



Notice to AllWays Health Partners Members

Amendment to AllWays Health Partners Coverage Effective July 1, 2019.

This document represents a revision to your AllWays Health Partners Member Handbook.

Section 7 — Behavioral Health Services

Replace the Behavioral Health Services (Intermediate) section with:

Behavioral Health Services (Intermediate):

AllWays Health Partners covers Medically Necessary Intermediate Behavioral Health Services. Services include:

- Partial Hospitalization
- Day Treatment
- Acute Residential Treatment
- Clinically managed detoxification Services
- Crisis stabilization
- Intensive Outpatient Programs (IOP)

In addition, the following services are covered on a non-discriminatory basis to children and adolescents under the age of 19 for the diagnosis and treatment of non-biologically based mental, behavioral, or emotional disorders.

Community Based Acute Treatment (CBAT)

Mental health services provided in a staff-secure setting on a 24-hour basis, with sufficient clinical staffing to ensure safety for the child or adolescent, while providing intensive therapeutic services including, but not limited to: daily medication monitoring; psychiatric assessment; nursing availability; specializing (as needed); individual, group and family therapy; case management; family assessment and consultation; discharge planning; and psychological testing, as needed. This service may be used as an alternative to or transition from inpatient services.

Intensive community-based treatment (ICBAT)

Provides the same services as CBAT for children and adolescents but of higher intensity, including more frequent psychiatric and psychopharmacological evaluation and treatment and more intensive staffing and service delivery. ICBAT programs have the capability to admit children and adolescents with more acute symptoms than those admitted to CBAT. ICBAT programs are able to treat children and adolescents with clinical presentations similar to those referred to inpatient mental health services but who are able to be cared for safely in an unlocked setting. Children and adolescents may be admitted to an ICBAT directly from the community as an alternative to inpatient hospitalization; ICBAT is not used as a step-down placement following discharge from a locked, 24-hour setting.

In-home Therapy services including Family Stabilization Treatment

Medically necessary therapeutic clinical intervention or ongoing training, as well as therapeutic support shall be provided where the child resides, including: in the child's home, a foster home, a therapeutic foster home, or another community setting.

- Therapeutic clinical intervention includes: (i) a structured and consistent therapeutic relationship between a licensed clinician and a child and the child's family to treat the child's mental health needs, including improvement of the family's ability to provide effective support for the child and promotion of healthy functioning of the child within the family; (ii) the development of a treatment plan; and (iii) the use of established psychotherapeutic techniques, working with the family or a subset of the family to enhance problem solving, limit setting, communication, emotional support or other family or individual functions.
- Ongoing therapeutic training and support of a treatment plan pursuant to therapeutic clinical intervention that shall include, but not be limited to, teaching the child to understand, direct, interpret, manage and control feelings and emotional responses to situations and assisting the family in supporting the child and addressing the child's emotional and mental health needs.

Mobile crisis intervention - a short-term, mobile, on-site, face-to-face therapeutic response service that is available 24 hours a day, 7 days a week to a child experiencing a behavioral health crisis. Mobile crisis intervention is used to identify, assess, treat and stabilize a situation, to reduce the immediate risk of danger to the child or others, and to make referrals and linkages to all medically necessary behavioral health services and supports and the appropriate level of care. The intervention shall be consistent with the child's risk management or safety plan, if any. Mobile crisis intervention includes a crisis assessment and crisis planning, which may result in the development or update of a crisis safety plan.

In-home behavioral services - a combination of medically necessary behavior management therapy and behavior management monitoring; such services shall be available, where the child resides, including in the child's home, a foster home, a therapeutic foster home, or another community setting.

In-home behavioral services include:

- Monitoring of a child's behavior, the implementation of a behavior plan and reinforcing implementation of a behavior plan by the child's parent or other caregiver.
- Therapy that addresses challenging behaviors that interfere with a child's successful functioning; including a functional behavioral assessment and observation of the youth in the home and/or community setting, development of a behavior plan, and supervision and coordination of interventions to address specific behavioral objectives or performance, including the development of a crisis-response strategy; and may include short-term counseling and assistance.

You or your Behavioral Health Provider must get Prior Authorization from Optum or provide notification to Optum for these services except for SOAP, community-based detoxification, and addiction day treatment program for pregnant women.

To obtain services, call Optum at 1-844-451-3518 (TTY 711). You may also contact your PCP for help.

Section 10 — Care Management and Disease Management Programs

Add the following after the Clinical Care Partners section:

Your Care Circle Program

An intensive care coordination and management program that offers child, adolescent, and adult members of who may have complex behavioral or health related needs a collaborative, interdisciplinary team who work with members to reach their goals and increase their health and well-being. The team consists of independently licensed behavioral health clinicians, licensed nurses, and peer support specialists including community health workers and recovery coaches. Key features of the program are:

- The team works within the members community
- Conduct comprehensive assessments
- Develop member centered care plans
- Works with natural supports, as well as providers to direct care around the member
- Address Social Determinants of Health (SDoH)
- Ensure communication with providers