



STRUCTURED OUTPATIENT ADDICTION PROGRAM (SOAP) WITH MOTIVATIONAL INTERVIEWING (MI)

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

Structured Outpatient Addiction Program (SOAP) with Motivational Interviewing (MI) consists of short-term, clinically intensive, structured, day and/or evening substance use disorder services that incorporate the evidence-based practice of motivational interviewing into clinical programming to promote individualized treatment planning.

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.

SOAP with MI services is only provided in DPH-licensed, freestanding facilities skilled in addiction recovery treatment, outpatient departments in acute-care hospitals, or licensed outpatient clinics and facilities.

The following Structured Outpatient Addiction Program (SOAP) with Motivational Interviewing (MI) performance specifications are a subset of the Structured Outpatient Addiction Program (SOAP) performance specifications. As such, providers contracted for SOAP with MI agree to adhere to both the SOAP performance specifications and to the SOAP with MI performance specifications contained within. Where there are differences between the SOAP and SOAP with MI performance specifications, these SOAP with MI specifications take precedence.

SERVICE COMPONENTS

1. The SOAP with MI ensures that all service components required in the SOAP level of care are provided to Enrollees enrolled in SOAP with MI, in addition to individual counseling sessions utilizing motivational interviewing strategies.
2. The SOAP with MI incorporates motivational interviewing techniques and strategies into all of the program's interventions and services.
3. The program is responsible for updating its available capacity, one (1) time per week on the Massachusetts Behavioral Health Access website (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 SOAP with MI documents, for all program staff, staff orientation and at least annual training on motivational interviewing skills and strategies.

SERVICE, COMMUNITY AND OTHER LINKAGES

None

PROCESS SPECIFICATIONS

Assessment, Treatment Planning and Documentation

1. The SOAP with MI provides one (1) individual motivational interviewing session per week and one (1) weekly group for family, guardian, and/or individual natural supports focused on their involvement, and education.

Discharge Planning and Documentation

None

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.