

Substance Use Treatment Services **Frequently Asked Questions for Providers**

Effective July 1, 2013, PerformCare began authorizing youth who meet specific criteria to receive substance use treatment (SUT) services from a limited number of providers who are contracted with the Department of Children & Families (DCF), New Jersey Children's System of Care (CSOC). In January 2014, CSOC substance use treatment resources were expanded to include South Jersey Initiative (SJI) adolescent treatment services.

Effective July 1, 2015, co-occurring treatment services will be provided to all youth served in Long-Term (LT) and Short-Term (ST) Residential SUT programs. Furthermore, effective July 1, 2015, detox services will be available to youth from all 21 counties.

Knowing where to go for help for a substance use problem can be challenging. PerformCare New Jersey has made that very important step—reaching out for help—easier for families. The following frequently asked questions are designed to help you understand how PerformCare can connect families to the help they need.

Who is eligible to receive substance use services through PerformCare?

Currently, the services managed by PerformCare are limited to youth ages 13 up until their 18th birthday who meet clinical criteria for substance use treatment. Youth who are 18 years-old may also qualify for CSOC substance use treatment services **IF** they are actively in high school or actively pursuing their education **AND** would be best served in an adolescent program. The SUT Provider List [[Contracted Provider List](#)] will identify which providers serve 18 year-olds. Youth can be referred by the Division of Child Protection & Permanency (DCP&P), Juvenile Court, designated county substance use coordinators, Mobile Response & Stabilization Services (MRSS), Care Management Organizations (CMO), or one of the contracted substance use treatment provider agencies. Families and youth may also contact PerformCare directly to confirm their eligibility for services.

In addition to meeting the above-mentioned criteria, youth who are from the following eight southern counties also may qualify for substance use treatment via South Jersey Initiative (SJI) funding: Atlantic, Burlington, Camden, Cumberland, Gloucester, Cape May, Ocean, and Salem.

What happens if a youth does not qualify for substance use treatment services through PerformCare?

PerformCare will provide the youth/family with information about other options for access to substance use treatment within New Jersey.

What is PerformCare's role in managing substance use treatment services?

PerformCare is the Contracted System Administrator for the CSOC. PerformCare is available 24-hours, 7 days per week for youth and families experiencing behavioral/emotional challenges, developmental/intellectual disability needs, and/or substance use treatment needs. PerformCare is the front door to a full array of behavioral health, intellectual/developmental disability, and substance use treatment services for New Jersey's children: a single point of entry for all, whether their advocate is a parent or a social service professional.

Through one simple telephone call, licensed clinicians are available to provide youth and their families with information and referrals based upon immediate needs. Some referrals include authorization of services for treatment funded by CSOC. PerformCare is authorized to make referrals for substance use assessments and as well as some outpatient and residential treatment programs throughout New Jersey. PerformCare can provide assistance, information, and referral to any youth and family that calls.

Where are these services located?

The CSOC contracted SUT providers are located throughout New Jersey. PerformCare can provide information and referral to services by county and proximity to the youth's home. [[Contracted Provider List](#)]

What types of substance use treatment services are authorized?

PerformCare authorizes Outpatient (Level I), Intensive Outpatient (Level 2.1), Partial Care (Level 2.5), Long-Term RTC (Level 3.5), Short-Term Residential (Level 3.7), and Medically Monitored High Intensity Inpatient-Withdrawal Management (Level 3.7WM). Service consideration is based upon the American Society of Addiction Medicine (ASAM) criteria, also known as the ASAM patient placement criteria. ASAM is the most widely used and comprehensive set of guidelines for treatment, continued stay, and transfer/discharge of individuals with addiction and co-occurring conditions. PerformCare also authorizes Needs Bio Psychosocial Assessments, which may be completed by a dually-credentialed Intensive In-Community (IIC) evaluator or a contracted substance use treatment provider. Upon assessment, a youth may also qualify for an array of behavioral health and/or IDD (Intellectual/Developmental Disability) services authorized through PerformCare.

All youth admitted to a Long-Term (LT) or Short-Term (ST) SUT residential program will be assigned to a Care Management Organization (CMO) immediately upon admission. CMO will coordinate the Child/Family Team (CFT) meetings, implement Individual Service Plans (ISP) for each youth and his or her family, and will facilitate the Presumptive Eligibility (PE) process that is necessary to fund this placement. Therefore, CMO involvement is **required** throughout the youth's entire episode of LT or ST care.

What happens if a youth requires detoxification treatment?

PerformCare will conduct a screening to determine if there is a need for detoxification treatment. If the youth meets criteria for detoxification treatment, PerformCare will warm transfer the adolescent/referent to our contracted detoxification provider in order to quickly coordinate admission.

Does PerformCare use the DASIE to determine eligibility?

No, PerformCare does not use the DASIE (Division of Addiction Services Income Eligibility) to determine eligibility. Eligibility for substance use treatment services will be determined using the criteria mentioned above. Furthermore, PerformCare maintains an internal process for SJI funding management.

Why are all youth registered with PerformCare?

PerformCare maintains an electronic service record that relies on accurate, up to date demographic and other pertinent information about the youth for purposes of assessment, referral, and authorization. This information also allows PerformCare to contact the youth/family and mail correspondence regarding any authorization of services.

What clinical tools are used by PerformCare to assess substance use treatment needs?

PerformCare has expanded their Triage process to screen for possible substance use. In addition, credentialed licensed clinicians will manage the review of substance use clinical assessments and treatment plans.

Does my agency have to complete the CASI as the standard assessment tool for substance use?

No. The System of Care has an existing Needs Bio Psychosocial (BPS) Assessment tool that has been expanded to include additional modules and fields that are directly related to substance use. The new BPS fields crosswalk with the LOCI (Level of Care Indicator) which will be used by PerformCare to determine appropriate Intensity of Service. PerformCare will also accept outside substance use evaluations. Outside evaluation recommendations must be clear and address all six dimensions of the ASAM criteria.

Does PerformCare accept court-ordered youth?

Yes. PerformCare will arrange for a substance use assessment to determine what intensity of service will meet the needs of the individual youth. Youth involved with juvenile court can be referred directly by their county's identified court agent.

Does PerformCare provide treatment services directly?

No. PerformCare connects children, youth, and young adults to treatment.

What age range is covered?

Youth age 13 up until their 18th birthday may qualify for substance use treatment services through PerformCare. Youth who are 18 years-old may also qualify for CSOC substance use treatment services **IF** they are actively in high school or actively pursuing their education **AND** would be best served in an adolescent program. The SUT Provider List [[Contracted Provider List](#)] will identify which providers serve 18 year-olds.

What happens if I am treating a youth who turns age 18 during their stay at my program?

If a youth turns 18 (or 19 if admitted at age 18) while receiving services in a contracted SUT program, PerformCare will continue the authorization until the youth is ready for transition to another level of service. At the time of completing their current course of treatment, youth will be transitioned to DMHAS for substance use treatment services.

What is the South Jersey Initiative (SJI) and how does a youth qualify for SJI funding for SUT services?

The South Jersey Initiative is a funding stream that was secured due to a lack of substance use treatment resources in southern NJ. In order to qualify for SJI funding, the youth must meet the criteria for services listed above **and** must be from one of the following eight counties: Atlantic, Burlington, Camden, Cumberland, Gloucester, Cape May, Ocean, and Salem. SJI funding is the payer of last resort.

How can a youth/family apply for substance use treatment services?

Youth/families may apply by simply calling PerformCare at **877-652-7624**. If youth/family is involved with a DCP&P case worker, Juvenile Court agent, designated county substance use coordinator, Care Management Organization (CMO), or contracted substance use treatment agency, PerformCare recommends that the family/youth call with the referring agency. This allows PerformCare to verify the status with that individual and give the youth/family the information that is needed to obtain an assessment. DCP&P, CMO, and youth/families may also contact one of the contracted substance use treatment service providers directly to seek services. The substance use treatment provider would need to call PerformCare to verify eligibility and obtain authorization before proceeding with the service. Youth/families may also contact one of the CSOC contracted SUT providers directly, who will then coordinate with PerformCare.

How can a substance use treatment provider obtain an authorization for services?

If provider agency is approved to conduct Needs BPS assessments, PerformCare will refer the youth to the provider agency for an assessment. Once this evaluation is arranged with the youth/family, the

evaluating agency simply calls Member Services and faxes PerformCare a signed 42 CFR Part 2 consent form in order to obtain authorization and record access. For treatment services, agencies should call PerformCare to request authorization and must also fax a signed 42CFR Part 2 consent form in order to gain access to the youth's record. The treating agency must obtain authorization prior to formal admission taking place.

How may a CMO Care Manager or DCP&P case worker seek a substance use evaluation?

There are two types of substance use evaluations, a standard substance use evaluation and a Needs BPS evaluation with substance use specialization. A standard substance use evaluation provides recommendations for substance use treatment based on ASAM clinical criteria. These evaluations are completed by CADC/LCADC level clinicians. This evaluation will not produce mental health diagnoses/treatment recommendations. In order to access a standard substance use evaluation, the care manager would simply call a substance use treatment agency of choice directly and schedule an appointment for evaluation.

A Needs BPS evaluation with substance use specialization is completed by either a licensed mental health clinician or a clinician who is dually licensed in mental health and addiction. The Needs BPS provides detailed data that is used to identify substance use treatment needs, as well as mental health and/or IDD service needs. Needs BPS evaluations with substance use specialization are completed by both CSOC contracted substance use agencies (evaluation will occur at agency office) and IIC providers who meet credentialing requirements and are approved by CSOC (IIC evaluations occur in the family home). These evaluations do require PerformCare pre-authorization. Therefore, CMO care managers should request this service via the Individual Service Plan (ISP). Within the ISP, the Care Manager should specify the evaluator type preferred. CP&P may request a Needs BPS by calling PerformCare directly.

How may a CMO or DCP&P worker request substance use treatment services?

If substance use services are being requested, CMO care managers and DCP&P workers may simply contact PerformCare **OR** one of the CSOC contracted substance use providers directly for an assessment. If CMO or DCP&P already have a substance use evaluation completed within the last 30 days, this evaluation along with a completed *Referral Request Form for Substance Use and Consent for Release of Confidential Information about Alcohol or Drug Information and Other Protected Health Information (PHI)* should be faxed to PerformCare at **877-949-6590**. These forms are located at <http://www.performcarenj.org/provider/substance/forms.aspx>. Upon receipt, PerformCare will review all necessary documentation and make an appropriate Intensity of Service (IOS) determination based on ASAM clinical criteria. If the youth received a Needs BPS assessment, the care management does not need to fax this evaluation to PerformCare as it is housed within CYBER.

Please take note that if a CMO Care Manager or DCP&P worker is specifically seeking a Co-Occurring RTC through Bonnie Brae, Community Treatment Solutions, or Robin's Nest, an Out-of-Home Referral

Request/Telephonic Review is necessary as this program follows the behavioral health Youth Link process.

How may a county representative seek substance use treatment services through PerformCare?

If a youth/family contacts their county directly seeking substance use treatment services, the county representative can refer the youth/family to their available county resources. If all county substance use treatment resources have been exhausted or if the required service is not offered in your county, then the county representative would simply call PerformCare Member Services - **877-652-7624** - with the family via warm transfer. A warm transfer is necessary so that PerformCare may verify eligibility. From that point, PerformCare will work with the youth/family in securing necessary services.

How do I complete and submit treatment plans?

All contracted substance use treatment providers must submit treatment plans within CYBER. These treatment plans are called Service Extension Requests, and there are three distinct types: *Routine*, *Transitional*, and *Discharge*. Service Extension Request-*Routine* is completed cyclically throughout the course of a youth’s treatment in order to obtain a continuation of services. Service Extension Request-*Transition* is completed when the treatment team is seeking transition to a higher, lower, or lateral CSOC SUT treatment setting (this is not completed if the team is seeking a non-CSOC SUT service). Service Extension Request-*Discharge* is completed once a youth is officially discharged from the program. This document drives the discharge date in CYBER.

All three treatment plan types contain three components: 1) LOCI, 2) Strength and Needs Assessment, and 3) treatment plan template. All three components are mandatory. Additional information and training regarding functionality and timeframes for submission is available on the PerformCare training website.

When are SUT treatment plans due?

Due dates for SUT treatment plans are based on the youth’s level of service. The following chart will provide the due date for initial treatment plan as well as the due date for ongoing continued authorization thereafter:

<u>SERVICE TYPE</u>	<u>INITIAL AUTHORIZATION</u>	<u>CONTINUED AUTHORIZATION</u>
Detox Services	5 days (10 days for benzodiazepines)	2 days
Outpatient (OP)	90 days	60 days
Intensive Outpatient (IOP)	90 days	60 days
Partial Care (PC)	6 months	60 days
Long-Term Residential	90 days	90 days
Short-Term Residential	60 days	60 days

Continued stay authorization is contingent upon approval of the youth's treatment plan. Therefore, treatment plans should be submitted within fourteen (14) days prior to the youth's existing authorization expiration in order to provide for enough time for review by PerformCare.

How can a substance use treatment provider request enhancement service?

Substance use treatment providers who are approved to request enhancements through the co-occurring network may do so directly within their treatment plan, in the *Service Request* accordion. The provider must clearly indicate that the youth has a co-occurring mental health diagnosis, which was determined by an appropriately licensed behavioral health professional. If the youth is determined to be in need of these services, the treatment plan must include substance use and co-occurring treatment needs, goals, and interventions. **Please take note that effective July 1, 2015, co-occurring services will be exclusively provided to all youth who are admitted to the Long-Term (LT) and Short-Term (ST) RTC programs. Therefore, enhancement service requests for LT and ST are no longer applicable.**

A youth who is currently receiving services at my program is ready to step down to a less restrictive setting. How may I request these services?

If the treatment team is seeking a transition to another CSOC contracted SUT program, then the agency will simply submit a Service Extension Request-*Transition* to PerformCare for consideration. Upon review, PerformCare will authorize the recommended Intensity of Service (IOS) if the youth meets clinical criteria. If additional information is needed, PerformCare will send the plan back to the provider agency for this information. This process should also be followed if a youth requires a higher or lateral intensity of service. If the treatment team is seeking a CSOC contracted behavioral health out-of-home treatment program, the assigned Care Manager must submit an Out-of-Home Referral Request to PerformCare.

How long will substance use treatment services last?

The length of service depends upon the youth's need for treatment and qualifying clinical criteria. Upon receiving services, the youth will be assessed on a regular basis and a licensed clinician at PerformCare will review the documentation submitted by the provider in order to determine the youth/family continued need for treatment.

Are these services voluntary? (Does the youth have to consent?)

Yes, youth must consent to substance use treatment services, unless court-ordered.

If a youth receives CSOC substance use treatment services, will their information be kept confidential?

Absolutely. PerformCare complies with confidentiality and privacy regulations of the Health Insurance Portability and Accountability Act (HIPAA) as well as the requirements set forth in 42 CFR Part 2, which addresses the confidentiality of alcohol and drug use records.

Who will have access to substance use clinical information?

Substance use information protected under 42 CFR Part 2 will be shared only to the extent permitted by the 42 CFR Part 2 compliant consent form completed by the youth. Generally, the consent will permit sharing of information between PerformCare, the treatment provider, and any entity that is providing care management. Such access is limited to the information that the party needs in order to provide or arrange for the provision of services. The 42 CFR Part 2 consent form is available on our website under the *Provider* link.

How may a youth revoke or revise consent for the release of information?

The youth should speak with their treatment provider to revoke a previously signed consent or revise the details of the consent. A revocation will not apply to information that has already been disclosed based upon a previous consent. When consent is revoked, the provider is responsible to take necessary action to revoke access of the information. The youth may complete a new consent form at any time through their provider or obtain the form from PerformCare's website and send by mail or fax to PerformCare or the provider.

I am experiencing technical difficulties with CYBER. Who may I contact for assistance?

If provider agency is experiencing issues with CYBER, please contact the PerformCare Service Desk via phone at **877-736-9176** or e-mail at servicedesk@performcarenj.org.

I have a question/issue regarding my Annex A Addendum. How may I seek assistance?

For any issues/questions regarding the Annex A Addendum, provider agency should review the Annex A FAQ's which are located on PerformCare's website under the Provider tab, or directly contact the assigned CSOC Contract Administrator.

My agency is interested in learning more about CYBER. How may I seek additional information/training?

The PerformCare website contains a direct link to a wealth of Web-ex and PowerPoint training guides relating to all aspects of CYBER. This information is located at <https://apps.performcarenj.org/NJTraining/CourseList.aspx>. If the provider agency is seeking training that is not available on this website, please submit a request through the PerformCare Service Desk.