

POLICY AND PROCEDURE

<u>POLICY NAME: Dually Diagnosed Services, Continuous Support, and Improvement</u>	<u>POLICY ID: LA.PHCO.100</u>
<u>BUSINESS UNIT: Louisiana Healthcare Connections</u>	<u>FUNCTIONAL AREA: Population Health and Clinical Operations (PHCO)</u>
<u>EFFECTIVE DATE: 1/1/2023</u>	<u>PRODUCT(S): Medicaid</u>
<u>REVIEWED/REVISED DATE: 06/23</u>	
<u>REGULATOR MOST RECENT APPROVAL DATE(S): n/a</u>	

POLICY STATEMENT:

This document provides the policy and procedure for Louisiana Healthcare Connections' ("LHCC", or "Company") continuous efforts to support, develop and improve the networked workforce and provided services of the Company to its Medicaid "dually diagnosed" population.

PURPOSE:

The purpose of this policy and procedure is to ~~provide the specific steps and process the Company will routinely follow to ensure it continually reviews and proactively aims to improve its workforce and provide services for its Medicaid "dually diagnosed" population.~~ improve and increase services available for individuals with behavioral health and developmental disabilities, including autism spectrum disorders, which incorporates reducing health disparities and long-range fiscal planning to support the training and fiscal sustainability of the provision of such services. (Model Contract 2.9.25.26.1)

SCOPE:

This policy applies to Louisiana Healthcare Connections Population Health Clinical Operations, Medical Management, Provider Network/Contracting, Provider Engagement and Performance Finance, and Case Management departments.

DEFINITIONS:

- Dually Diagnosed: The Company's Medicaid beneficiaries with a co-occurring developmental disability and mental health diagnosis.

POLICY:

It is the policy of the Company to comply with all contractual obligations between itself and the Louisiana Department of Health (LDH), while maintaining its focus of supporting and improving the health of its community, one member at a time. Related to this document, it is the policy of the Company to comply with the requirements set forth in the Company's contract with LDH, specific to supporting the development of a workforce and provision of services to its dually diagnosed Medicaid population.

PROCEDURE:

The Company, through the efforts of its designated Developmental Disability Liaison, within its Population Health and Clinical Operations (PHCO) department, will proactively work on [CC1][RJ2] an ongoing basis to support the continued development of a qualified workforce/network and of provided services for its Medicaid dually diagnosed enrollee population. These efforts will include:

- 1) Maintaining Awareness of Current Dually Diagnosed Population Needs and Services:
 - a. Continued Professional Education:
 - i. The Company's Developmental Disability Liaison will ~~maintain~~ensure continual professional education, absorption of applicable information, participation and attendance in relevant dually diagnosis-related conferences, seminars, and workshops, to maintain ongoing awareness of current dually diagnosed population needs. [TAB3][RJ4] The Developmental Disability Liaison will utilize this education and information to be a continued company resource and subject matter expert on the topic for the Company.
 - b. Partnership with Office for Citizens with Developmental Disabilities (OCDD):
 - i. The Company's Developmental Disability Liaison will work closely with OCDD staff, the member, member's guardian/family, LHCC BH medical director, providers, and other state agencies to address the unique health and service coordination needs of the Dually Diagnosed population.
 - ii. The Company's Developmental Disability Liaison will facilitate care coordination meetings with OCDD staff, LHCC BH medical director, providers, Office of Behavioral Health (OBH),

and the LHCC care management team to address Dually Diagnosed members with complex needs.

- iii. LHCC will have a dedicated email box for OCDD, and other Dually Diagnosed providers to send communications/inquiries to which we will respond back within 24 hours.
- iv. When appropriate, the Company's Developmental Disability liaison will refer Dually Diagnosed members to case management to address their BH needs, coordination with OCDD for their Intellectual/Developmental Disability (I/DD) needs, and referrals to other social determinants of health resources in the community.
- ~~i. The Company's Developmental Disability Liaison will continually and pro-actively work to build and maintain a collaborative partnership with the Louisiana OCDD, to continue to remain aware of the current and complex needs facing our dually diagnosed Medicaid population in Louisiana, as well as the available services the OCDD provides.~~^[TAB5]

c. Continued Awareness:^[TAB6]

- i. The Company's Developmental Disability Liaison will maintain continued awareness of the following:
 - 1. Specific Company Medicaid services provided/covered for dually diagnosed enrollees;
 - 2. Applicable Company Medicaid network providers who provide services to Company Medicaid dually diagnosed enrollees; and
 - 3. Applicable Centene Corporate (the Company's parent company) Behavioral Health trainings and other relevant corporate information, awareness, etc., available regarding the topic of the dually diagnosed population that could assist the Company in providing the best information and services possible for its members.

2) Conducting an Annual **Provider** Assessment:^[TAB7]

- a. The Company will design, implement, and ensure completion of an annual internal assessment of its network providers who serve its Medicaid dually diagnosed enrollees, with a goal of objectively determining whether the needs of this specific population are being met.
 - i. Adequate Notice:
 - 1. The Developmental Disability Liaison will provide adequate notice to the Sr. Director, Provider Network Contracting each year, when it is time for the annual **provider** assessment.
 - ii. Collaborative Efforts:
 - 1. The Sr. Director, Provider Network Contracting will craft and develop, in collaboration with the Company's Developmental Disability Liaison, appropriate and meaningful questions for the **provider** assessment, that at a minimum, include:
 - a. The number of dually diagnosed members enrolled with LHCC by LDH region.
 - b. The number of providers by provider type and LDH region available to treat dually diagnosed members.
 - c. The number of single case agreements executed for dually diagnosed members by provider type/service.
 - d. The number of dually diagnosed enrollees receiving treatment out of state due to a lack of appropriate in-state services.
 - e. "Do you have a waiting list for dually diagnosed enrollees to be assessed and receive treatment?"
 - f. Questions to determine if these providers can meet access to care standards.
 - iii. Conducting the Assessment:
 - 1. Upon completion of developing the annual **provider** assessment, the Sr. Director, Provider Network Contracting will conduct and complete the assessment, ensuring all results are provided to the Developmental Disability Liaison.
 - iv. Enrollee Assessment:
 - ~~4.v.~~ At a minimum of annually, the Company will conduct a satisfaction survey of enrollees that are dually diagnosed and who receive services from a providers who serve this population.

3) Maintaining a Current Database:

- a. The Company's ^[TAB8]Developmental Disability Liaison **is responsible for the will development and maintainence**, in a confidential and operationally accessible manner, a current database of

trainers, consultants, and contractors that the Company works with, who specialize in working with dually diagnosed enrollees.

- b. The purpose of this database will be:
 - i. To serve as a resource for Case Management, stakeholders, and other providers to ensure continuity of care;
 - ii. To serve as a mechanism in which we assess our network to identify network gaps for the members in this specific population.
- c. This database will be accomplished and maintained in a variety of ways, including but not limited to:
 - i. Utilization of the annual assessment described above;
 - ii. Ongoing partnership/communication with various Company contacts, who can assist in providing updated information; and
 - iii. Documented training provided by Centene Behavioral Health to Company Medicaid providers that serve this population.
 - iii-iv. As the Company is notified of changes or additions, the database will be updated.

4) Ensuring Access and Awareness of Applicable Provider Training: [CC9][RJ10][CC11]

- a. Access:
 - i. The Company's Developmental Disability Liaison and the Director, Provider Network Performance will work together, through regular contact/meetings, to ensure continual, relevant, and appropriately approved training and training plans, that address the topic of dual diagnosis are available and routinely offered through the Company's on-demand provider and administrator learning resource, to Company Medicaid providers who are interested in attaining certification (or training that is otherwise required for unlicensed staff) to work with the dually diagnosed population.
- b. Curricula:
 - i. Through the Company's on-demand provider and administrator learning resource, the Company will offer a version of online provider training for unlicensed providers and a version for licensed providers:
 - 1. Introduction to Intellectual Developmental Disorder (IDD) and Behavioral Health for Unlicensed Providers
 - a. Purpose/Description: This course aims to explain the importance of incorporating emotional wellness, understanding trauma, understanding behavioral health conditions, how presentations and symptoms may be similar, how they may be different, and focus on modifying your engagement with the individual in skill building for individuals with Intellectual Developmental Disorder.
 - b. Registration link for training:
https://lhcc.docebosaas.com/learn/course/72/introduction-to-intellectual-developmental-disorder-idd-and-behavioral-health-for-unlicensed-providers?generated_by=13535&hash=abe7b8fa50fca04109ce1c55eb02ae70fdcf9826
 - 2. Intellectual Developmental Disorder (IDD) and Behavioral Health for Licensed Providers
 - a. Purpose/Description: This course aims to explain the importance of incorporating emotional wellness, understanding trauma, understanding behavioral health conditions, how presentations and symptoms may be similar, how they may be different, importance of diagnosing and assessing, and focus on modifying your engagement with the individual in skill building and therapy practice for individuals with Intellectual Developmental Disorder.
 - b. Objectives:
 - i. Identify at least two common challenges in diagnosing co-occurring BH conditions for individuals with IDD.
 - ii. Describe at least two common medical considerations and rule-out considerations for individuals with IDD as part of comprehensive BH assessment and prior to rendering BH diagnoses.
 - iii. Identify core modifications to major BH diagnostic categories when assessing individuals with IDD.

- iv. Describe core features of comprehensive bio-psycho-social-developmental approach to assessment.
- v. Identify at least two key general considerations in preparation for therapy for individuals with IDD.
- vi. Describe at least two essential modification considerations that apply across therapeutic approaches.
- vii. Identify at least two evidence-based practices and associated modifications for effectiveness with individuals with IDD.

i.c. Registration link for training:

https://lhcc.docebosaas.com/learn/course/73/intellectual-developmental-disorder-idd-and-behavioral-health-for-licensed-providers?generated_by=13535&hash=ad1a9c634bccaf6585e79816ef7c14f1e25b104

b.c. Awareness: [TAB12]

- i. The Company's Developmental Disability Liaison and the Director, Provider Network Performance will work together to ensure applicable Company network providers are aware that the dually diagnosis related training is available to them and how to access it. Providers will be able to access training from the Company's website. Notifications, through methods such as provider notices, provider round-up, direct emails, direct outreach, and social channels, will go out to providers to ensure all providers are aware of training opportunities.

5) Provider Incentives for unlicensed providers:

- a. The Company will ensure the implementation and appropriate communication of provider incentives for- unlicensed providers to attain the certification needed to work with the dually diagnosed [TAB13] population and licensed providers who choose to complete the training.
 - i. **Annual Review:**
 - 1. At least annually, the Company Developmental Disability Liaison will meet collaboratively with the Sr. Director, Finance and the Director, Provider Network Performance to review any/all current incentives available to providers who are interested in working with the Company's Medicaid dually diagnosed population. They will consider how the incentives previously approved have been working/not working and if any revisions or new incentives need to be implemented. They will then complete the work needed to approve and operationalize those incentive revisions and any new revisions. At any point in time, provider incentives must be in place for the Company's Medicaid providers to attain this specific certification.
 - a. Note: Any agreed upon incentives require final Compliance Department documented approval.
 - ii. **Ensured Awareness:**
 - 1. The Company's Developmental Disability Liaison and the Director, Provider Network Performance will ensure Company Medicaid providers are continually aware of the incentives in place for them to attain certification to work with the dually diagnosed population.

REFERENCES:

LDH-LHCC Medicaid Contract Section 2.9.25.26.1 - 2.9.25.26.5

ATTACHMENTS: N/A

ROLES & RESPONSIBILITIES:

- **LHCC Developmental Disability Liaison –**
 - 1) A licensed clinical professional that will Aact as LHCC subject matter expert ("SME") [TAB14] for its Medicaid members who are part of the dually diagnosed population in a variety of ways that include such things as:
 - A. Maintaining continual professional education,
 - A.B. Developing and maintaining a collaborative working relationship with the OCDD;

- B.C. Attending applicable conferences and seminars regarding working with this dually diagnosed population and educating applicable LHCC departments with relevant insight gained;
- C.D. Oversight of this policy and procedure and ensuring LHCC's continual efforts to support and improve services it provides to this dually diagnosed population.
- D.E. Collaborate with Sr. Director, Provider Network Contracting on annual internal assessment and with Finance when considering/implementing provider incentives.

- 2) Oversight and maintainer of required LHCC database of applicable trainers, consultants and contractors working with LHCC members who are part of this dually diagnosed population. Ensure the database is routinely updated with the most current information.

- LHCC Sr. Director, Provider Network Contracting – Support the overall effort this policy and procedure provides by driving and implementing the required annual assessment of LHCC providers serving LHCC enrollees with a dual behavioral health and developmental disability diagnosis to help decipher whether the needs of that population are being met. Work with Developmental Disability Liaison to ensure relevant, meaningful and LDH required questions are a part of the assessment and provide the results of the assessment to the LHCC Developmental Disability Liaison to use as meaningful data when determining best supportive and improvement options.
- LHCC Sr. Director, Finance – Support the overall effort of this policy by providing financial insight, support and required approval for proposed provider incentives developed in concert with this policy;
- LHCC Director, Provider Network Performance –
 - 1) Liaison between LHCC and Centene Corporate Behavioral Health Training and maintain knowledge of applicable and approved training through the OCDD, to ensure availability and set up of proper and adequately approved training for LHCC in network providers interested in certification and licensure required to work with this dually diagnosed population.
 - 2) Work jointly with LHCC Finance to decide upon, approve and implement acceptable and meaningful incentives for providers to attain the required certification needed to work with this dually diagnosed population.

REGULATORY REPORTING REQUIREMENTS:

HB 434, Act 319 Applies to material changes to this policy

REVISION LOG

<u>REVISION TYPE</u>	<u>REVISION SUMMARY</u>	<u>DATE APPROVED & PUBLISHED</u>
<u>New Policy Document</u>	<u>New Policy</u>	<u>06/13/23</u>

POLICY AND PROCEDURE APPROVAL

The electronic approval retained in RSA Archer, the Company's P&P management software, is considered equivalent to a signature.

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