

NJ Children's System of Care

Administered by PerformCare®

TREATMENT HOME STABILIZATION SERVICES

PROVIDER COMMUNICATION/PROCESS

CHILDREN'S SYSTEM OF CARE

UPDATED 11/6/2023

The Children's System of Care (CSOC) developed a process to enable treatment home (TH) providers to request stabilization services for a youth who is at risk of losing her/his current out of home treatment/services due to pre-crisis situations. CSOC has developed a resource that supports treatment home agencies in addressing escalating behaviors so a youth may stabilize in a TH setting, thus avoiding a premature transition to a more restrictive environment.

The updated process now includes access to Intensive In-Home (IIH) clinical services for youth residing in an Intellectual/developmental disability(I/DD) Special Skills Home (SSH) Level 1.

Scope of Stabilization Services

Stabilization services are only applicable to CSOC authorized Treatment Home and Special Skills Home (SSH Level 1) provider agencies. These services must not supplant the agency's contractual obligations (i.e., services provided through contracted per diem rate). Available services will be similar to Mobile Response Stabilization Services (MRSS), and will include the following:

- **Intensive In-Community (IIC): 3 hours max per week**
- **Behavioral Assistance (BA): 5 hours max per week**
- **IIH Clinical for youth in I/DD programs: 3 hours max per week**

Services may be requested for a maximum duration of eight weeks, with a possible four-week extension if clinically justified. Distribution of units will be at the discretion of the treatment team. Information regarding IIC/BA and IIH service delivery is located on CSOC's Contracted System Administrator's (PerformCare) website at <http://www.performcarenj.org/provider/clinical-criteria.aspx>.

Collaboration with Care Management Organizations (CMO) prior to requesting stabilization services is mandatory to assure that all team members are aware of and in agreement with this service request for CSOC-authorized treatment homes.

Upon implementation, providers may utilize existing active authorizations for IIC/BA services. However, subsequent requests must follow this new process. Stabilization service requests via Joint Care Review (JCR) will no longer be accepted.

Access to IIC/BA and IIH Provider Network

TH and SSH Level 1 providers may utilize IIC/BA or IIH providers from their respective agencies or select a provider outside their agencies. Providers who do not have internal IIC/BA or IIH resources may choose from a list of approved IIC/BA or IIH providers available in CYBER. Providers may access this list by completing the following steps:

- 1) On Welcome Page, click the ***Provider Details*** tab.
- 2) Click the ***CSOC Providers*** tab.
- 3) Click on ***Program***; a dropdown list of service lines will appear; select *IIC/BA or IIH*:
- 4) A complete list of approved providers will appear; user may sort by clicking on column headers.

Stabilization Service Request Process

1. A Treatment Team Meeting is held with all involved parties who all agree that stabilization services are required due to an escalating behavior(s) that cannot be regulated with the current level of contracted services.
2. TH and SSH, Level 1 provider completes an updated Strengths and Needs Assessment within 2 business days and submits to PerformCare;
3. The Provider enters a *Treatment Home Stabilization Progress Note* in the youth's CYBER record which must contain the following information:
 - 1) Confirmation that collaboration occurred with care management (via in-person or phone contact) and that all parties are aware of the need for stabilization service request.
 - 2) Confirmation that Strengths and Needs Assessment (SNA) was completed and submitted to PerformCare.
 - 3) Specify the ID# of the SNA for reference; specify if provider is MA level or licensed clinician.
 - 4) Brief clinical description of behaviors that are jeopardizing the current treatment environment and justification for stabilization services.
 - 5) Description of how service will lead to a sustainable plan moving forward.
4. Provider completes a Customer Service Request Form (CSRF) using ***THSS*** as subject line and will formally request service. This e-mail must include the following information:
 - 1) Youth CYBER ID.
 - 2) Provider Name/Medicaid ID; specify if provider is MA level or licensed clinician.
 - 3) Provider Name/Medicaid ID of the IIC/BA or IIH clinical being requested.

5. This request is ticketed by the Service Desk and is assigned to a Clinical Care Coordinator for review and authorization; Clinical Care Coordinator will render a decision as soon as is feasible but within a maximum of one (1) business day of receipt.
6. If clinical justification is insufficient or there is missing information, the Clinical Care Coordinator will indicate what information is needed in the CSA progress note type. The TH or SSH Level 1 provider may then submit the additional information and send a new e-mail to the Service Desk initiating the request again.
7. Once the stabilization request is reviewed and approved, PerformCare will generate an authorization in CYBER and will document the authorization confirmation in the youth's progress note.
8. Upon receiving authorization, the TH or SSH Level 1 provider is responsible for calling the chosen IIC/BA provider to confirm referral and initiate services. The TH or SSH Level 1 provider shall also enter a progress note in the youth's record confirming that contact has been made.
9. Upon completion of the stabilization service, the TH or SSH Level 1 provider shall enter a special progress note type called *Treatment Home Stabilization Summary*, which should provide documentation of the service delivery outcome and its effectiveness in maintaining the youth's treatment setting.

Service Extension Request

Providers may request a four-week extension of services, which will require the provider to follow the initial request process (as described above). Stabilization services may be requested more than once throughout the duration of a youth's treatment at the TH or SSH Level 1.

Future Process

~~Upon determining the effectiveness of this pilot model, CSOC will develop and deploy a clinical document within CYBER which would enable TH and SSH Level 1 providers to electronically submit service requests directly to PerformCare. Additional information is forthcoming.~~

A complete training guide on this Treatment Home Stabilization Service Process is located on the PerformCare Website (www.performcarenj.org) under Providers/Training.