



ENHANCED STRUCTURED OUTPATIENT ADDICTION PROGRAM (SOAP) FOR ENROLLEES WHO ARE HOMELESS

PURPOSE

Performance specifications are intended to enhance MassHealth Enrollee experience and outcomes by promoting transparency and consistency across Plans and providers. Performance specifications are expectations imposed on providers who contract for these specific and related services. Information contained in this document is based on publicly available documents, Plan expectations, your contract, and MassHealth guidance. This information should be and will look materially like any other MassHealth contracted Plan. Performance specifications, your provider manual, and other requirements can be found at providerexpress.com.

Providers contracted for this level of care or service are expected to comply with applicable regulations set forth in the Code of Massachusetts Regulations, and all requirements of these service-specific performance specifications. In addition, providers of all contracted services are held accountable to the General Performance Specifications. Where there are differences between the service-specific and General Performance Specifications, the service-specific specifications take precedence.

OVERVIEW

Enhanced SOAP for Enrollees who are Homeless consists of short-term, clinically intensive, structured, day and/or evening substance use disorder services for Enrollees who are homeless. These programs are used as a transition service in the continuum of care for: Enrollees being discharged from community-based Acute Treatment Services (ATS) for Substance Use Disorders Level 3.7; Enrollees, including those who are pregnant, who need outpatient services, but also need more structured treatment for substance use disorders; and Enrollees being stepped down from Clinical Stabilization Services (CSS) for Substance Use Disorders Level 3.5.

Enhanced SOAPs for Enrollees who are Homeless provide multi-disciplinary treatment to address the sub-acute needs of Enrollees who are homeless who have addictions and/or co-occurring disorders, while allowing them to maintain participation in the community, work or school, and involvement in family life. Enrollees in Enhanced SOAP meet continued stay criteria for the clinical services offered by the program based on medical necessity criteria. Enhanced SOAP for Enrollees who are Homeless services are only provided in Department of Public Health (DPH)-licensed, freestanding facilities skilled in addiction recovery treatment, outpatient departments in acute-care hospitals, or licensed outpatient clinics and facilities.

The following Enhanced Structured Outpatient Addiction Program (SOAP) for Enrollees who are Homeless performance specifications are a subset of the SOAP performance specifications. As such, Enhanced SOAP for Enrollees who are Homeless providers agree to adhere to both the SOAP

performance specifications and to the Enhanced SOAP for Enrollees who are Homeless performance specifications contained within. Where there are differences between the SOAP and Enhanced SOAP for Enrollees who are Homeless performance specifications, these Enhanced SOAP for Enrollees who are Homeless specifications take precedence.

SERVICE COMPONENTS

1. In addition to the service components required in the SOAP level of care, the Enhanced SOAP for Enrollees who are Homeless is required to provide the following:
 - a) Money management/representative payee/referral services
 - b) Resource education, inclusive of meal programs, food pantries, food stamps (i.e., Supplemental Nutrition Assistance Program), clothing, etc.
2. The Enhanced SOAP for Enrollees who are Homeless assists Enrollees with arranging and/or utilizing community-based transportation resources (e.g., public transportation resources, PT-1 forms, etc.). The program makes best effort to directly provide transportation to essential appointments (e.g., medical, behavioral health, etc.) temporarily, while transitioning to these community-based transportation resources.
3. The Enhanced SOAP for Enrollees who are Homeless completes a housing assessment and housing needs are addressed upon admission and in the treatment/recovery plan. The Enhanced SOAP for Enrollees who are Homeless assists the Enrollee in making a successful transition from homelessness to appropriate housing in the community (e.g., family, recovery home program, sober housing, transitional support service, etc.). All efforts to assist Enrollees with housing are documented in the Enrollee's health record.
4. The Enhanced SOAP for Enrollees who are Homeless assists the Enrollee in accessing medical services. All such activities are documented in the Enrollee's health record.
 - a) If the Enrollee has not undergone a complete physical examination within the past six months, the Enhanced SOAP for Enrollees who are Homeless is responsible for assisting the Enrollee in scheduling an appointment with his/her primary care clinician (PCC). Such efforts including any contact with the Enrollee's PCC are documented in the Enrollee's health record.
 - b) If the Enrollee does not have a PCC, the Enhanced SOAP for Enrollees who are Homeless follows the requirements delineated in the General Performance Specifications.
 - c) When needed, the Enhanced SOAP for Enrollees who are Homeless assists Enrollees in making appointments at local walk-in medical service centers.
 - d) When indicated, the Enhanced SOAP for Enrollees who are Homeless encourages the Enrollee to undergo HIV, hepatitis, and TB testing.
5. The program is responsible for updating its available capacity, at a minimum once each day, seven days per week, 365 days per year on the Massachusetts Behavioral Health Access website (www.MABHAccess.com). The program is also responsible for keeping all administrative and contact information up to date on the website. The program is also responsible for training staff on the use of the website to locate other services for Enrollees, particularly in planning aftercare services.

STAFFING REQUIREMENTS

1. The Enhanced SOAP for Enrollees who are Homeless complies with the staffing requirements of the applicable licensing body, the staffing requirements in the Plan service-specific performance specifications, and the credentialing criteria outlined in the Plan provider manual found at providerexpress.com.
2. Enhanced SOAP for Enrollees who are Homeless staff have knowledge of the local resources for Enrollees who are homeless within their community as well as the unique medical, behavioral health, legal, safety, vocational, financial, and transportation needs faced by this population.
3. Ongoing, in-service trainings that address working with individuals who are homeless are documented and provided for all Enhanced SOAP for Enrollees who are Homeless staff.

SERVICE, COMMUNITY AND OTHER LINKAGES

1. The Enhanced SOAP for Enrollees who are Homeless ensures the availability of shelter beds for Enrollees enrolled in the program, either on-site or through documented Affiliation Agreements or Memorandums of Understanding (MOU) with a local shelter or other housing program. These beds are licensed through DPH-Bureau of Substance Abuse Services (BSAS) or another appropriate entity.
2. The Enhanced SOAP for Enrollees who are Homeless assists Enrollees in securing permanent and supportive living arrangements to foster their recovery.
3. The Enhanced SOAP for Enrollees who are Homeless establishes working relationships with appropriate community-based programs that serve individuals who are homeless.
4. The Enhanced SOAP for Enrollees who are Homeless provides referrals to these community-based programs and assists Enrollees in linking to those services, and documents all efforts and referrals made in the Enrollee's health record.

PROCESS SPECIFICATIONS

Assessment, Treatment Planning, and Documentation

1. In addition to the requirements outlined in the SOAP performance specifications, the Enhanced SOAP for Enrollees who are Homeless documents in each Enrollee's treatment/recovery plan their utilization of the services that specifically address the needs of individuals who are homeless.

Discharge Planning and Documentation

1. The Enhanced SOAP for Enrollees who are Homeless makes reasonable efforts to discharge Enrollees to living situations other than emergency shelters. Such efforts are documented in the Enrollee's health record.

QUALITY MANAGEMENT

1. The provider will develop and maintain a quality management plan that is consistent with their contractual responsibilities to Optum, and which utilizes appropriate measures to monitor, measure, and improve the activities and services it provides.
2. A continuous quality improvement process is utilized and may include outcome measures and satisfaction surveys to measure and improve the quality of care and services delivered to Enrollees, including youth and their families.
3. Clinical outcomes data must be made available to Optum upon request and must be consistent with the performance specifications of this service.
4. Providers must report any adverse incidents and other reportable events that occur to the relevant authorities.