



OUTPATIENT SERVICES SCHOOL-BASED

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 information, Plan expectations, your contract, and MassHealth guidance. This information should be 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

Outpatient Services School-Based are outpatient behavioral health services rendered in a school setting. The goals, frequency, intensity, and length of treatment vary according to the needs of the Enrollee and the response to treatment.

The following Outpatient Services School-Based performance specifications are a subset of the Outpatient Services performance specifications. As such, Outpatient Services School-Based providers agree to adhere to both the Outpatient Services performance specifications and to the Outpatient Services School-Based performance specifications contained within. Where there are differences between the Outpatient Services and Outpatient Services School-Based performance specifications, these Outpatient Services School-Based specifications take precedence.

SERVICE COMPONENTS

1. The scope of required service components provided in this level of care includes all the components outlined within Outpatient Services. That is, any or all required Outpatient Services components, such as individual/group/family therapy, etc., may be provided in the school setting, as clinically appropriate. Please refer to the per diem/service definition which is all-inclusive and includes the components covered in the rate for this service, found at masspartnership.com.
2. The Outpatient Services School-Based provider ensures that school-based outpatient treatment is available, when appropriate, to those Enrollees who are unable to keep an appointment at the

facility/clinic/office due to access-related barriers and to those for whom this setting is otherwise clinically appropriate, such as if a documented primary treatment issue is school functioning.

3. The Outpatient Services School-Based provider has documented policies and procedures specific to delivering school-based services.
4. Outpatient Services School-Based clinicians meet with parents/guardians/caregivers on a regular basis to discuss services provided in the school, to develop and monitor an agreed-upon treatment plan, and to involve the parents/guardians/caregivers in their child's treatment as clinically indicated. All such activities are documented in the Enrollee's health record.
5. Outpatient Services School-Based clinicians meet regularly with school personnel, with appropriate consent, to discuss services provided to Enrollees in the school setting. The clinician makes use of case consultation and collateral contact to ensure adequate communication is taking place with school personnel and that these parties are collaborating on the implementation of the Enrollee's treatment plan. All such activities are documented in the Enrollee's health record.
6. The Outpatient Services School-Based provider ensures that assessment and treatment services are provided in a location within the school that is appropriate to the provision of professional clinical services, ensuring privacy, safety, and respecting the Enrollee's and the Enrollee's family's dignity, privacy and right to choose. The provider works collaboratively with school administrative personnel regarding space, privacy, and confidentiality issues.

STAFFING REQUIREMENTS

1. The Outpatient Services School-Based provider 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 provider manual, available at providerexpress.com.
2. All staff providing school-based services are trained according to the provider's school-based services policies and procedures, as well as with regard to best practices for clinical work with youth as well as clinical work in the school setting.

SERVICE, COMMUNITY AND OTHER LINKAGES

1. Outpatient Services School-Based providers utilize case consultation, family consultation, and collateral contacts to involve parents/guardians/caregivers and school personnel in the planning, assessment, and treatment for Enrollees, as clinically indicated, and to educate them on mental health and substance use disorder treatment and relevant recovery issues. All such activities are documented in the Enrollee's health record.
2. Outpatient Services School-Based providers develop and maintain a written Memorandum of Understanding (MOU) with each school in which the Outpatient Services provider delivers school-based outpatient services. The MOU includes but is not limited to provisions related to Enrollee privacy and confidentiality as well as parent/guardian/caregiver consent. The Outpatient Services School-Based provider maintains ongoing communication with school leadership staff to ensure compliance with the provisions of the MOU.

PROCESS SPECIFICATIONS

Assessment, Treatment Planning and Documentation

1. Prior to commencement of therapeutic services with a child/adolescent, the school-based clinician obtains signed consent from the parent/guardian/caregiver that specifies why his/her child been referred for treatment. The consent form is entered into the Enrollee's health record.
2. The Outpatient Services School-Based provider documents, in the assessment of the youth, the criteria met by the Enrollee that warrants school-based services.
3. The clinician re-evaluates the appropriateness of school-based services in an ongoing manner, including but not limited to at the time of treatment plan updates, and documents so in the Enrollee's health record.
4. Every effort is made to engage the parent/guardian/caregiver in the treatment of the child/adolescent by scheduling appointments at the school, during evening office hours, and by making other outreach efforts such as home visits. All efforts are documented in the Enrollee's health record.
5. If more than one service is provided to one or more family members during a school day and/or after school on the same date, the Outpatient Services School-Based provider ensures that all services are medically necessary.
6. Outpatient Services School-Based providers meet all health records standards required of outpatient clinics and facilities and store such records at the parent or satellite clinic facility.
7. Outpatient Services School-Based providers ensure that the Enrollee's health record includes documentation that all information required to be posted in clinics is given to Enrollees' parents/guardians/caregivers within the first two school-based appointments (e.g., after-hours emergency procedures, human rights policy, complaint, grievance, and appeals procedures, etc.).
8. The emergency protocol of the clinic is followed by school-based clinicians after school hours. All appropriate and pertinent information regarding emergency situations are communicated to school personnel in a timely fashion, with appropriate consent.
9. The Outpatient Services School-Based provider ensures continuity of care, including during summer months and other school vacations, through the use of clinic-based or home-based services as clinically indicated. The provider must ensure continued access to medically necessary services in an ongoing fashion, as in any other outpatient setting, regardless of the school calendar.

Discharge Planning and Documentation

1. When an Enrollee and his/her parent/guardian/caregiver decides that he/she no longer wants or requires services in his/her school-based setting, or the multi-disciplinary team determines that the Enrollee no longer meets the criteria for school-based services, or that it is no longer clinically appropriate to deliver services to the Enrollee in the school-based setting, the clinician works with the Enrollee and parent/guardian/caregiver to arrange medically necessary services in the facility/clinic/office or another appropriate setting.

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.