The County of San Bernardino
Department of Behavioral Health

Service Delivery Definition Policy

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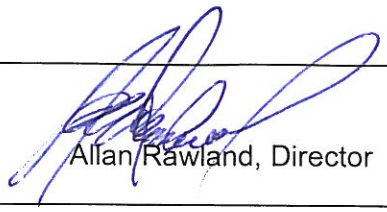

Allan Rawland, Director

Policy

The Director of the Department of Behavioral Health (DBH) shall be responsible for establishing a policy pertaining to the identification and description of services delivered through the County of San Bernardino Department of Behavioral Health (DBH) by its directly operated and contracted programs.

Purpose

To establish a policy that identifies the general services delivered through the County of San Bernardino Department of Behavioral Health.

Definitions

Service definitions are presented based on Mode of Service. Medi-Cal Services are defined in accordance with Title 9, Chapter 11, Medi-Cal Specialty Mental Health Services. More detailed billing information can be found in the Scope of Practice and Billing Guide. Definitions herein should be cross referenced with both the Scope of Practice and Billing Guide and the Outpatient Chart Manual.

24-Hour Services (Mode 05) (Client Day)

24-HOUR SERVICES (Mode 05) (Client Day) include the following:

1. ACUTE PSYCHIATRIC INPATIENT HOSPITAL SERVICES

Acute Psychiatric Inpatient Hospital services are provided by a hospital to a client (beneficiary) for whom the facilities, services and equipment described in Title 9, Chapter 11, Section 1810.350 are medically necessary for diagnosis or treatment of a mental disorder in accordance with Section 1820.205.

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24-Hour Services 24-Hour Services (continued)

2. AUGMENTED BOARD AND CARE SERVICES (NOT MEDI-CAL ELIGIBLE)

Augmented Board and Care services provide rehabilitation in a non-institutional residential setting where clients are supported in their efforts to restore, maintain and apply interpersonal and independent living skills and community support systems. Programs shall provide a therapeutic community, including a range of activities and services for clients who would be at risk of hospitalization or other institutional placement if they were not in the residential treatment program. The services are offered in a structured setting and are available 24 hours a day, seven days a week.

3. LONG TERM RESIDENTIAL TREATMENT PROGRAM (16 beds or less)

Long Term Residential Treatment Programs are designed to serve chronically mentally ill individuals who have the potential for improving their emotional, social and vocational functioning. Individuals must be able to benefit from the treatment program with the goal of moving to a less intensive level of care (e.g., community care facilities, semi-independent living and independent living). Without this level of care, these individuals are likely to require long-term psychiatric hospitalization or skilled nursing care or may become frequent users of acute hospital services. A full range of social rehabilitation services, including day programming for individuals who require intensive support, is provided in this 24-hour therapeutic residential setting. The planned length of stay should be in accordance with the client's assessed needs, but not to exceed 18 months.

4. INSTITUTIONS OF MENTAL DISEASE (IMD) (NOT MEDI-CAL ELIGIBLE)

An IMD is a hospital, nursing facility or other institution of more than 16 beds that is primarily engaged in providing diagnosis, treatment or care of persons with mental illnesses, including medical attention, nursing care and related services.

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Day Services (Mode 10) (Blocks of time)

DAY SERVICES (Mode 10) (blocks of time) include the following:

5. CRISIS STABILIZATION

Crisis Stabilization involves an immediate face-to-face response to or on behalf of a person exhibiting acute psychiatric symptoms. It is provided at a 24-hour health care facility or hospital-based outpatient program or a provider site certified by DMH or a Mental Health Plan to provide this service. The goal is to avoid the need for Inpatient Services by alleviating problems that, if not treated, might result in the need for a higher level of care. This service is to be provided for less than 24 hours.

6. DAY REHABILITATION

Day Rehabilitation means a structured program of therapeutic services and activities in the context of a therapeutic milieu, designed to improve, maintain and restore personal independence and functioning consistent with age-appropriate learning and development. It provides services to a distinct group of clients. Service activities may include but are not limited to, assessment, plan development, therapy, rehabilitation and collateral. Day Rehabilitation is a packaged program with services available at least three (3) hours and less than twenty-four (24) hours each day the program is open.

7. DAY TREATMENT INTENSIVE

Day Treatment Intensive is a highly structured, short-term program of treatment services provided in an organized and structured multi-disciplinary treatment milieu and an alternative to hospitalization or placement in a more restrictive setting. Its goal is to maintain the client in the community. Service activities may include but are not limited to, assessment, plan development, therapy, rehabilitation and collateral. These services are provided to a distinct group of clients. Day Treatment Intensive is a packaged program with service available at least three (3) hours and less than 24-hours each day the program is in operation.

8. SOCIALIZATION SERVICES (NOT MEDI-CAL ELIGIBLE)

Socialization Services involve generalized group activities not providing systematic individualized feedback to the specific targeted behaviors of the clients involved. Socialization services are designed for clients who require structured support and the opportunity to develop the skills necessary to move toward more independent functioning. Services focus on daily living skills, social skill development, recreational and/or socialization objectives and life enrichment activities.

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Day Services (Mode 10) (Blocks of time) (continued)

9. VOCATIONAL SERVICES (NOT MEDI-CAL ELIGIBLE)
Vocational Services are designed to encourage and facilitate individual motivation and focus on realistic and attainable vocational goals. Vocational services are to provide a continuum of vocational and employment opportunities to assist clients of the mental health system in developing the skills and preparedness necessary to pursue, acquire and maintain employment. Vocational Services may include pre-vocational activities, work preparation, work experience, transitional employment or supported employment.

Targeted Case Management (Mode 15) (Minutes)

TARGETED CASE MANAGEMENT services are activities provided by program staff to assist a beneficiary to access needed medical, educational, social, prevocational, vocational, rehabilitative, or other needed community services for eligible clients. Service activities may include, but are not limited to, communication, coordination and referral, monitoring service delivery to ensure beneficiary access to service and the service delivery system, monitoring beneficiary progress, placement services, and plan development.

Crisis Intervention (Mode 15) (Minutes)

CRISIS INTERVENTION is a quick emergency response service, lasting less than 24 hours, to or on behalf of, the client for a condition that requires more timely response than a regularly scheduled visit. Service activities include but are not limited to one or more of the following; assessment, collateral and therapy. The services enable the client to cope with a crisis, while maintaining his/her status as a functioning community member to the greatest extent possible. Crisis Intervention services are limited to stabilization of the presenting emergency. The service does not include Crisis Stabilization.

Mental Health Services (MHS) (Mode 15) (Minutes)

MENTAL HEALTH SERVICES (MHS) are those individual and group therapies and interventions designed to provide reduction of mental disability and restoration improvement or maintenance of functioning consistent with the goals of learning, development, independent living and enhanced self-sufficiency. They **are not provided** as a component of adult residential services, crisis residential treatment services, crisis intervention, crisis stabilization, day rehabilitation or day treatment intensive. Service activities may include, but are not limited to, assessment, plan development, therapy, rehabilitation and collateral. Service activities include:

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Mental Health Services (MHS) (Mode 15) (Minutes) (continued)

10. INDIVIDUAL THERAPY

Therapy is a service activity that is a psychotherapeutic intervention focusing primarily on symptom reduction as a means to improve functioning. This service activity may be delivered to a client or group of clients and may include family therapy at which the beneficiary is present. (In DBH, services via hypnosis, bioenergetics and sex surrogate therapy are prohibited.)

11. REHABILITATION SERVICES

Rehabilitative Services are activities that include but are not limited to, assistance in improving, maintaining or restoring a client's or a group of clients' functional impairments, daily living skills, social and leisure skills, grooming and personal hygiene skills, meal preparation skills and support resources and/or medication education.

12. GROUP THERAPY

Therapy is a service activity that is a psychotherapeutic intervention focusing primarily on symptom reduction as a means to improve functioning. This service activity may be delivered to a client or group of clients and may include family therapy. Group therapy is a face-to-face MHS activity delivered to more than one client at a time. This service is always face-to-face.

13. COLLATERAL

Collateral is a service activity to a significant support person in a beneficiary's life for the purpose of meeting the needs of the beneficiary in terms of achieving the goals of the beneficiary's client plan. Collateral may include but is not limited to consultation and training of the significant support person(s) to assist in better utilization of specialty mental health services by the beneficiary, consultation and training of the significant support person(s) to assist in better understanding mental illness, and family counseling with the significant support person(s). The beneficiary may or may not be present for this activity.

14. PSYCHOLOGICAL TESTING

Psychological Testing is a MHS activity delivered to clients using established tools and tests for the psycho diagnostic assessment of personality, developmental assessment and the assessment of cognitive functioning.

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Mental Health Services (MHS) (Mode 15) (Minutes) (continued)

15. THERAPEUTIC BEHAVIORAL SERVICES (TBS)
TBS services are one-to-one therapeutic contacts for a specified short-term period of time between a mental health provider and a child or youth with serious emotional disturbances (SED).

TBS is designed to maintain the child/youth's residential placement at the lowest appropriate level by resolving target behaviors and achieving short term treatment goals. Services are provided to clients under 21 years of age who meet medical necessity criteria, are members of the certified class and meet the criteria for needing TBS services.

Medication Support Services (Mode 15) (Minutes)

MEDICATION SUPPORT SERVICES are those services that include prescribing, administrating, dispensing and monitoring psychiatric medications or biologicals that are necessary to alleviate the symptoms of mental illness. The services may include but are not limited to, evaluation of the need for medication, evaluation of clinical effectiveness and side effects, obtaining informed consent, instruction in the use, risks and benefits of and alternatives for medication, and collateral and plan development related to service delivery and/or assessment of the client. **Services are provided by a staff person within the scope of practice of his/her profession.**

Community Outreach Services (Mode 45) (Staff Hour)

COMMUNITY OUTREACH SERVICES (NOT MEDI-CAL ELIGIBLE) include the following:

16. MENTAL HEALTH PROMOTION
Mental Health Promotion is an activity directed toward:

1. Enhancing or expanding an agency's or organization's knowledge and skills in the mental health field for the benefit of the community-at-large or special population groups; and
2. Providing education and/or consultation to individuals and communities regarding mental health problems.

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Service Delivery Definition Policy, Continued

Community Outreach Services (Mode 45) (Mode 45) (continued)

17. COMMUNITY CLIENT SERVICES (NOT MEDI-CAL ELIGIBLE)
Community Client Services include activities and projects directed toward:

1. Assisting individuals and families for whom there is no open case record, to achieve adaptive level of functioning through a single or occasional contact; and
2. Enhancing or expanding an agency or organization's mental health knowledge and skills in relation to the community-at-large or special population groups.

Case Management Support (Mode 60) (Staff Hour)

CASE MANAGEMENT SUPPORT (NOT MEDI-CAL ELIGIBLE) services are designed to be system oriented and not directed to specific clients. Examples of activities under this service include: coordinating services provided by local agencies, establishing specific linkages with local agencies, providing consultation and education, establishing systems of planning and monitoring, providing case management services to clients and their families when there is no open case, facilitating development and utilization of appropriate resources.

References

CA Code of Regulations, Title 9, Chapter 11, Medi-Cal Specialty Mental Health Services

Related Policy or Procedure

Department of Behavioral Health: Scope of Practice and Billing Guide
Department of Behavioral Health: Outpatient Chart Manual