

## APPENDIX

### FULL DESCRIPTION OF COVERED BEHAVIORAL HEALTH SERVICES

**Psychiatric Hospitalization:** Services where a member stays overnight at a hospital (inpatient) either at a general hospital, psychiatric hospital, or freestanding detox service in the case of a substance use disorder.

**Observation:** Services up to 48 hours at a hospital to assess whether further inpatient services, or community-based services might be needed; usually following a visit to the Emergency Room.

**Detoxification:** Immediate and short-term clinical support to individuals who are withdrawing from alcohol and other drugs.

**Partial Hospitalization Program (PHP):** A program used to treat mental health and/or substance use disorders. In partial hospitalization, the member continues to live at home, but commutes to a hospital-based or clinic-based program several days per week.

**Extended Day Treatment (EDT):** A community-based program for children and their families that offers a structured, intensive, therapeutic milieu with group, family and individual therapy services. Services are typically after school for several days per week and the program can last up to six months. EDT provides a broad range of treatment services and psycho-social interventions.

**Crisis Stabilization Bed (CARES Unit):** An inpatient crisis intervention service that provides intensive short-term rapid assessment, stabilization, and disposition management for children under the age of 18 experiencing an acute behavioral health crisis who can be stabilized or discharged within 72 hours. The CARES Unit is designed to provide diversion from inpatient care for those children/adolescents who are in psychiatric crisis and who can be rapidly stabilized. Referrals will come primarily from local Emergency Mobile Psychiatric Services (EMPS) and affiliated Hospital Emergency Departments.

**Psychiatric Residential Treatment Facility (PRTF – sometimes referred to as sub-acute):** A community based (non-hospital) inpatient facility that provides psychiatric and other therapeutic and clinically informed services to individuals under age 21, whose immediate treatment needs require a structured 24-hour inpatient residential setting that provides all required services (including schooling) on site while simultaneously preparing the child/adolescent and family for ongoing treatment in the community. Length of stay is typically three to four months.

**Residential Treatment Center (RTC – through DCF):** A 24-hour facility licensed by the State of Connecticut or appropriately licensed by the state in which it is located, and not licensed as a hospital. RTC offers integrated therapeutic and educational services, and activities of daily living within the parameters of a clinically informed milieu and based on a well-defined, individually tailored treatment plan. This level of care is reserved for those children/adolescents whose psychiatric and behavioral status warrants the structure and supervision afforded by a self-contained setting that has the ability to offer all necessary services including an on-site educational program, and provide line of sight supervision when necessary.

**Adult Group Homes through DMHAS:** Mental Health Group Homes are designed to assist individuals with serious and persistent mental illnesses to achieve their highest degree of independent functioning and recovery. Access to mental health group home rehabilitative services is provided to those recipients whose mental illness is as serious and disabling as to require care in a group home setting. Necessary rehabilitative services are provided by the group home to individuals who have significant skill deficits in the areas of self-care, illness management, and independent living because of their psychiatric disability,

and who require a non-hospital, 24/seven supervised community-based residence. Rehabilitative services are provided in a structured recovery environment, with on-site staffing 24 hours a day, seven days a week.

**Child Group Homes through DCF:** A Level II Therapeutic Group Home (TGH) is a small, four- to- six bed, DCF or DDS licensed program located in a neighborhood setting with intensive staffing level and services offered within the context of a 24/seven home-like milieu. It is a highly structured treatment program that creates a physically, emotionally and psychologically safe environment for children and adolescents with complex behavioral health needs who require additional support and clinical intervention to succeed either in a family environment or in an independent living situation. A Level 1 Group Home is a moderately sized, approximately six to 12 bed program located in a neighborhood setting that is staffed with non-clinical paraprofessionals who provide specialized child-care services offered within the context of a 24/seven home-like milieu. It is a structured service program that creates a physically, emotionally and psychologically safe environment for pregnant adolescents (ages 12 –18) with mild to moderate behavioral health needs who are either too young or lack the skills necessary to move into a transitional living program or independent living situation.

**Home-Based Services for Ages 21 and Under:** Evidence-based intensive treatment models that take place in the home and/or community of a child and family. Each individual treatment focuses on specific behavioral issues in children. For example, Multi-Dimensional Family Therapy (MDFT) is effective in the treatment of children/adolescents between the ages of nine to 18 with substance abuse and/or dependence issues, or children/adolescents with disruptive behavior and/or co-morbid psychiatric issues who are at risk for substance abuse.

**For Children in Congregate Care for DCF:** Special 1-to-1 supervision of a child/adolescent in a congregate care setting such as Residential Treatment or a Group Home for a period to address behaviors that are dangerous and require stabilization.

**Case Management for under 19 years of age:** Services that assist the member in gaining access to needed medical, social, educational, and other services, as defined in the plan of care, and which are reimbursed only for services provided to members under age 21.

**Outpatient Services:** Behavioral health evaluation and treatment services such as individual, group, family therapy, medication management, Autism Spectrum Disorder services, psychological and developmental testing, consultation, and case management that are provided to people who have a primary behavioral health diagnosis. Services may be provided in a freestanding clinic, hospital outpatient clinic, Federally Qualified Health Center, or by a group practice or solo practitioner who is a licensed behavioral health professional.

**Intensive Outpatient Services (IOP):** An integrated program of outpatient psychiatric services that are designed for more intensive treatment than routine outpatient psychiatric services and are provided at a psychiatric outpatient clinic for adults, an outpatient treatment service for substance abuse, or an outpatient psychiatric clinic for children.

**Electro Convulsive Therapy (ECT):** Brain stimulation techniques such as electroconvulsive therapy (ECT) can be used to treat major depression that hasn't responded to standard treatments.

**Methadone Maintenance:** Treatment where the goal is to stabilize a member on methadone or other federally approved medication for as long as is needed to avoid return to previous patterns of substance use disorder.

**Medication Assisted Treatment (MAT):** Medication-assisted treatment (MAT), includes the treatment of both opioid and alcohol to treat substance use disorders. The FDA has approved several different medications to treat Opioid Use and Alcohol Use Disorders. These medications relieve withdrawal symptoms and psychological cravings that cause chemical imbalances in the body. MAT programs provide a safe and controlled level of medication to overcome the use of an abused substance. Research has shown that when provided at the proper dose, MAT medications used have no negative effects on a person's intelligence, mental capability, physical functioning, or employability.

**Ambulatory Detoxification:** A non-residential service to which a person may be admitted for a systematic reduction of physical dependence upon a substance. This service utilizes prescribed chemicals and provides an assessment of the client's needs and motivation toward continuing participation in the treatment process.

**Autism Spectrum Disorder Services:** Services to evaluate, assess, and treat HUSKY A, C, and D members under the age of 21 who have a diagnosis of Autism Spectrum Disorder. A confirmed diagnosis of Autism is required in order to access these services; however, if the member is suspected to have this diagnosis without an evaluation, an Autism Diagnostic Evaluation can be accessed.

**Psychological Testing:** Psychological Testing involves the administration and interpretation of standardized tests used to assess an individual's psychological or cognitive functioning. It assists in gaining an understanding of an individual's diagnostic presentation and informs the appropriate course of treatment.

**Home Health Services for Behavioral Health Issues:** Home Care nursing services are provided exclusively by a licensed home health care agency on a part-time or intermittent basis in the individual's home. Medication Administration services (MedAdmin) may be provided by a Registered Nurse or Licensed Practical Nurse employed by a licensed home health care agency, when ordered by a Licensed Physician. Services include medication administration or medication pre-pouring by a Registered Nurse or Licensed Practical Nurse as well as skilled nursing visits.

## GLOSSARY OF TERMS

**Access:** The extent to which an individual who needs care and services is able to receive them. Access is more than having insurance coverage or the ability to pay for services. It is also determined by the availability of services, acceptability of services, cultural appropriateness, location, and hours of operation, transportation needs, and cost.

**Administrative Hearing:** Also called "Fair Hearing". A formal review by the Department of Social Services (DSS), and Department of Children and Families (DCF), that occurs after Beacon Health Options and a HUSKY A, B, C, & D, or Voluntary Services member have failed to find mutual satisfaction concerning treatment issues such as denials, reductions, suspensions, terminations, or appropriate levels.

**Administrative Services Organization:** An organization providing statewide utilization management, benefit information, and intensive care management services within a centralized information system framework.

**Appeal:** A procedure through which members or providers can request a redetermination of the CT BHP decision concerning, but not limited to, service authorization. For example, an individual can appeal a CT BHP decision regarding the level of care authorized, or appeal a CT BHP decision to deny payment of a claim for services delivered.

**Appropriate Services:** Services designed to meet the specific needs of each individual, child and family. For example, one family may need day treatment, while another may need home-based services. Appropriate services for one individual, child and/or family may not be appropriate for another.

**Assessment:** A professional review of individual, child and family needs that is done when services are first sought from a caregiver. The assessment includes a review of physical and mental health, intelligence, school performance, employment, level of function in different domains including family situation, and behavior in the community. The assessment identifies the strengths of the individual, child and family. Together, the caregiver and individual or family decides what kind of treatment and supports, if any, are needed.

**Behavioral Health:** A term used when describing mental health or substance use.

**Behavioral Health Emergency:** A serious mental health and/or substance use problem. The problem is so severe that an average person would think that not getting help would cause more serious problems, such as:

- Putting the person's health at serious risk
- Having disorganized or dangerous thoughts
- Threatening harm or causing harm to self, or
- Threatening harm or causing harm to others

**Benefits:** Mental health, substance use, and/or related services (including wraparound services - defined below) you can receive as a HUSKY HEALTH Program member.

**Care Coordinator:** An individual who organizes and coordinates services and supports for individuals with mental health issues and their families.

**Care Manager:** An independently licensed behavioral health care clinician employed by the CT BHP to perform utilization review on services that require prior authorization and concurrent review in order to qualify for reimbursement.

**Children Health Insurance Program (CHIP):** The health insurance plan for children and youth, up to the age of nineteen, established pursuant to Title XXI. In Connecticut the CHIP programs are HUSKY B and its supplement, HUSKY Plus.

**Clinician:** An individual providing mental health services, such as a psychologist, social worker, or other therapist.

**Committed:** Placement under the custody of the Commissioner of DCF, or in a mental health facility in response to a valid court order of competent jurisdiction.

**Community-Based Services:** Services that are provided in a community setting. Community services refer to all services not provided in an inpatient setting.

**Complaint:** A verbal or written communication to Beacon Health Options from a member or provider expressing dissatisfaction with some aspect of the CT BHP's services, including a denial of services based on medical necessity, facility agreement, payment dispute, or general complaint.

**Complainant:** A member or the member's designated representative, an individual practitioner, or a facility provider who makes a complaint to Beacon Health Options.

**Connecticut's Community Collaborative meetings: (CT's System of Care):** A local group of health care providers, parents and/or guardians of children with behavioral health needs, and agencies that have

organized to develop resources for children or youth with complex behavioral health service needs and their families.

**Connecticut Medical Assistance Program (CMAP):** CMAP consist of several health care programs administered by the Department of Social Services. Includes all providers enrolled in the Connecticut Medical Assistance Program that serve CT BHP members.

**Consent:** Permission that is usually given by signing a form allowing a designated person to administer a test or treatment, or to release Protected Health Information (PHI). Informed consent requires that the person giving the permission understands the risks, benefits, and possible ramifications.

**Consumer:** A person who receives mental health and/or substance use (behavioral health) services.

**Consumer and Family Advisory Council (CFAC):** A board made up of adult members, family members, and others to advise the Connecticut Behavioral Health Partnership.

**Coordinated Services:** Service are coordinated when the service organizations or providers agree with the family upon a plan of care that meets the member's/child's needs. These organizations can include mental health, education, juvenile justice, and child welfare. Case management is necessary to coordinate services. Also, see family-centered services and wraparound services.

**Cultural Competence:** Support that is sensitive and responsive to cultural differences. Providers are aware of the impact of culture and possess skills to help provide services that respond appropriately to a person's unique cultural differences, including race and ethnicity, national origin, language, religion, age, gender, sexual orientation, or disability. They also adapt their skills to fit member or family's values and customs.

**Department of Children and Families (DCF):** State of Connecticut agency with primary responsibility for delivery and oversight of child welfare, prevention and behavioral health services for children.

**Department of Mental Health and Addiction Services (DMHAS):** State of Connecticut agency with primary responsibility for delivery and oversight of behavioral health services for adults, including those covered under HUSKY and Aged, Blind and Disabled (ABD) programs.

**Department of Social Services (DSS):** State of Connecticut agency with primary responsibility for Medicaid or Title 19: HUSKY A, C and D and Children Health Program (CHIP): HUSKY B and its supplement HUSKY Plus.

**DSM-V - Diagnostic and Statistical Manual of Mental Disorders, Fifth Edition:** A reference manual of mental health disorders developed by the American Psychiatric Association, used by clinicians to understand and diagnose a mental health problem. Also used by insurance companies to determine necessary services.

**Diagnostic Evaluation:** The aims of a general psychiatric evaluation are: 1) to establish a psychiatric diagnosis; 2) to collect data sufficient to permit a case formulation; and 3) to develop an initial treatment plan, with particular consideration of any immediate interventions that may be needed to ensure the patient's safety; or, 4) if the evaluation is a reassessment of a patient in long-term treatment, to revise the plan of treatment in accordance with new perspectives gained from the evaluation.

**Dual Eligible:** Clients who are covered under both Medicare and Medicaid in some combination are said to be Dual Eligible, as some parts of their services may be covered by both payers. Medicaid is always the payer of last resort when Commercial and/or Medicare coverage is present.

**Dually Diagnosed:** A person who has both a substance use problem and an emotional/psychiatric problem is said to be dually diagnosed.

**Early Intervention:** A process used to recognize warning signs for mental health issues and to take early action against factors that put individuals at risk. Early intervention can help members get better in less time and can prevent problems from becoming worse.

**Educational Services:** Locating or providing a full range of educational services from basic literacy through the General Equivalency Diploma (GED) and college courses. Includes special education at the pre-primary, primary, secondary, and adult levels.

**Emergency or Emergency Medical Condition:** A medical condition characterized by acute symptoms (including severe pain) of sufficient severity that the individual experiencing them, or most reasonable people with an average knowledge of medicine observing them, would conclude they needed immediate medical attention or risk: placing their health (and/or the health of their unborn baby in the case of a pregnant woman) in serious jeopardy; serious impairment to bodily functions; or serious dysfunction of a body organ or part thereof.

**Emergency Mobile Psychiatric Services (EMPS):** Services for children and adolescents that provide immediate, mobile assessment and intervention to individuals in an active state of crisis which can occur in a variety of settings including the member's home, school, local hospital emergency department, or community setting.

**Emergency Services:** Inpatient and outpatient services including, but not limited to, behavioral health and detoxification needed to evaluate or stabilize an emergency medical condition.

**Emotional Disorder:** A disorder exhibiting emotional, behavioral and/or social impairments that interfere with a member's academic, job-related, developmental, and social functioning, and may disrupt the member's family, social or other interpersonal relationships.

**Evaluation:** The process of collecting information about a member through a series of tests, observations and interviews which results in an opinion about that member's mental and emotional state. This process may include recommendations about treatment or placement.

**Family Advocate:** Family members who have experience with children and youth with emotional, behavioral, neurobiological, or mental health needs. Family advocates provide information to caregivers to help them identify and access a variety of formal and informal services, supports and resources to meet the needs of their child and family in their own community. Family advocates work directly with families who are receiving care coordination through their local system of care. They may also assist families in the development and/or expansion of parent support groups within their local communities.

**Family-Centered Services:** Help designed to meet the specific needs of each individual member and family. Also see appropriate services, coordinated services, wraparound services, and cultural competence.

**Fraud:** Intentional deception or misrepresentation, or reckless or willful disregard (or willful blindness), by a person or entity with the knowledge that the deception, misrepresentation, disregard (or blindness) could result in some unauthorized benefit to him/herself or some other person, including any act that constitutes fraud under applicable federal or state law.

**Grievance:** A verbal or written communication from a complainant of dissatisfaction with the outcome of a complaint resolution. Grievances, as herein defined, are not administrative appeals.

**Group Home:** Community-based, home-like settings providing intensive treatment services with 24-hour supervision. Services offered in this setting try to avoid inpatient hospitalization and move the member to a less restrictive living situation.

**HIPAA:** The Health Insurance Portability and Accountability Act of 1996 (HIPAA), Public Law 104-191, was enacted on August 21, 1996. Sections 261 through 264 of HIPAA require the Secretary of HHS to publicize standards for the electronic exchange, privacy and security of health information.

**Home-Based Services:** Services provided in a family's home either for a defined period of time or for as long as it takes to deal with a mental health problem. Examples include parent training, counseling, and working with family members to identify, find, or provide other necessary help. The goal is to prevent a child from being placed outside of the home. (Alternate term: in-home supports.)

**Independent Living Services:** Support for a young person living on his or her own. These services include supportive housing and job placement. Services teach youth how to handle financial, medical, housing, transportation, and other daily living needs, as well as how to get along with others.

**Individualized Services:** Services designed to meet the unique needs of each member and family. Services are individualized when professionals honor the needs and strengths, ages, and stages of development of the member and individual family members. Also see appropriate services and family-centered services.

**Inpatient Hospitalization:** Mental health treatment provided in a hospital setting 24 hours a day. Inpatient hospitalization provides: 1) short-term treatment in cases where a member is in crisis and possibly a danger to him/herself or others; and 2) diagnosis and treatment when the member cannot be evaluated or treated appropriately in an outpatient setting.

**Intensive Care Manager:** Intensive Care Managers are licensed behavioral health clinicians. Intensive Care Managers identify children and adults who are experiencing barriers to care and provide short-term assistance and problem solving to help remove those barriers.

**Level of Care (LOC) Guidelines:** Guidelines that are used by the CT BHP to conduct utilization management and which help to determine whether behavioral health services are medically necessary and/or medically appropriate.

**Medicaid:** The Connecticut Medical Assistance Program (CMAP) operated by DSS under Title 19 (XIX) of the Federal Social Security Act.

**Medically Necessary or Medical Necessity:** Health care provided to correct or diminish the adverse effects of a medical condition or mental illness, to assist an individual in attaining or maintaining an optimal level of health, to diagnose a condition, or to prevent a medical condition from occurring as cited in Connecticut Medicaid Program regulations.

**Member:** An individual eligible for coverage of behavioral health services under the CT BHP.

**Mental Health Issues/ Mental Health Disorder:** Mental health issues affect one's thoughts, body, feelings, and behavior. They can be severe, seriously interfere with a person's life, and even cause a person to become disabled. Mental health issues include depression, bipolar disorder (manic-depressive illness), attention-deficit/hyperactivity disorder, anxiety disorders, eating disorders, schizophrenia, and conduct disorder.

**Outpatient:** Treatment available at local mental health clinics or from private therapists. This can include diagnosis, assessment, family and individual counseling.

**Plan of Care:** A treatment plan especially designed for each member and family, based on individual strengths and needs. The member and provider develop the plan with input from the family. The plan establishes goals and details appropriate to treatment and services to meet the special needs of the member and family.

**Psychologist:** A doctoral-level mental health professional with advanced training that can administer psychological tests, diagnose, evaluate, and treat emotional disorders.

**Recovery:** A set of concepts and skills that can improve an individual's quality of life.

**Resiliency:** The ability to regain a sense of stability after undergoing a major life event.

**School-based Services:** School-based treatment and support interventions designed to identify emotional disturbances and/or assist parents, teachers, and counselors in developing comprehensive strategies for addressing these disturbances. School-based services also include counseling or other school-based programs for children and adolescents with severe emotional disturbance, and their families within the school, home and community environment.

**Self-help:** Self-help refers to groups or meetings that: involve people who have similar needs; are facilitated by a consumer, survivor, or other layperson; assist people to deal with a "life-disrupting" event, such as a death, substance use, serious accident, addiction, or diagnosis of a physical, emotional, or mental disability, for oneself or a relative; are operated on an informal, free-of-charge, and nonprofit basis; provide support and education; and are voluntary, anonymous, and confidential. Many people with mental illnesses find that self-help groups are an invaluable resource for recovery and for empowerment.

**Serious Emotional Disturbances:** Diagnosable disorders in children and adolescents that severely disrupt their daily functioning in the home, school, or community. These disorders include depression, attention-deficit/hyperactivity, anxiety disorders, conduct disorders, and eating disorders. Pursuant to section 1912(c) of the Public Health Service Act "children with a serious emotional disturbance" are persons: 1) from birth up to age 18; and 2) who currently have, or at any time during the last year, had a diagnosable mental, behavioral, or emotional disorder of sufficient duration to meet diagnostic criteria specified within DSM-IV and/or DSM-V.

**Serious Mental Illness:** Pursuant to section 1912(c) of the Public Health Service Act, adults with serious mental illness (SMI) are persons: (1) age 18 and over; (2) who currently have, or at any time during the past year had a diagnosable mental, behavioral, or emotional disorder of sufficient duration to meet diagnostic criteria specified within DSM-IV and/or DSM-V or their ICD-9-CM equivalent (and subsequent revisions) with the exception of DSM-IV and/or DSM-V "V" codes, substance use disorders, and developmental disorders, which are excluded, unless they co-occur with another diagnosable serious mental illness; and (3) that has resulted in functional impairment, which substantially interferes with or limits one or more major life activities.

**Social Worker:** A mental health professional trained to provide services to individuals, families or groups.

**Substance Use:** Misuse of medications, alcohol, or illegal substances.

**Supported Employment:** Supportive services that include assisting individuals in finding work; assessing individuals' skills, attitudes, behaviors, and interests relevant to work; providing vocational rehabilitation and/or other training; and providing work opportunities. These services include transitional and supported employment services.



**Systems of Care:** A comprehensive spectrum of mental health and other support services which are organized into a coordinated network to meet the multiple and changing needs of children and adolescents with serious emotional disturbances and their families.

**Transition:** The process of moving from one setting or level of care to another.

**Vocational Rehabilitation Services:** Services that include job finding/development, assessment and enhancement of work-related skills, attitudes, and behaviors as well as provision of job experience to clients/patients. This also includes transitional employment.

**Voluntary Services:** Voluntary Services is a DCF operated program for children and adolescents with behavioral health disorders who are not otherwise committed to or involved with the Department. Voluntary Services allows access to services or treatment programs funded by DCF and supports family-focused, community-based treatment whenever possible.

**Wraparound Services:** A unique set of community services and natural supports for a child/adolescent with serious emotional disturbances based on a definable planning process, individualized for the child and family to achieve a positive set of outcomes.