, support, and referrals to callers 24 hours per day, 7 days per week These service components are available and provided as needed:</p> <ul style="list-style-type: none">• Screening• Hotline
<p>Mobile Outreach (SP 0 and SP 5) A crisis service that provides emergency care, urgent care, and crisis follow-up in the patient's natural environment.</p> <p>These service components are available and provided as needed:</p> <ul style="list-style-type: none">• Screening• Psychiatric Diagnostic Interview/Exam (SP 0)• Diagnostic Eligibility Assessment (SP 0)• Safety Monitoring (SP 0)• Crisis Intervention Services (SP 0)• Counseling (SP 5)• Crisis Follow-up and Relapse Prevention Services (SP 5)• Routine Case Management (SP 5)• Medication Training and Support (SP 0, SP 5)• Pharmacological Management (SP 0, SP 5)• Supplemental Nursing Services in Response to a Crisis (SP 0, SP 5)• Provision of Medication (SP 0, SP 5)• Crisis Transportation (SP 0, SP 5)• Crisis Flexible Benefits (SP 0, SP 5)
<p>Extended Observation (SP 0) An emergency and crisis stabilization service that provides emergency stabilization in a secure and protected, clinically staffed (including medical and nursing professionals), psychiatrically supervised treatment environment in or collocated with a DSHS licensed hospital or crisis stabilization unit.</p> <p>These service components are available and provided as needed:</p> <ul style="list-style-type: none">• Screening• Crisis Assessment (SP 0)• Psychiatric Diagnostic Interview/Exam (SP 0)• Diagnostic Eligibility Assessment (SP 0)• Safety Monitoring (SP 0)• Crisis Intervention Services (SP 0)• Medication Training and Support (SP 0, SP 5)

9/1/09 through 8/31/11

Terms and Definitions

- Pharmacological Management (SP 0, SP 5)
- Supplemental Nursing Services in Response to a Crisis (SP 0, SP 5)
- Provision of Medication (SP 0, SP 5)
- Laboratory Services (SP 0, SP 5)
- Crisis Flexible Benefits (SP 0, SP 5)

Inpatient Hospital Services

Hospital services staffed with medical and nursing professionals who provide 24-hour professional monitoring, supervision, and assistance in an environment designed to provide safety and security during acute psychiatric crisis. Staff provide intensive interventions designed to relieve acute psychiatric symptomatology and restore patient's ability to function in a less restrictive setting. The hospital must be contracting with or operated by the Contractor using general revenue funds.

These service components are available and provided as needed:

- Screening
- Psychiatric Diagnostic Interview/Exam (SP 0)
- Diagnostic Eligibility Assessment (SP 0)
- Safety Monitoring (SP 0)
- Crisis Intervention Services (SP 0)
- Medication Training and Support (SP 0, SP 5)
- Pharmacological Management (SP 0, SP 5)
- Supplemental Nursing Services in Response to a Crisis (SP 0, SP 5)
- Provision of Medication (SP 0, SP 5)
- Laboratory Services (SP 0, SP 5)

Crisis Stabilization Unit (SP 0)

Short-term residential treatment designed to reduce acute symptoms of mental illness provided in a secure and protected clinically staffed, psychiatrically supervised, treatment environment that is licensed under and complies with a crisis stabilization unit licensed under Chapter 577 of the Texas Health and Safety Code and Title 25, Part 1, Chapter 411, Subchapter M of the Texas Administrative Code (relating to Standards of Care and Treatment in Crisis Stabilization Units).

These service components are available and provided as needed:

- Screening
- Psychiatric Diagnostic Interview/Exam (SP 0)
- Diagnostic Eligibility Assessment (SP 0)
- Safety Monitoring (SP 0)
- Crisis Intervention Services (SP 0)
- Day Programming for Acute Needs (SP 0, SP 5)
- Medication Training and Support (SP 0, SP 5)
- Pharmacological Management (SP 0, SP 5)
- Supplemental Nursing Services in Response to a Crisis (SP 0, SP 5)

9/1/09 through 8/31/11

Terms and Definitions

- Provision of Medication (SP 0, SP 5)
- Laboratory Services (SP 0, SP 5)

Crisis Residential Treatment (SP 0 and SP 5)

Short-term, community-based residential treatment to persons at high risk of harm and severe functional impairment who require direct supervision and care but do not require hospitalization.

These service components are available and provided as needed:

- Psychiatric Diagnostic Interview/Exam (SP 0)
- Diagnostic Eligibility Assessment (SP 0)
- Safety Monitoring (SP 0)
- Crisis Intervention Services (SP 0)
- Crisis Follow-up and Relapse Prevention Services (SP 5)
- Routine Case Management (SP 5)
- Day Programming for Acute Needs (SP 0, SP 5)
- Medication Training and Support (SP 0, SP 5)
- Pharmacological Management (SP 0, SP 5)
- Supplemental Nursing Services in Response to a Crisis (SP 0, SP 5)
- Provision of Medication (SP 0, SP 5)
- Laboratory Services (SP 0, SP 5)
- Crisis Flexible Benefits (SP 0, SP 5)

Children's Crisis Residential Treatment (SP 0 and SP 5)

Twenty-four hour, usually short-term residential services provided to a client demonstrating a psychiatric crisis that cannot be stabilized in a less restrictive setting. This service may use crisis beds in a residential treatment center or crisis respite beds.

These service components are available and provided as needed:

- Psychiatric Diagnostic Interview/Exam (SP 0)
- Diagnostic Eligibility Assessment (SP 0)
- Safety Monitoring (SP 0)
- Crisis Intervention Services (SP 0)
- Crisis Follow-up and Relapse Prevention Services (SP 5)
- Routine Case Management (SP 5)
- Medication Training and Support (SP 0, SP 5)
- Pharmacological Management (SP 0, SP 5)
- Supplemental Nursing Services in Response to a Crisis (SP 0, SP 5)
- Provision of Medication (SP 0, SP 5)
- Laboratory Services (SP 0, SP 5)
- Crisis Flexible Benefits (SP 0, SP 5)

Walk-in Crisis Services (SP 0 and SP 5)

Facility-based, outpatient services providing immediate screening and assessment and brief, intensive

9/1/09 through 8/31/11

Terms and Definitions

interventions focused on resolving a crisis and preventing admission to a more restrictive level of care.

These service components are available and provided as needed:

- Screening
- Psychiatric Diagnostic Interview/Exam (SP 0)
- Diagnostic Eligibility Assessment (SP 0)
- Safety Monitoring (SP 0)
- Crisis Intervention Services (SP 0)
- Counseling (SP 5)
- Crisis Follow-up and Relapse Prevention Services (SP 5)
- Routine Case Management (SP 5)
- Medication Training and Support (SP 0, SP 5)
- Pharmacological Management (SP 0, SP 5)
- Supplemental Nursing Services in Response to a Crisis (SP 0, SP 5)
- Provision of Medication (SP 0, SP 5)
- Laboratory Services (SP 0, SP 5)
- Crisis Flexible Benefits (SP 0, SP 5)

Children's Outpatient Crisis Services (SP 0 and SP 5)

Flexible, multi-faceted, and immediately accessible services provided to children and adolescents at high risk for hospitalization or out-of-home placement and their families. Services provided in-vivo or in other settings, primarily in the home, and are designed to be family-focused, intensive, and time-limited.

These service components are available and provided as needed:

- Screening
- Psychiatric Diagnostic Interview/Exam (SP 0)
- Diagnostic Eligibility Assessment (SP 0)
- Safety Monitoring (SP 0)
- Crisis Intervention Services (SP 0)
- Counseling (SP 5)
- Crisis Follow-up and Relapse Prevention Services (SP 5)
- Routine Case Management (SP 5)
- Medication Training and Support (SP 0, SP 5)
- Pharmacological Management (SP 0, SP 5)
- Supplemental Nursing Services in Response to a Crisis (SP 0, SP 5)
- Provision of Medication (SP 0, SP 5)
- Laboratory Services (SP 0, SP 5)
- Crisis Flexible Benefits (SP 0, SP 5)