

## SECTION 2

### POLICIES AND PROCEDURES

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## SECTION 2 POLICIES AND PROCEDURES

### PROGRAM OVERVIEW

#### ENHANCED SERVICES

Enhanced Services are designed to address medically compromising risk factors that interfere with patients' ability to attain or maintain an optimal state of health. These services support and complement primary medical care. While they are each designed to support linkage of patients to a medical home and reinforce medical care, they are also intended to encourage patients to consider and make responsible decisions about their own health care. Enhanced Services are not reimbursable for a beneficiary while residing in an inpatient hospital or other institutional setting such as a nursing care facility or a residential care facility.

#### BEST PRACTICE GUIDELINES FOR PERINATAL CARE

The High Risk Channeling Project (HRCP), a Freedom of Choice Waiver program that encouraged risk-appropriate care for Medicaid-sponsored pregnant women and infants, expired on August 11, 2001. Because the waiver expired, the South Carolina Department of Health and Human Services (SCDHHS) transitioned to recommended best practice guidelines for perinatal care.

SCDHHS remains committed to the concept(s) of risk-appropriate care and enhancing maternal and child health outcomes. Therefore, the following Medicaid Best Practice guidelines are recommended:

- Early and continuous risk screening for all pregnant women
- Early entry into prenatal care
- Care for all prenatal women by the provider level and specialty best suited to the risk of the patient (*Guidelines for Perinatal Care*, Fourth Edition, American Academy of Pediatrics and American College of Obstetricians and Gynecologists, 1997)
- Risk-appropriate care for all infants in a setting that is best suited to the level of risk presented at delivery (*Guidelines for Perinatal Care*, Fourth Edition, American Academy of Pediatrics and American College of Obstetricians and Gynecologists, 1997)

## SECTION 2 POLICIES AND PROCEDURES

### PROGRAM OVERVIEW

#### BEST PRACTICE GUIDELINES FOR PERINATAL CARE (CONT'D.)

- Risk assessment of the infant prior to discharge from the hospital
- A Postpartum/Infant Home Visit (PP/IHV) for every Medicaid-eligible mother and infant when medically indicated
- Communication and coordination regarding the perinatal plan of care between each provider (*i.e.*, the specialist physician should communicate pertinent information back to the community level physician)
- A medical home for the mother-infant unit before and after delivery to handle long-term health care needs
- Preventive/Rehabilitative Services for Primary Care Enhancement (P/RSPCE) referrals when medically indicated
- For additional recommendations and guidelines for risk-appropriate ambulatory prenatal care for pregnant women, refer to the book Guidelines for Perinatal Care, which is endorsed by the American Academy of Pediatrics (AAP) and the American College of Obstetrics and Gynecology (ACOG).

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### PROGRAM REQUIREMENTS

#### COVERED SERVICES

Reimbursement is available for services that conform to accepted methods of diagnosis and treatment. All services must be medically necessary and reflected in the documentation of services. Reimbursement is not available for services determined to be unproven, experimental or research-oriented, in excess of those deemed medically necessary to treat the client's condition, or not directly related to the client's diagnosis, symptoms, or medical history. Reimbursement is not available for time spent documenting services or traveling to or from services, or for cancelled visits and missed appointments. Reimbursement is not available for Enhanced Services provided in an inpatient hospital or other institutional care facility.

#### Procedural and Diagnostic Coding

Medicaid recognizes the medical terminology as defined in the *Current Procedural Terminology (CPT)*, published by the American Medical Association; and the diagnosis codes as defined in the current version of *International Classification of Diseases (ICD)*, provided U.S. National Center for Health Statistics.

In 1996, the Centers for Medicare & Medicaid Services (CMS) implemented the National Correct Coding Initiative (CCI) to control improper coding that leads to inappropriate increased payment for health care services. The S.C. Medicaid program utilizes Medicare reimbursement principles. Therefore, the agency will use CCI edits to evaluate billing of CPT codes and Healthcare Common Procedure Coding System (HCPCS) codes by Medicaid providers in postpayment review of providers' records. For assistance in billing, providers may access the CCI Edit Information online at the CMS Web site, <http://www.cms.hhs.gov>.

### DOCUMENTATION REQUIREMENTS

#### Client Record

The South Carolina Medicaid Program requires, as a condition of provider participation, maintenance of and access to clinical records that fully disclose the extent of

## SECTION 2 POLICIES AND PROCEDURES

### PROGRAM REQUIREMENTS

#### Client Record (Cont'd.)

services provided to the Medicaid-eligible beneficiary. The development of clinical documents and the maintenance of adequate records are regarded as essential for the delivery of appropriate services and quality medical care. These records are key documents for possible post-payment review. In the absence of appropriately completed clinical records, previous payments may be recovered by SCDHHS. It is essential that each provider conduct periodic internal record reviews. The purpose of the internal record reviews is to ensure that services are medically necessary and that service delivery, documentation, and billing comply with Medicaid policies and procedures.

There must be a record for each client/patient that includes sufficient documentation of services rendered to justify Medicaid participation. The record should be arranged in a logical manner so that the clinical description, course of treatment, and services can be easily and clearly reviewed and audited. All clinical records must be kept in a confidential and safeguarded manner as outlined in Section 1.

#### Medical Service Documentation

Documentation of services should comply with guidelines set forth under each service in this section. Adequate documentation reflects:

- What was done for the patient
- Why
- By whom
- For what length of time
- What future actions are planned, if applicable

A reviewer should be able to discern from this information that adequate and appropriate observations were used in assessing needs and planning care.

Notations should be concise, but descriptive and pertinent. Although minimum parameters must be addressed, documentation should reflect individualization of care.

All entries must be dated (month, day, and year) and legibly signed by the appropriate signatory authority. The provider must maintain a signature sheet that identifies all staff names, signatures, and initials.

## SECTION 2 POLICIES AND PROCEDURES

### PROGRAM REQUIREMENTS

#### *Abbreviations and Symbols*

Each provider must maintain a list of approved abbreviations and symbols used in patient/client record documentation.

#### *Legibility*

All entries must be in ink or typed, legible, and in chronological order. Entries must be dated and signed with the staff person's name and title.

#### *Error Correction*

The client/patient record is a legal document and should be corrected with caution. The beneficiary's clinical record is a legal document. Therefore, extreme caution should be used when altering any part of the record. The appropriate procedure for the correction of errors in legal documents must be followed when correcting an error in a clinical record. An error in the documentation should never be totally marked out and correction fluid should never be used. Each provider must have a documented error correction policy in place. At a minimum, single entry errors should be corrected as follows:

- Draw a single line through the error so that the words remain legible
- Enter the correction
- Add signature/initials and date next to the correction

If warranted, an explanation of the correction may be appropriate.

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**PROGRAM REQUIREMENTS**

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## SECTION 2 POLICIES AND PROCEDURES

### PROGRAM SERVICES

#### DIABETES MANAGEMENT SERVICES

The South Carolina Department of Health and Human Services (SCDHHS) sponsors Medicaid reimbursement for ambulatory (outpatient) Diabetes Management Services to Medicaid-eligible beneficiaries with Type 1, Type 2, or gestational diabetes.

#### Purpose

Diabetes Management Services provide medically necessary, comprehensive diabetes management and counseling services to diabetics of any age who the primary care provider determines will benefit from diabetes management services. The program is intended to improve and/or maintain the health of beneficiaries by providing counseling, education, and instructions to beneficiaries in the successful health self-management of diabetes.

The primary objective of Diabetes Management Services is to help the Medicaid-eligible beneficiary adapt to the chronic diagnosis of diabetes by learning self-management skills.

Reimbursement for ambulatory (outpatient) Diabetes Management Services is restricted to services provided to Medicaid-eligible beneficiaries by enrolled Medicaid providers within the South Carolina Medical Service Area (SCMSA). Services rendered outside of the SCMSA are considered non-covered services. The SCMSA refers to the state of South Carolina and areas in North Carolina and Georgia that are within 25 miles of the South Carolina state border.

Medicaid enrollment will be extended to any diabetes management program that meets the program requirements indicated in the application process. All enrolled Diabetes Management Services providers must adhere to all program standards and requirements outlined in this manual.

Providers of Diabetes Management Services must be practitioners of the healing arts licensed by the State acting within the scope of their practice under State law (*e.g.*, physicians, pharmacists, nurse practitioners,

## SECTION 2 POLICIES AND PROCEDURES

### PROGRAM SERVICES

#### Purpose (Cont'd.)

registered dietitians, registered nurses, licensed master social workers, licensed baccalaureate social workers, licensed practical nurses and physician assistants)

The program, based on the target population's needs, must offer instruction in the following content areas:

- Monitoring blood glucose and urine ketones (when appropriate), and using the results to improve control
- Promoting preconception care, management during pregnancy, and gestational diabetes management (if applicable)
- Describing the diabetes disease process and treatment options
- Incorporating appropriate nutritional management education
- Incorporating physical activities into the diabetic patient's lifestyle
- Utilizing medications (if applicable) for therapeutic effectiveness
- Preventing, detecting, and treating acute/chronic complications
- Preventing (through risk-reduction behavior) and detecting complications
- Goal setting to promote health and problem solving for daily living
- Integrating psychosocial adjustment into one's daily life

The program must use instruction methods and materials appropriate for the target population. The target population is any Medicaid-eligible beneficiary with diabetes who meets the criteria for participation in the Diabetes Management Services Program.

#### Provider Enrollment

Each Diabetes Management Services program must complete an online Medicaid enrollment application. (The Enrollment Type for a program is Organization). The program must meet staff requirements listed in the next section to enroll as a Diabetes Management Services provider. The program must meet all SCDHHS provider

## SECTION 2 POLICIES AND PROCEDURES

### PROGRAM SERVICES

#### Provider Enrollment (Cont'd.)

enrollment policies. If you have questions, please contact the Provider Service Center at 1-888-289-0709 or visit <https://www.scdhhs.gov/ProviderRequirements>.

#### Staff Qualifications

The program must meet the requirements established by the South Carolina Department of Health and Human Services for enrollment and billing, which includes one of the following criteria:

- Program is managed by a Certified Diabetes Educator (CDE), or
- Program is an American Diabetes Association (ADA) recognized program, or
- Program is an American Association of Diabetes Educators (AADE) recognized program, or
- Program is recognized by the Indian Health Services (IHS).

In addition, all enrolled Diabetes Management Services Programs must adhere to the National Standards for Diabetes Self-Management Education.

Copies of documentation to validate achievement of staff qualifications will be required as part of the enrollment package. Acceptable documentation would include certificates from one of the following institutions:

- National Certification Board of Diabetes Educators (NCBDE)
- American Diabetes Association (ADA)
- American Association of Diabetes Educators (AADE)
- Indian Health Service (HIS)

#### Beneficiary Qualifications

Diabetes Management Services are available, in an outpatient setting, to Medicaid-eligible beneficiaries who the primary care provider determines will benefit from a diabetes management service. Beneficiaries with Type 1, Type 2, and/or gestational diabetes may be eligible for Diabetes Management Services.

In order to be eligible for Medicaid Diabetes Management Services, a person must:

- Be a South Carolina Medicaid-eligible beneficiary
- Have a diabetes diagnosis
- Be referred by their primary care provider

## SECTION 2 POLICIES AND PROCEDURES

### PROGRAM SERVICES

#### Beneficiary Qualifications (Cont'd.)

Diabetes is diabetes mellitus, a condition of abnormal glucose metabolism diagnosed using the following criteria:

- A fasting blood sugar level greater than or equal to 126 mg/dl on two different occasions
- A 2-hour post-glucose challenge greater than or equal to 200 mg/dl on two different occasions
- A random glucose test over 200 mg/dl for a person with symptoms of uncontrolled diabetes

Documentation that the beneficiary is diabetic must be maintained in the beneficiary's medical record.

A beneficiary is not eligible for Medicaid-reimbursable Diabetes Management Services while residing in an inpatient hospital or other institutional setting such as a nursing care facility or a residential care facility.

#### Documentation

Diabetes educators are required to maintain a clinical record on each Medicaid-eligible beneficiary that includes documentation of all Medicaid-reimbursable services. This documentation must be sufficient to justify Medicaid payment. Clinical records must be current, meet documentation requirements, and provide a clear descriptive narrative of services and progress toward treatment goals (see **Clinical Service Notes**). Clinical records should be arranged logically so that information may be easily reviewed, copied, and audited.

Each clinical record must include the following:

- A Release of Information form signed by the beneficiary authorizing the release of any medical information necessary to process Medicaid claims. (This may be incorporated into a Consent for Treatment form.)
- Documentation of the primary care provider's referral for services
- Test results and evaluation reports
- A current and valid Individual Treatment Plan (ITP)
- Documentation that the beneficiary is diabetic

## SECTION 2 POLICIES AND PROCEDURES

### PROGRAM SERVICES

#### Documentation (Cont'd.)

- Any individual referenced in the clinical record should be identified by full name, title, and agency or provider affiliation at least once in each record.

#### Clinical Service Notes

A clinical service note is a written summary of each diabetes management service. Descriptions from the clinical service notes should clearly link information from goals and objectives to the interventions performed and progress made. These notes must:

- Provide a pertinent clinical description of the activities that took place during the session, including an indication of the patient's response to treatment as related to stated goals and objectives listed in the ITP
- Reflect delivery of a specific billable service as identified in the primary care provider's referral
- Document that the services rendered correspond to billing in regard to the date of service, type of service, and length of time of the services
- For group services, be specific to the individual patient's level of participation and response to intervention
- Be signed by the diabetes instructor with his or her name/initials, title, and date
- If an abbreviation or symbol is used in a given record, one of the following conditions must be met:
  - The full title must be written out with the abbreviation beside it the first time.
  - The provider must keep a key of accepted abbreviations, and this list must be made available for record reviews.

Entries must be made by the provider delivering the service. Notations shall be accurate and complete, and must be recorded at the time the event took place.

## SECTION 2 POLICIES AND PROCEDURES

### PROGRAM SERVICES

#### Service Description

Diabetes Management Services consist of an Initial Assessment and Individual Treatment Plan, group and/or individual education, and follow-up.

Diabetes Management Services providers must use the procedure codes identified in Section 4 to bill for services rendered under the program. All services must be medically necessary and reflected in the documentation of services.

#### *Disease Management Program Initial Assessment*

#### **S0315 — Disease Management Program – Initial Assessment and Initiation of the Program**

**Diabetes Management Services providers may only bill for the Initial Assessment once per provider per lifetime.** The Initial Assessment is performed to obtain and review all of the diagnostic information on a Medicaid-eligible beneficiary. The assessment will identify the level of diabetes awareness, strengths, weaknesses, needs, and resources of the beneficiary and his or her family.

The ITP is an integral part of the assessment and will be developed from the assessment through a coordinated effort by the diabetes management team. The ITP will include goals and objectives as well as the specific interventions and skills necessary for the beneficiary and family to achieve the goals. The ITP should be updated as needed.

Effective January 1, 2007, the Initial Assessment and the ITP must be **completed prior** to delivery of education or follow-up services for all new beneficiaries. Beneficiaries receiving Diabetes Management Services prior to January 1, 2007 are not required to have an assessment and an ITP completed to continue existing services. Any circumstances that delay the completion of the Initial Assessment and the ITP must be documented in the beneficiary's record. The Initial Assessment and the ITP must be maintained in the beneficiary's record

#### *Patient Education*

#### **S9445 — Patient Education, Not Otherwise Classified, Non-Physician Provider, Individual Session**

#### **S9455 — Diabetic Management Program, Group Session**

## SECTION 2 POLICIES AND PROCEDURES

### PROGRAM SERVICES

#### *Patient Education (Cont'd.)*

**Beneficiaries are allowed 10 hours of diabetes education per lifetime.** The 10 hours of instruction may be conducted as either individual **OR** group instruction. The appropriate code to signify the type of education provided must be used for billing.

Diabetes education must cover the content areas as defined by the ADA and outlined in the National Standards for Diabetes Self-Management Education (DSME). The goal of the instruction is to provide the diabetic with skills and knowledge needed to become self-sufficient in the daily management of diabetes. Diabetes education, whether provided on an individual or group basis, should include the diabetic's family whenever possible.

Providers of Diabetes Management Services must be practitioners of the healing arts licensed by the State acting within the scope of their practice under State law (e.g., physicians, pharmacists, nurse practitioners, registered dietitians, registered nurses, licensed master social workers, licensed baccalaureate social workers, licensed practical nurses).

Documentation of all education sessions will be maintained in the beneficiary's record.

#### *Disease Management Program Follow-up/ Reassessment*

#### **S0316 — Disease Management Program Follow-up/ Reassessment**

Diabetes Management Services providers may provide services to further evaluate the beneficiary's knowledge and to provide additional instruction as indicated. Areas of focus might include:

- Self-management of diabetes
- Continuation of behavioral and dietary changes
- Medication management
- Additional support and education

Documentation of follow-up visits and instruction, to include an explanation of why the additional instruction is necessary, will be maintained in the beneficiary's record.

Beneficiaries are allowed a maximum of six follow-up hours per State fiscal year (July 1 through June 30). **Follow-up/reassessment instruction must be provided on an individual basis.**

## SECTION 2 POLICIES AND PROCEDURES

### PROGRAM SERVICES

#### Diabetes Equipment and/or Supplies

A Medicaid beneficiary may be eligible for diabetic equipment and/or related supplies based on medical necessity. If it is determined by the treating/ordering primary care provider that diabetic equipment and/or supplies are medically necessary for the diabetic, a Medicaid Certificate of Medical Necessity (MCMN) form (see the Forms section of this manual) must be completed.

A MCMN for medically justified diabetic supplies and/or equipment may be valid for up to twelve months. The treating/ordering primary care provider determines the duration of need on the MCMN. For additional information regarding the MCMN, please refer to Section 2 of the Durable Medical Equipment Manual. The beneficiary may take his or her prescription to an enrolled Medicaid Durable Medical Equipment (DME) provider of the beneficiary's choice.

#### SICKLE CELL DISEASE MANAGEMENT (SCDM)

Sickle Cell Disease Management is available to Medicaid eligible individuals determined to have a confirmed diagnosis of Sickle Cell Disease as defined by the Sickle Cell Disease Association of America and the Centers for Disease Control and Prevention (CDC). Covered services must either be: (1) required or recommended for the implementation of a comprehensive medical plan of care by a physician and/or a Licensed Practitioners of the Healing Arts (LPHA), or; (2) medically necessary services identified in the SCDM treatment plan, approved by a physician/LPHA, and (3) services which are not otherwise covered or duplicated under the State plan.

#### Definition

SCDM is a set of interventions designed to improve the health of beneficiaries with Sickle Cell Disease and avoid or reduce sickle cell disease related complications and crises. Program services:

- Identify needed interventions
- Enhance patient management of the disease and promote adherence to individualized treatment
- Provide evidence-based medical information and monitoring
- Include routine reporting and feedback with the beneficiary and primary care providers to promote continuity of care

## SECTION 2 POLICIES AND PROCEDURES

### PROGRAM SERVICES

#### Definition (Cont'd.)

- Measure outcomes and provide information to update care, as needed.

SCDM includes the following assistance:

- Face-to-Face comprehensive assessments and periodic reassessments of individual needs, to determine the need for any medical, educational, psychosocial or other services. These assessment activities include:
  - Taking client history
  - Medical assessment to identify the beneficiary's needs
  - Gathering information from medical providers and other caregivers.

Assessments shall be conducted at least every 180 days, but may occur more frequently when significant changes occur or new needs are identified.

Development (and periodic revision) of a specific individual treatment plan that is shared with the primary care provider and based on the information collected through the assessment that:

- Specifies the goals and actions to improve or maintain the health of the beneficiary
- Identifies activities that are necessary to respond to the assessed needs of the eligible beneficiary
- Includes patient education and instruction in health self-management needs
- Lists the minimal individual medical monitoring schedule to support primary care giver treatments and instructions.

SCDM services are activities necessary to ensure the care plan is implemented and adequately address the beneficiary's needs. Medicaid will make payment for two hours per day, 24 hours per state fiscal year for face-to-face Sickle Cell disease Patient Education visits. This limitation may be exceeded based on medically necessity. Services that exceed the limit require prior authorization by the Quality Improvement Organization contracted by the state. Services may be provided individually or in group settings, services must meet the following conditions for beneficiaries in the program.

## SECTION 2 POLICIES AND PROCEDURES

### PROGRAM SERVICES

#### Definition (Cont'd.)

Face-to Face visits:

- Provide services in accordance with the beneficiary's care plan, including counseling, disease education, and self-management skills
- Monitor the beneficiary's compliancy with primary care provider treatments and/or
- Include observation and data collection of the beneficiary's health status to determine if adjustments may be needed to the care plan or if health care referrals are indicated
- Face-to-face visits are made with the eligible beneficiary to ensure appropriateness of continued services; and at least one visit every 180 days in the beneficiary's natural environment to ensure appropriateness of services
- A face-to-face home visit will be conducted after a nurse receives a medical consultation telephone line call from a beneficiary in the program.

#### Patient Education

Patient Education means face-face educational services provided to patients with Sickle Cell Disease. Services may be provider individually or in group settings. Focus of training must be age appropriate sickle cell disease management and include training on preventing infections, preventing crises, etc. The frequency and type of service should be tailored to the beneficiary's needs

Access to licensed medical staff trained and/or credentialed in Sickle Cell Disease management for SCDM medical consultation by telephone will be available to established patients 24 hours a day, seven days a week.

Periodic case plan progress reports must be sent to primary care provider. SCDM providers should consult with the primary care provider as often as needed to ensure relevant services are provided.

#### SCDM Staff Qualifications

Providers of Sickle Cell Disease Management services of assessments, service plan development and face-to-face visits must be registered nurses, licensed social workers, and/or licensed practical nurses. The RN must have at least one year experience working with individuals in a

## SECTION 2 POLICIES AND PROCEDURES

### PROGRAM SERVICES

#### SCDM Staff Qualifications (Cont'd.)

health/human service environment and must attend an evidence-based training related to sickle cell disease annually.

Services delegated to Licensed Practical Nurses (LPN) must be within the scope of practice of the LPN and must be under the direction of the supervising Registered Nurse. The Registered Nurse will be responsible for all services rendered by the LPN. Licensed Social Workers acting within the scope of their practice under State Law may provide SCDM services.

The Registered Nurse and Licensed Social Worker providing SCDM must meet all provider enrollment requirements and provide services in accordance with the South Carolina State Plan's Criteria for the Disease Management Organization (DMO). The DMO will be responsible for ensuring that all SCDM providers receive appropriate and up-to-date evidence-based training related to sickle cell disease.

#### Beneficiary Requirements

Services are available to non-institutionalized beneficiaries who have a confirmed laboratory diagnosis of sickle cell disease which include the sickle hemoglobinopathies (Hb SS, Hb SC, Hb S Beta-Thalassemia, Hb SD, Hb SE, and Hb SO) and are not simultaneously receiving Targeted Case Management or any other coordination/management service for Sickle Cell Disease.

#### PREVENTIVE AND REHABILITATIVE SERVICES FOR PRIMARY CARE ENHANCEMENT

Preventive and Rehabilitative Services for Primary Care Enhancement (P/RSPCE) are interventions that address medical risk factors that interfere with a patient's ability to maintain an optimal state of health. P/RSPCE support primary medical care. The services are directed toward the maintenance, improvement, or protection of health or toward the diagnosis and treatment of illness or disability.

Since preventive and rehabilitative services are provided to support primary medical care, all patients who receive P/RSPCE must exhibit risk factors (health related or medical) that directly impact their medical status. These risk factors must be clearly documented in the patient's record, and linkage to the patient's medical status must be obvious. It must be reasonable to assume that preventive and rehabilitative services will positively impact the identified risk factors.

## SECTION 2 POLICIES AND PROCEDURES

### PROGRAM SERVICES

#### PREVENTIVE AND REHABILITATIVE SERVICES FOR PRIMARY CARE ENHANCEMENT (CONT'D.)

Risk factors that affect the medical status or medical care of the individual must be identified to qualify for the service. Once a risk factor is identified, the patient, physician, and P/RSPCE staff will develop a plan of care.

Individual and/or group visits consist of services such as missed medical or dental appointment follow-up, identifying resources to transition patients into an appropriate system of care, and providing other interventions to reduce risk factors.

#### Purpose

P/RSPCE support and complement primary medical care. The service goals are to:

- Prevent disease, disability, and other health conditions or their progression
- Prolong life
- Promote physical and mental health and efficiency
- Reduce physical or mental disability
- Restore an individual to the best possible functional level
- Promote positive health outcomes

#### Communication with the Primary Care Physician (PCP)

Involvement of the patient and the primary care physician (PCP) in developing the plan of care is essential to the accomplishment of these goals. In order for the provider to bill Medicaid for service provision, a licensed physician or other appropriate practitioner (*i.e.*, certified nurse practitioner or physician assistant) must approve the plan of care. Communication may be either verbal or written; however, there must be supporting documentation of communication with the PCP. Supporting documentation must include the name of the PCP contacted, the date, and the time.

P/RSPCE providers should maintain and document communication with the PCP throughout all phases of the patient's care in the clinical record.

#### Medical Necessity Criteria

“Medically necessary” means that a service is directed toward the maintenance, improvement, or protection of health or toward the diagnosis and treatment of illness or disability. Provision of P/RSPCE must be based on an initial assessment and plan of care as defined later in this

## SECTION 2 POLICIES AND PROCEDURES

### PROGRAM SERVICES

#### Medical Necessity Criteria (Cont'd.)

section. Covered P/RSPCE must either be (1) required for the development and implementation of a comprehensive plan of care by a physician and other appropriate practitioners, or (2) preventive services identified in the comprehensive P/RSPCE plan that are not otherwise covered under the state plan.

P/RSPCE may also be provided to individuals who are “self-referred walk-ins” or who have been referred by various entities (*e.g.*, schools, Early and Periodic Screening, Diagnosis, and Treatment [EPSDT] providers, Department of Social Services, etc.). In these situations, medically necessary P/RSPCE services must be rendered in the same manner as all other referrals.

Monitoring of patients should be kept to a minimum — only patients with acute health issues should be monitored. Patients who have demonstrated overall compliance with health care instruction should require a minimum of contact or be discharged from services. All patients should be encouraged and urged toward self-management.

Making and coordinating referrals to community resources such as the clothing bank, housing authority, legal aid, and/or utility companies are not considered medical in nature. Monitoring of a pregnant woman who has no history of noncompliance and no individual risk factors would not be medically necessary, and therefore would not be appropriate for this service. Counseling and education regarding family planning are also not appropriate for this service. Developmental, environmental, and psychological risks are billable only when these risks directly relate to the medical need as identified by the attending physician.

#### Documentation

Documentation requirements include the following:

- P/RSPCE must be documented on electronic or paper forms that conform to documentation requirements specified in this manual.
- If the patient is a member of a PCCM, or one of the Medicaid-sponsored MCOs, all P/RSPCE must be provided within managed care guidelines.
- The source of and reason for patient referral (including when the patient is “self-referred”) and

## SECTION 2 POLICIES AND PROCEDURES

### PROGRAM SERVICES

#### Documentation (Cont'd.)

risk factors must be included in the patient record.

- All P/RSPCE assessments must be completed and appropriate follow-up begun within 20 working days of the referral.
- Documentation must reflect that the service provided is based on the assessment/plan of care.

P/RSPCE documentation must include, at a minimum:

- Date, place of service, and the number of units
- Intervention/service provided
- Patient response and participation level
- Indication of whether service included additional contact (*i.e.*, face-to-face or by phone with the beneficiary), when applicable, or if the service included indirect contact (*e.g.*, telephone call to the PCP)
- Review and/or revision of plan of care as indicated by original or ongoing assessment
- Future intervention plans (detailed in the assessment and revised as indicated in the plan of care)
- Expected client outcomes (goals and/or objectives), activities to be accomplished (if applicable), interventions, referrals for additional services, frequency of contacts, and collaboration with other providers (if applicable)
- Discharge documentation including:
  - Reason for closure
  - Signature
  - Date of closure
  - Referrals for other needed services (if applicable)
  - Documentation of verbal or written communication with the medical home

#### Billing

Only providers who have a contract to provide P/RSPCE may bill for this service. Documentation time (*e.g.*, time spent writing letters to physicians about the patient, faxing or photocopying information about the patient, setting up

## SECTION 2 POLICIES AND PROCEDURES

### PROGRAM SERVICES

#### Billing (Cont'd.)

the medical record, and making clinical entries about the visit) is considered an integral part of service delivery and should not be billed separately. Only direct, one-on-one contact with the parent and/or caregiver (*e.g.*, for infants or mentally impaired individuals) will be billable. Monitoring of patients should be kept to a minimum; only patients with acute health issues should be monitored.

All P/RSPCE must be billed under the Medicaid number of the patient who is the primary focus of the assessment/intervention. All P/RSPCE services must have a direct and significant impact on the patient under whose Medicaid number they are billed. Documentation must occur in the medical record of the person to whom services were provided (*e.g.*, mother-baby unit. If the provider is working on problems related to the mother, then documentation must appear in the mother's record. If the provider is working on problems related to the baby, then documentation must appear in the baby's record).

P/RSPCE assessment/service planning and other P/RSPCE interventions may, with support documentation, be billed for/on the same date of service. A Postpartum/Infant Home Visit (PP/IHV) and a P/RSPCE home visit may not be provided by the same provider (*e.g.*, health department or home health agency) on the same day.

Section 3 should be consulted for further information regarding billing.

#### *Standing Orders*

If a patient does not have a PCP, clinic "Standing Orders" may be used for a period not to exceed six months with the understanding that the P/RSPCE provider must actively seek a PCP for all patients. Upon securing a medical home, the patient, the patient's PCP, and the P/RSPCE provider must jointly develop (either verbally or in writing) the plan of care. At the end of the six months, if a PCP has not been located, P/RSPCE must be discontinued and further P/RSPCE services cannot be billed to Medicaid.

See the Forms section for an example of a Standing Order.

## SECTION 2 POLICIES AND PROCEDURES

### PROGRAM SERVICES

#### *Billing Codes*

| <b>Procedure Code</b> | <b>Description</b>   | <b>Frequency</b>                                    | <b>Modifiers</b>   |
|-----------------------|--|---|--|
| S0315                 | Disease Management Program; Initial Assessment and Initiation of the Program                 | Eight units per contract year (15 minutes per unit) | TD = Registered Nurse<br>TE = LPN<br>HN = Bachelor's degree level<br>HO = Master's degree level                          |
| S9445                 | Patient Education, Not Otherwise Classified, Non-Physician Provider; Individual, Per Session | As indicated  | TS = Follow-up service   |
| S9446                 | Patient Education, Not Otherwise Classified, Non-Physician Provider; Group, Per Session      | As indicated  | TS = Follow-up service   |
| S0316                 | Follow-up/Reassessment   | As indicated  | TD = Registered Nurse<br>TE = LPN<br>HN = Bachelor's degree level<br>HO = Master's degree level<br>HM = Paraprofessional |
| 96153                 | Health and Behavior Intervention, Each 15 Minutes; Face-to-Face; Group                       | As indicated  | TD = Registered Nurse<br>TE = LPN<br>HN = Bachelor's degree level<br>HO = Master's degree level<br>HM = Paraprofessional |

## SECTION 2 POLICIES AND PROCEDURES

### PROGRAM SERVICES

#### *Billing Codes (Cont'd.)*

**Note:** A provider is authorized to bill for a maximum of eight units per contract year for the assessment and plan of care development and then a maximum of 64 units per contract year for service delivery (*i.e.* Patient Education, Follow-up/Reassessment, and Health and Behavior Intervention). In the event of extreme and unusual circumstances, additional units may be requested by a PCP and can be authorized by the SCDHHS Review Committee. Examples of extreme and unusual circumstances requiring more than 64 units per calendar year are a change of diagnosis or a special needs child with unusual requirements.

#### Assessment

The assessment will determine immediate and long-term patient needs and whether preventive or rehabilitative interventions are necessary. Assessments may be targeted or comprehensive in scope and may include:

- Interviews with the patient and identified family members
- Other evaluation activities prescribed by relevant professional practice standards

#### **Targeted Assessment**

Patients who have previously been assessed and who are identified with specific risk factors (*e.g.*, those referred from a physician's office) may benefit from a targeted assessment and resulting plan of care.

#### **Comprehensive Assessment**

Patients who have not previously been assessed (*e.g.*, those patients who are self-referred) and who have unknown risk factors may benefit from a comprehensive assessment and resulting plan of care.

If the assessment indicates the need for treatment/services, a decision must be made concerning whether the services will be preventive (PSPCE) or rehabilitative (RSPCE) in nature or if the patient should be referred for other treatment. The documentation should support the type of service provided (it is permissible to use a check box to check  preventive or  rehabilitative). Also, a plan of care must be developed.

## SECTION 2 POLICIES AND PROCEDURES

### PROGRAM SERVICES

#### *Documentation*

Assessments must include, at minimum:

- Date, place of service, and the number of units
- Subjective information (*e.g.*, barriers, needs identified by the patient)
- Objective information (*e.g.*, observed behavior, testing results, medical exam results)
- Indication of whether service included additional contact (*i.e.*, face-to-face or by phone with the beneficiary), when applicable, or if the service included indirect contact (*e.g.*, telephone call to the PCP)
- Patient response and participation level, when applicable
- Medical risk factors
- Signature, title of service provider, and date service was delivered
- Referral source and reason for the referral
- Notation of communication with primary medical care provider
- If appropriate, documentation that P/RSPCE is not indicated (and there will be no follow-up activities)

#### Plan of Care

A plan of care is based on the findings of an assessment that indicates a need for additional interventions. The plan of care sets forth the goals/objectives along with specific interventions that address needs identified in the assessment.

Once the decision is made to provide services, the patient must sign a release of information to accommodate information sharing and coordination of care with the PCP (medical home) and other providers involved in providing care to the patient. The PCP must approve the plan of care either verbally or in writing within 30 calendar days. ***All records must contain documentation for approval of the plan of care from the PCP for service provision to be Medicaid billable.***

All patients who receive P/RSPCE must have a plan of care that is developed in conjunction with the patient (*e.g.*, documentation should indicate patient understanding of the

## SECTION 2 POLICIES AND PROCEDURES

### PROGRAM SERVICES

#### Plan of Care (Cont'd.)

plan of care). The P/RSPCE provider must also communicate (either verbally or in writing) with the medical home regarding the initial plan. The plan must be goal-oriented and address risk factors (health related or medical) identified in the assessment. The plan must include goals/objectives as well as interventions that are designed to address needs in the assessment.

#### *Plan of Care Components*

The plan of care for a patient receiving services must include the following components:

- A goal-oriented plan of care must be developed in conjunction with the physician (verbally or in writing) and patient. The plan must address the risk factors identified in the assessment and specify which service(s) are necessary to:
  - Reduce/ameliorate the risk factor(s) (for preventive services)
  - Restore the patient to an optimal state of health (for rehabilitative services)
- The plan of care should denote whether services to be delivered are preventive or rehabilitative (it is permissible to use a check box to check  preventive or  rehabilitative).
- If multiple risk factors that directly impact the P/RSPCE plan of care are identified, ongoing communication between all providers of care must be initiated. The P/RSPCE provider's participation in these groups should be only to provide and receive input regarding the P/RSPCE plan of care. This would include participating in inter/intra-agency staffing groups (e.g., Interagency System of Care for Emotionally Disturbed Children [ISCEDC]) for the benefit of the client.

**Note:** Each patient must have only one plan of care per P/RSPCE provider. If the patient is being followed by more than one professional (e.g., social worker and dietitian), both courses of treatment must be in the same plan of care. The plan of care must document patient risk factors as well as any and all services that the patient receives. If the assessment determines the patient does not have any risk factors, neither PSPCE nor RSPCE can be provided as a part of a routine protocol.

## SECTION 2 POLICIES AND PROCEDURES

### PROGRAM SERVICES

#### *Plan of Care Components (Cont'd.)*

There may be instances where more than one entity provides P/RSPCE services (*e.g.*, the hospital and the local health department). In these cases, collaboration between entities will be critical to avoid duplication of effort and to ensure that the patient's needs are met.

#### *Documentation*

At a minimum, the plan of care must include all of these:

- The identified problem(s)
- Planned interventions
- Expected client outcomes (goals and objectives)
- Referrals for additional services (if applicable)
- Frequency of contacts
- Collaboration with other providers (if applicable)

#### **Goals/Objectives**

Goals/objectives are outcomes that the client desires to achieve. They should be broad based, client focused, and measurable. There are both long-range and short-term goals/objectives.

#### **Interventions**

Interventions are those actions undertaken in order to achieve a goal/objective. The frequency or duration of the action(s) (*e.g.*, “will monitor for three months”) should be noted along with the expected outcomes (*e.g.*, “the provider will...”, “the client will...”, “the PCP will...”).

#### **Appropriate Staff**

A physician, registered nurse, licensed master's or bachelor's level social worker, registered dietitian, or other Licensed Practitioner of the Healing Arts (LPHA) must perform the assessment and development of the plan of care. Providers must maintain a list of current credentials for those who render P/RSPCE services.

## SECTION 2 POLICIES AND PROCEDURES

### PROGRAM SERVICES

#### PREVENTIVE SERVICES FOR PRIMARY CARE ENHANCEMENT

##### Description

PSPCE are interventions that are furnished to prevent disease, disability, and other health conditions or their progression; prolong life; and promote physical and mental health and efficiency. Preventive services promote full and appropriate use of primary medical care and promote positive health outcomes.

PSPCE interventions, based on the assessment, consist of:

- Assessment/evaluation of health status, individual's needs, and knowledge level
- Identification of relevant risk factors or needs which justify the medical necessity for PSPCE
- Development of a goal-oriented plan of care (in conjunction with the physician and individual) that addresses risk factors and needs identified in the assessment and specifies the service(s) necessary to reduce/ameliorate the risk factor(s)
- Anticipatory guidance/counseling to limit the development/progression of a disease/condition and to achieve the goals in the medical plan of care

In order to be covered as PSPCE, services or activities must: (1) be included in the PSPCE medical plan of care; (2) be directly related to the care of the patient; and (3) be medically oriented. PSPCE services include the provision of risk-specific, goal-oriented interventions in group or individual settings that address the identified medical problem or need documented in the plan of care. Group sessions that allow direct one-on-one interaction between the counselor and the individual may also be used to provide some components of this service.

Services may be provided in the patient's home, in the clinic, or in other appropriate settings. Documentation for each service must be related to the needs identified in the assessment. PSPCE are designed to be supportive of primary medical care and the service must have direct linkage to the plan of care.

## SECTION 2 POLICIES AND PROCEDURES

### PROGRAM SERVICES

#### Description (Cont'd.)

Interventions also include activities to:

- Determine patient responses to structured interventions
- Assess overall patient progress or lack of progress toward achieving the outcomes indicated in the plan of care
- Determine the need for revision of the patient's initial plan of care
- Reassess the interventions provided to: (1) determine overall effectiveness; (2) make and coordinate referrals to community resources, other public programs, or schools; and (3) evaluate resources to transition patients into an appropriate system of care and other health-related resources
- Complete appropriate discharge activities
- Complete referral activities (if applicable)
- Communicate (may be verbal or in writing) patient progress to primary care provider

Preventive services promote full and appropriate use of primary medical care and promote positive health outcomes.

#### Medical Necessity Criteria

Indications that preventive services are medically necessary include, but are not limited to:

- High risk for developing a disease or experiencing a negative health outcome
- Mental/physical impairments that result in risk of poor adherence to a plan of care or the need for reinforcement to enhance the likelihood of full and appropriate use of primary care
- Need for effective management of a recently diagnosed disease/illness/condition, when such management could prevent further progression of the disease/illness/condition

## SECTION 2 POLICIES AND PROCEDURES

### PROGRAM SERVICES

#### Appropriate Staff

Providers of PSPCE are physicians or other practitioners of the healing arts licensed by the state and acting within the scope of their practice under state law (*e.g.*, nurse practitioners, registered dietitians, registered nurses, licensed master's or bachelor's level social workers, licensed practical nurses). Providers must maintain a list of current credentials for those who render PSPCE services.

#### REHABILITATIVE SERVICES FOR PRIMARY CARE ENHANCEMENT

#### Description

Rehabilitative Services for Primary Care Enhancement (RSPCE) are provided to reduce physical or mental disability and restore an individual to his or her best possible functional level.

RSPCE interventions, based on the initial assessment, include:

- Monitoring of health status, patient needs, skill level, and knowledge base/readiness
- Counseling regarding identified risk factor(s) to achieve the goals in the medical plan of care

In order to be covered as RSPCE, rehabilitative services must be: (1) included in the RSPCE medical plan of care; (2) recommended by a physician or other LPHA; (3) directly related to the care of the patient; and (4) medically oriented. RSPCE include the provision of risk-specific, goal-oriented, structured interventions in group or individual settings that address the identified medical problem or need documented in the plan of care. Group sessions that allow direct one-to-one interaction between the counselor and the individual beneficiary may also be used to provide some components of this service.

RSPCE may include counseling services to build client and caregiver self-sufficiency through structured, goal-oriented individual interventions. Services may be provided in the patient's home, in the clinic, or in other appropriate settings. Documentation must reflect that each service is of obvious benefit to the individual patient. RSPCE are designed to be supportive of primary medical care and the service must have direct linkage to the plan of care.

## SECTION 2 POLICIES AND PROCEDURES

### PROGRAM SERVICES

#### Description (Cont'd.)

Interventions also include, but are not limited to, activities that:

- Determine patient responses to structured interventions
- Assess patient progress or lack of progress toward achieving the outcomes indicated in the plan of care
- Determine the need for revision of the patient's initial plan of care
- Reassess the interventions provided to: (1) determine overall effectiveness; (2) make and coordinate referrals to community resources, other public programs or schools; and (3) evaluate resources to transition patients into an appropriate system of care and other health-related resources
- Complete appropriate discharge activities
- Complete referral activities (if applicable)
- Communicate (may be verbal or in writing) patient progress to the primary care provider

#### Medical Necessity Criteria

Indications that rehabilitative services are medically necessary include, but are not limited to:

- Failure to attain an optimal level of health within the primary care delivery continuum
- Entry into the primary health care continuum with an advanced degree of disease/condition as evidenced by a clinical evaluation and documentation in the medical plan of care
- A demonstrated pattern of noncompliance with the medical plan of care
- Need for effective management of recently diagnosed disease/illness/condition when such management could prevent further progress of the disease/illness/condition and promote a positive outcome

## SECTION 2 POLICIES AND PROCEDURES

### PROGRAM SERVICES

#### Appropriate Staff

Providers of RSPCE are physicians, other LPHAs acting within the scope of their practice under state law, master's or bachelor's level staff, and unlicensed health paraprofessionals (persons possessing, at a minimum, a high school diploma or GED with documented special training and/or certification) operating under the supervision of a licensed professional and furnishing services which are within the scope of practice of the licensed professional. Providers must maintain a list of current credentials for staff who render RSPCE services.

For paraprofessional staff, SCDHHS adheres to the supervision policy defined for physicians in the *Physicians, Laboratories, and Other Medical Professionals Provider Manual*: "For Medicaid billing purposes, direct supervision means that the supervising physician is accessible when the services being billed are provided; and, the supervising physician is responsible for all services rendered, fees charged, and reimbursements received. The supervising physician must sign the patient's chart, indicating that he or she accepts responsibility for the service rendered." The LPHA or Certified Health Educator must adhere to this definition in supervising paraprofessional staff.

SCDHHS recognizes the LPHA or Certified Health Educator as being ultimately responsible for the service being rendered. The LPHA must sign each clinical entry by the health paraprofessional.

#### P/RSPCE AND DENTAL SERVICES

P/RSPCE may be used for dental services. The following process should apply for dental services:

- A risk-specific referral is received (risk-specific means the referring source has already identified the need [e.g., missed treatment, appointment follow-up, etc.]) or an initial assessment indicates the need for preventive/rehabilitative services.
- The LPHA reviews the referral and notes an appropriate intervention to address the identified need, or an LPHA develops a plan of care to address the need identified on the assessment.
- The LPHA performs the required intervention or refers to the appropriate P/RSPCE provider.
- The outcome of the visit is documented.

## SECTION 2 POLICIES AND PROCEDURES

### PROGRAM SERVICES

#### P/RSPCE AND DENTAL SERVICES (CONT'D.)

- If the provider of the service was a paraprofessional, the supervising professional cosigns and dates the entry.
- Additional follow-up/closure is determined.
- The P/RSPCE provider communicates the results of the visit back to the dental provider. (The LPHA would communicate with the dental provider if the service was provided by a paraprofessional.)

#### POSTPARTUM/INFANT HOME VISIT

##### Purpose

The Postpartum/Infant Home Visit is designed to assess the environmental, psychosocial, nutritional, and medical needs of the infant and mother.

##### Medical Necessity Criteria

All Medicaid-sponsored postpartum mothers and newborns are eligible for this visit. It is recommended that the Postpartum/Infant Home Visit be made within three days of discharge from the hospital; however, the home visit must be made within six weeks after delivery. Although the visit is targeted to mother/infant units, in certain circumstances only the mother or only the infant may be visited (*e.g.*, infant is in foster care or only the mother has been discharged from the hospital).

##### Description

Only providers who are enrolled to provide the Postpartum/Infant Home Visit may bill for this service.

The visit must include:

- Appraisal of the mother's health status (including questions concerning her physical recovery, contraceptive plans, and emotional status)
- Information regarding postpartum recovery and appraisal of the infant including but not limited to physical, nutritional, and elimination assessments
- Appraisal of mother-infant bonding
- Appraisal of the household (safety and health factors)
- Discussion with the mother/caregiver regarding concerns about the care of the infant and her own well-being

## SECTION 2 POLICIES AND PROCEDURES

### PROGRAM SERVICES

#### Description (Cont'd.)

- Discussion and appropriate follow-up as desired by the patient to ensure that the mother has a postpartum appointment, the infant has a two-week EPSDT visit, and referrals to other needed services (*i.e.*, WIC) are made.

One repeat visit may be made. It is allowable under the following circumstances:

1. To follow up on an identified medical need (*e.g.*, the infant/mother had a fever.)
2. Occasionally, when the nurse makes the initial Postpartum/Infant Home Visit, the infant, mother, or one of a set of twins (triplets, etc.) is not present. The follow-up visit to see the absent individual must be billed as a Repeat Visit using that person's Medicaid number.

The repeat visit must be made within six weeks of delivery.

In cases of multiple births, only one service may be billed for each home visit (*i.e.*, a separate billing for each infant is **not** allowable). If a repeat visit is made to more than one individual (*e.g.*, twins or mother and infant) in the same household on the same day, only one visit may be billed.

#### Appropriate Staff

A Postpartum/Infant Home Visit must be made in response to a referral from a physician. The visit must be provided by a registered nurse who meets one of the following three criteria:

1. Pediatric experience including a minimum of six months of experience in a hospital or clinic in the last two years
2. Completion of a community/public health course from an accredited School of Nursing
3. All of the following:
  - a) Completion of a comprehensive pediatric assessment course followed by a satisfactory demonstration of pediatric assessment skills
  - b) In-service review of the postpartum assessment given by a qualified medical doctor or nurse practitioner with experience in this area

## SECTION 2 POLICIES AND PROCEDURES

### PROGRAM SERVICES

#### Appropriate Staff (Cont'd.)

- c) A minimum of six months experience in a Community or Public Health field with a documented experience in performing environmental assessments

#### Documentation

At a minimum, documentation of the visit must include:

- Date of the visit
- Subjective and objective observations regarding the following:
  - Physical and emotional status of the mother
  - Contraceptive plans of the mother
  - Physical status of the infant, including feeding and elimination
  - Mother-infant bonding
  - Household (safety and health factors)
- Action taken regarding the following:
  - Provision of information regarding the Family Planning Waiver
  - Postpartum appointment for the mother
  - EPSDT appointment for the infant
  - Referrals to other needed services (including WIC)
  - Provision of information (contraception, resources, etc.)
  - Coordination with any applicable case management or other supportive programs
- Signature of the person conducting the home visit

The following conditions must also be met:

- The provider must be a physician practice, hospital, home health/nursing agency, health department, or medical clinic and be enrolled as a Postpartum/Infant Home Visit provider to perform this service. The Provider Service Center (PSC) should be contacted for enrollment information at 1-888-289-0709 or submit an online inquiry at <http://www.scdhhs.gov/contact-us>.

## SECTION 2 POLICIES AND PROCEDURES

### PROGRAM SERVICES

#### Documentation (Cont'd.)

- The visit must be in response to a physician referral.
- The source of the referral must be documented.
- If the Postpartum/Infant Home Visit and a P/RSPCE home visit are provided on the same day, only one service may be billed. EPSDT Outreach may not be billed with the Postpartum/Infant Home Visit for the same date of service.
- The Postpartum/Infant Home Visit provider should coordinate referrals and communicate findings with the provider of P/RSPCE if the infant is receiving P/RSPCE.
- Copies of the assessment(s) should be sent to the primary medical care provider(s) of the infant and the mother within one week of the visit. A release of information will be necessary.

#### PRE-DISCHARGE HOME VISIT

##### Purpose

The Pre-Discharge Home Visit is designed to assess the condition of the home of an infant who is, or has been, a patient in a Neonatal Intensive Care Unit (NICU) or has had a significant medical problem. The goal is to ensure a safe household conducive to the health of the infant after discharge from the hospital.

##### Medical Necessity Criteria

The visit must be made in response to a referral by a physician directly involved in the care of the infant while he or she was hospitalized (unless the infant is a member of a Physician's Enhanced Program or a Health Maintenance Organization). This source of referral also applies to infants who have been transported from a Level III hospital back to the county of residence.

##### Description

Only providers who are enrolled to provide the Pre-Discharge Home Visit may bill for this service.

The visit consists of an assessment of the home to determine whether there are obvious health hazards to a fragile infant. This assessment includes discussions with the mother, if possible, as well as other adults living in the home.

## SECTION 2 POLICIES AND PROCEDURES

### PROGRAM SERVICES

#### Appropriate Staff

Visits should be conducted by a registered nurse with demonstrated knowledge and skills in maternal and infant health.

#### Documentation

- The source of referral must be documented.
- At a minimum, documentation of the visit must include:
  - Date of the visit
  - Referral source
  - Action(s) taken regarding any problems found
  - Signature of the person conducting the home visit
  - Subjective and objective observations regarding the following:
    - ◆ Readiness of the mother or caregiver to provide care
    - ◆ Readiness of a household to promote the health and safety of a fragile infant
- The visit must be in response to a physician referral.
- Documentation of the results of the visit should be sent to the medical primary care provider(s) of the infant and mother (if applicable) within one week of the visit. A release of information will be necessary.
- If the Pre-Discharge Home Visit and a P/RSPCE home visit are provided on the same day, only one service may be billed. EPSDT Outreach may not be billed with the Pre-Discharge Home Visit for the same date of service.
- The Pre-Discharge Home Visit provider should coordinate referrals and communicate findings with the provider of P/RSPCE if the infant is receiving P/RSPCE.
- The provider must be enrolled as a provider to perform this service. The Provider Service Center should be contacted for enrollment information at 1-888-289-0709 or submit an online inquiry at <http://www.scdhhs.gov/contact-us>.

## SECTION 2 POLICIES AND PROCEDURES

### PROGRAM SERVICES

#### MEDICAID ADOLESCENT PREGNANCY PREVENTION SERVICES (MAPPS)

##### Enrollment Guidelines

**To enroll in MAPPS and become a provider of services, a potential provider must complete the following steps:**

1. Review the *Medicaid Enhanced Services* manual on the South Carolina Department of Health and Human Services Web site (<http://www.scdhhs.gov/>) in its entirety.
2. Evaluate the organization's ability to provide consistent intensive services by assessing the following:
  - a) Staff must meet the qualifications as stated in this section of the manual. A licensed/certified person who will be providing MAPPS must be employed directly by the enrolling provider organization.
  - b) Staff must be trained to facilitate group sessions with adolescents.
  - c) Designated staff must be responsible for billing claims and filing counseling service documentation.
3. Identify a source of Medicaid-eligible adolescents ages 10-19 with specific risk factors for engaging in early sexual activity. (MAPPS eligibility criteria policy identifies risk factors.) Decisions must be made regarding:
  - a) What age group to target
  - b) How often to provide services to this population
  - c) Where to provide services
4. Develop a proposal, complete the enrollment package, and submit both to SCDHHS. The proposal should include the following:
  - a) Background history that documents experience providing family planning/pregnancy prevention services

## SECTION 2 POLICIES AND PROCEDURES

### PROGRAM SERVICES

#### Enrollment Guidelines (Cont'd.)

- b) Anticipated curricula to be used for service provision
  - c) Information specified in Steps 2 and 3
  - d) A copy or letter of certification of the organization's current liability insurance policy
  - e) A copy of article of incorporation or other document that establishes the organization as a legal entity
  - f) A listing of the county/counties in which the organization plans to provide MAPPS services. This list must be updated as appropriate.
  - g) Unless otherwise expressly authorized in writing, all services must be furnished by the provider directly. No subcontract may be entered into without the written approval of SCDHHS. Subcontracts must be submitted to SCDHHS for written approval before reimbursement shall be made for services. A copy of the subcontract agreement, if applicable,
  - h) Copies of the license/certificate of the licensed/certified person(s) (employed directly by the organization) who will provide MAPPS on the organization's staff.
5. Meet with SCDHHS staff to review the proposal and enrollment package as well as to discuss MAPPS and Medicaid-reimbursable family planning services.
  6. Develop the following forms:
    - a) Consent to Bill Form
    - b) Needs Assessment Form
    - c) Case Plan Form
    - d) Individual and Group Service Documentation Form
  7. Provide staff with training to become familiar with the requirements for MAPPS and how to write clinical notes (documentation) in accordance with Medicaid standards. New providers should submit

## SECTION 2 POLICIES AND PROCEDURES

### PROGRAM SERVICES

#### Enrollment Guidelines (Cont'd.)

samples of staff's clinical note documentation for SCDHHS staff review prior to submission of claims.

8. Develop a file folder for each participant. That file should contain clinical notes for all services billed to Medicaid.

As enrolled MAPPS providers, providers will be held accountable for:

1. Keeping adequate and correct fiscal and medical records to disclose the extent of services rendered and to assure that claims for funds are in accordance with all applicable laws, regulations, and policies
2. Retaining fiscal and medical records for a period of three (3) years after last payment was made for services rendered. If any litigation, claim, audit, or other action involving the records has been initiated prior to the expiration of the 3 years, the records will be retained until completion of the action and resolution of all the issues which have arisen from it or until completion of the three-year period, whichever is later.
3. Disclosure of full and complete information as to ownership, business transactions, and criminal activity in accordance with 42 CFR 455.104 through 455.106 (1999). Furthermore, the provider will disclose any felony convictions under federal or state law in accordance with 42 CFR 1001.101 Subpart B through 1001.1701 Subpart C (1999).
4. Disclosure of federal or state felony convictions for any staff performing direct services or administrative duties
5. Rendering all services and submitting claims in compliance with all applicable federal and state laws and regulations and in accordance with SCDHHS policies, procedures, and Medicaid Provider Manuals

Medicaid reimbursement (payment of claims) is from state and federal funds and any falsification (false claims, statement, or documents) or concealment of material fact may be prosecuted under applicable state and federal laws.

## SECTION 2 POLICIES AND PROCEDURES

### PROGRAM SERVICES

#### Medical Necessity Criteria

MAPPS include education about the health risks associated with unprotected sexual activity and counseling services related to birth control alternatives.

#### Eligibility Criteria

- Participant is a Medicaid beneficiary who is not pregnant.
- Participant is between the ages of 10 and his or her 19<sup>th</sup> birthday.
- Participant has one or more of the following risk factors:
  - Participant is a teen parent.
  - Participant is sexually active.
  - Participant has a history of sexual abuse.
  - Peer pressure to engage in sexual activity is identified as a problem by the adolescent. Peer pressure must be identified **by the participant and documented in the record. Peer pressure must be defined in the record as:**
    - a. The participant is in a relationship with a partner who is sexually aggressive or is trying to persuade the participant to engage in sex.
    - b. The participant has friends who are sexually active and are urging the participant to engage in sexual activity with which he or she is uncomfortable.

#### Service Descriptions

##### *Needs Assessment and Intervention Case Plan*

##### **Screening to Determine the Appropriateness of Consideration of an Individual for Participation in a Specified Program, Project, or Treatment Protocol (T1023-FP)**

A basic screening assessment must be completed and filed in each participant's record that includes all information contained in the Basic Needs Assessment Form (see the Forms section), along with a description of services to be provided. Relevant information should be documented on social, psychological, environmental, and health risk factors that justify the delivery of MAPPS to the participant. The assessment must also identify the

## SECTION 2 POLICIES AND PROCEDURES

### PROGRAM SERVICES

#### *Needs Assessment and Intervention Case Plan (Cont'd.)*

capacities and resources of the participant and his or her family that may help address the identified risks. The assessment findings will be used to develop the initial service or case plan. Individual and family member interviews may be used in the completion of the assessment process. All contact for the purpose of gathering information for the assessment must be face-to-face. The assessment must be completed by a licensed or certified health care professional.

A written intervention/case plan must be completed based on the results of the Needs Assessment for that individual adolescent and placed in the record. The Needs Assessment and the Intervention Case Plan must be completed prior to providing Family Planning Counseling and Family Planning Instruction/Education services for new participants. The plan must include family planning goals and objectives based on the assessment, expected time frames for completion of the goals and objectives, the worker's signature, the signature of the participant, the signature of the parent/legal guardian, and the date of agreement. The intervention/case plan must be completed by a licensed or certified health care professional and must be updated at least annually (every 12 months) or whenever additional risk factors are identified.

Each completed Assessment and Case Plan must include the beneficiary's primary medical care provider and managed care organization, if applicable. The basic screening assessment must include all information contained in the Screening Form and Case Plan Form along with a description of services to be rendered. A copy of the Case Plan may be forwarded to the primary medical care provider so that these medical needs of the beneficiary are documented.

- **Procedure Code:** T1023-FP
- **Unit of Service:** 15 minutes
- **Frequency:** Up to a maximum of four units each state fiscal year for assessment/case plan

Services in excess of these guidelines must be submitted in written format for prior approval by a SCDHHS review committee. The documentation must contain information on the specific individual's risk factors that necessitate additional units of service.

## SECTION 2 POLICIES AND PROCEDURES

### PROGRAM SERVICES

#### *Individual Session*

#### **Patient Education, (S9445-FP), Not Otherwise Classified, Non Physician Provider, Individual, Per Session**

An individual session is defined as a face-to-face **educational/counseling session** to assist reproductive-age individuals in making informed decisions about family planning and appropriate usage of birth control methods. This procedure code will be measured in 15-minute units and must address a minimum of three documentation points plus the client's response from the Documentation Points list (see the Forms section). All documentation must contain the content in the Individual or Group Session Form (see the Forms section) along with a narrative description. Documentation of the session must support time billed and points discussed. SCDHHS will provide reimbursement for a maximum of 16 hours or 64 units of individual sessions each state fiscal year for each participant. Individual sessions may be provided to the participant or the participant and parent. This procedure code should also be used at least every six months to review the assessment/case plan. Providers must take reasonable steps to ensure that communication with the participant is confidential.

**Individual sessions may be provided by licensed/certified staff or by staff directly supervised by licensed/certified staff. Licensed/certified staff must cosign all documentation provided by unlicensed/non-certified staff. Unlicensed/non-certified staff providing individual sessions must also complete an approved individualized counseling training before providing individual educational/counseling sessions.**

- **Procedure Code:** S9445-FP
- **Unit of Service:** 15 minutes
- **Frequency:** Up to a maximum of 64 units each state fiscal year

Services in excess of these guidelines must be submitted to a SCDHHS review committee for approval prior to delivery of the service. Requests must be in written format specifying individualized risk factors that necessitate additional units of service.

## SECTION 2 POLICIES AND PROCEDURES

### PROGRAM SERVICES

#### *Group Session*

#### **Patient Education, (S9446-FP), Not Otherwise Classified, Non-Physician Provider, Group, Per Session**

A group session is face-to-face consultation designed to assist reproductive age individuals in making informed decisions regarding family planning and voluntary utilization of appropriate birth control methods, thereby preventing unwanted or unintended pregnancies. Group size will be defined as at least two participants, but no more than 15 participants. Groups larger than 15 are not billable as Medicaid services. A group session will be measured in 15-minute units; a group session must last a minimum of 45 continuous minutes and must address at least five documentation points plus the client's response from the Documentation Points list (see the Forms section). All provider forms for documentation must contain the content included in the Individual or Group Session Form (see the Forms section) along with a narrative description of the services. Evidence-based curricula must be used. Curricula must be age/reading level appropriate. Beneficiaries may only attend each curriculum series once.

Group sessions may be provided by licensed/certified staff or by staff directly supervised by licensed/certified staff. Licensed/certified staff must cosign all documentation provided by unlicensed/non-certified staff.

- **Procedure Code:** S9446-FP
- **Unit of Service:** 15 minutes
- **Frequency:** A minimum of 3 units (45 minutes) per session; up to a maximum of 64 units per lifetime (if the patient is not sexually active) and a maximum of 64 units each state fiscal year (if the patient is sexually active)

Services in excess of these guidelines must be submitted to a SCDHHS review committee prior to delivery of the service. Requests must be in written format specifying the individualized risk factors that necessitate additional units of service.

#### *Progress Reports*

Services must be documented in a Progress Report (see the Forms section) that is filed in the clinical record and a copy sent to the beneficiary's Primary Care Physician at the end of the assessment/12-month case plan period or when the beneficiary is discharged. The Report must summarize the

## SECTION 2 POLICIES AND PROCEDURES

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#### Progress Reports (Cont'd.)

services provided, the beneficiary's response to goals, and give the reason for continuation of services or discharge. The Progress Report must be completed by a licensed or certified health care professional and must be updated at least annually. A report may be prepared and forwarded to the primary medical care provider when the beneficiary begins services.

#### Appropriate Staff

Individuals providing MAPPs assessments and intervention case plans must be licensed or certified by appropriate state authorities as health care professionals acting within his or her scope of practice. SCDHHS recognizes the following as eligible: Licensed Professional Counselor (LPC), Licensed Marriage and Family Counselor (LMFC), Licensed Psycho-Educational Specialist (LPES), Certified Health Educator, Registered Nurse (RN), Nurse Practitioner (NP), Clinical Nurse Specialist (CNS), Certified Nurse Midwife (CNM), Licensed Baccalaureate Social Worker (LBSW), Licensed Master Social Worker (LMSW), Licensed Independent Social Worker-Clinical Practice (LISW-CP), Licensed Independent Social Worker-Advanced Practice (LISW-AP), Licensed Psychologist, or Licensed Physician Assistant.

Unlicensed or non-certified staff must be **directly** supervised by a licensed or certified health care professional in order to provide individual and/or group educational counseling.

For Medicaid billing purposes, direct supervision means that the supervising licensed or certified health care professional is accessible when the services are being provided; and, the supervising licensed or certified health care professional is responsible for **all** services rendered, fees charged, and reimbursement received. The supervising licensed or certified health care professional must cosign all documentation provided by unlicensed/non-certified staff, indicating that he or she accepts responsibility for the service rendered.

All staff providing direct services (both professional and paraprofessional) must attend a minimum of 20 hours of family planning training each state fiscal year. New staff providing direct services must receive at least 12 of the 20 hours of family planning training during the first quarter of

## SECTION 2 POLICIES AND PROCEDURES

### PROGRAM SERVICES

#### Appropriate Staff (Cont'd.)

employment as a MAPPS provider. All non-licensed/non-certified staff providing individual counseling/education must receive training that is approved by SCDHHS in individual counseling prior to providing individual sessions. This training may be included in the 20 hours of family planning training required each year. All MAPPS providers are required to maintain a log of training hours attended along with a log of hours and days all staff work.

#### Documentation

Only providers who are enrolled to provide MAPPS may bill for this service.

Screening to Determine the Appropriateness of Consideration of an Individual for Participation in a Specified Program, Project or Treatment Protocol (T1023-FP); Patient Education, Individual, Not Otherwise Classified, Non-Physician Provider, Per Session, (S9445-FP); and Patient Education, Group, Not Otherwise Classified, Non-Physician Provider, Per Session (S9446-FP) must be documented in the beneficiary's record. All documentation must specify group or individual service, time spent providing the service, number of units billed, date of service, and signature of the provider. All documentation of services provided by unlicensed/non-certified staff must be cosigned and dated by the supervisory professional staff.

Documentation of Patient Education, Not Otherwise Classified, Non-Physician Provider, Individual, Per Session (S9445-FP); and Patient Education, Not Otherwise Classified, Non-Physician Provider, Group, Per Session (S9446-FP) must reflect services specific to the client. This includes individualization of all documented services, including purpose, objective of the session, and the client's response and participation level related to family planning. Documentation must reflect that the service provided meets an objective in the plan of care. All provider forms must include the information in the samples provided in the **Adolescent Pregnancy Prevention Provider Training Manual** or the Basic Needs Assessment Form and Individual or Group Session Form (see the Forms section) along with a narrative description of the services. All documentation must support time billed for services.

Providers must continue to use evidence-based curricula when conducting group sessions. Curricula must be

## **SECTION 2 POLICIES AND PROCEDURES**

### **PROGRAM SERVICES**

#### **Documentation (Cont'd.)**

age/reading level appropriate. Participants may only attend each curriculum series once.

Providers must use pregnancy prevention or other current version ICD diagnosis codes that represent need for MAPPS services.