Iowa Plan for Behavioral Health: 65+
SeniorConnect
Iowa Plan Vision

The Iowa Plan for Behavioral Health is part of a statewide recovery-oriented care system that supports Eligible Persons and their families in their personal recovery efforts related to mental health and substance abuse disorders.

The Iowa Plan promotes a broad infrastructure of services and supports statewide and coordinates with other related service delivery systems and recovery supports.
The Iowa Plan is the behavioral health carve out that administers mental health and substance abuse services.

Magellan is the contractor for those services for enrolled Medicaid members.

Magellan provides management, not direct services.

Those over 65 on Medicaid will automatically be enrolled in the Iowa Plan on July 1, 2010.
Eligibility for Iowa Plan

1. Medicaid members except those who:
   1. Have limited Medicaid benefits such as benefits that pay only the cost of co-pays and deductibles of Medicare.
   2. Are enrolled in the PACE program.
   3. Are enrolled in the Medically Needy program and have a spend down.
   4. Are living in the Woodward Resource Center or the Clarinda Resource Center.
II. DPH-funded Participants who:

1. Are Iowa residents
2. Do not have sufficient third party payment to pay the full billable cost of the service
3. Have income at or below 200% of the Federal Poverty Level
4. Are not Medicaid enrollees in the Iowa Plan

Are eligible for appropriate substance abuse services.
Iowa Plan and Medicare

- Medicare is to be billed before Iowa Medicaid.

- Behavioral health services not covered by Medicare may be covered by Magellan, e.g. Assertive Community Treatment or Community Support Services.
Providers

- Providers offering behavioral health services to those on the Iowa Plan must contract with Magellan.
- Information on contracting can be obtained from the website at www.MagellanofIowa.com.
Medicaid for 65 and Over

- Iowa Medicaid has approximately 30,000 enrollees 65 and over
- The Iowa Plan will offer expanded access to mental health and substance abuse services
SeniorConnect: What is it?

- A specific team of Magellan staff to coordinate behavioral services for Iowa Plan enrollees aged 65 and older.
SeniorConnect

- Ensures a continuum of services and a continuity of care over the life span

- SeniorConnect team
  - Team lead for outreach/coordination
  - Care Managers reviewing and authorizing services
  - Follow up specialist for implementation of community-based services
  - Intensive care managers following members by region

- Dedicated phone line to Magellan SeniorConnect team for members, families, providers and others for information/referral
Expanded Services for 65+

- Focus is on continuing/increasing access to services through community/home-based services to those over 65.

- These services include: community support services, mobile counseling, psychiatric in-home nursing, assertive community treatment, intensive psychiatric rehabilitation, peer support and substance abuse services.
Community Support Services (CSS)

- For Adults with Severe and Persistent Mental Illness (SPMI)
- To reduce or manage mental illness symptoms and associated functional disabilities that negatively affect community integration and stability.
CSS Components

- Monitoring symptoms and function
- Transportation to mental health services
- Supportive relationship
- Communication with other providers
- Assistance for appointments and for obtaining medications
- Crisis intervention and crisis plan
- Development and coordination of support system
Low Intensity CSS

Criterion

- Client requires periodic support services to maintain level of independent functioning in the community.
- In danger of becoming socially isolated or exhibit increase of symptoms and decrease of functioning.
Low CSS

- 2 to 4 contacts per month with occasional increased frequency with at least 1 face-to-face
- CSS staff has at least 1 contact with the psychiatrist every 3 months to plan interventions
- Monitored through retrospective review
High Intensity CSS
Criteria

- Increased psychiatric symptoms requiring increased support to live in community,

  or

- Persistent psychiatric symptoms and a pattern of community living that require long-term support and close follow-up to live in the community
High CSS

- 5-12 contacts per month, face-to-face or by telephone, minimum 4 face-to-face contacts per month
- CSS staff has at least 2 contacts per month with psychiatrist to plan services
- Must be authorized by Magellan care management staff
Mobile Counseling

- PURPOSE: to bring services of therapist to home or community

1. When there is an access issue

OR

2. When other clinical reasons prevent consumer from obtaining services in an office
Mobile Counseling: Clinical Reasons

- Cannot be seen in an office setting
- As a prelude to an office visit to engage with client
- Follow up from hospitalization
Mobile Counseling
Requirements

- Therapist must be licensed at independent level: LISW, LMHC, LMFT, licensed psychologist
- Service must be pre-authorized by Magellan
Psychiatric Nursing

- A mental health registered nurse to provide management of medications in home
- Adults with bipolar disorder and schizophrenia are referred for follow up after hospitalization to explore adherence issues
Assertive Community Treatment: **ACT**

- For Adults with Severe and Persistent Mental Illness (SPMI)
- Mental health impairments require a team of professionals to help them remain in the community
- Comprehensive: provides all Mental Health needs
- For those who can live independently
ACT: Assertive Community Treatment

- Provides individualized, comprehensive and flexible treatment, support and rehabilitation services
- An alternative to Residential Care Facility
- More than 250 Iowa Plan consumers with serious mental illness annually
ACT: Processes

- Engagement: establish a trusting relationship
- Comprehensive assessment (3 months)
- Psychiatric and Social Functioning History Timeline
- Weekly Consumer Schedule
- Team Schedule
ACT: Services

- Medication support
- Psychosocial treatment
- Community living skills
- Health promotion
- Family involvement
- Housing assistance
- Employment
IPR: Intensive Psychiatric Rehabilitation

- For persons with Severe and Persistent Mental Illness (SPMI)
- Client driven (consumer involvement, consumer choice, self-determination)
- Needs to be pre-authorized by Magellan
IPR: Program Components

- Readiness Assessment
- Readiness Development
- Goal Setting
- Goal Achievement
- Goal Keeping
Areas for IPR

- Living environment (housing)
- Work
- Education (school)
- Social
Peer Support Specialist

- A Peer Support Specialist is a person in recovery
- Has received training to be a Peer Specialist
- Is willing to share his/her recovery story
Peer Support Services

A Peer Support Specialist assists a consumer in developing:

- Personal goals for recovery from mental illness/substance abuse
- An individualized crisis plan
- Warm lines and crisis calling trees
- A recovery action plan using Wellness Recovery Action Plan
Peer Support Services cont.

- A Peer Support Specialist:
  - Models recovery
  - Teaches problem solving techniques
  - Models effective coping techniques and self-help strategies
  - Attends team meetings to coordinate care with other providers
Intensive Care Management: ICM

- Seven Intensive Care Managers focus on high need population
- Joint treatment planning to include consumer, family and providers for consensus-based planning
- Use of flex funds to support creative clinical treatment planning in the community
Criteria for Referral to ICM

- Frequent use of emergency room or psychiatric hospital
- Co-occurring conditions (mental health and substance abuse/mental retardation/medical)
- Poor functioning despite best efforts of providers and others
ICM uses Joint Treatment Planning

Indicators for Joint Treatment Planning:

- Multiple providers requiring close coordination
- Lack of consensus on treatment planning
- Client transition which requires prospective planning
- Historical/cyclical client patterns that require proactive planning
Primary Care Physicians

- Primary care physicians are reimbursed by Iowa Medicaid Enterprise for mental health office visits up to 12 office visits per Medicaid client per calendar year. Magellan should be contacted if visits go over 12 to assess the need for a psychiatric referral.
Substance Abuse Services

- Appropriate substance abuse services will now be covered by Magellan and available to Medicaid clients 65 and over.
- Covered services include: Detoxification, residential, partial, IOP and outpatient.
- Iowa uses the American Society on Addiction Medicine (ASAM PPC-2R) for clinical guidelines.
Elderly Waiver Case Management

- The case manager will continue to help clients manage services.
- For resource information case managers should contact Magellan’s SeniorConnect team at 1-800-638-8820.
- The SeniorConnect will assist with resource information and/or joint treatment planning.
If the client is on the elderly waiver, case management will continue to manage their services.

The elderly waiver will continue to fund the case management.

Magellan’s SeniorConnect team will assist case managers in helping the client access appropriate mental health and substance abuse services.
MagellanofIowa.com

- Member Handbook
- Provider Manual
- Provider Search
- Printable Provider Directory
- Utilization management guidelines
- Specific SeniorConnect information
Magellan Contact Information

1-800-638-8820

- George Dorsey, SeniorConnect Lead
  Ext. 85277
gwdorsey@magellanhealth.com

- Margaret Mostek (ext. 85287) and Jason Vermeer (ext. 85227) are additional SeniorConnect contacts

www.magellanofiowa.com