

Western Region Integrative Care CCS – The Service Array



A La Crosse, Monroe, and Jackson county collaboration to ensure a core set of mental health and substance abuse services is available across partner counties.

The CCS Service Array

- Forward Health: CCS Claims and Reimbursement Manual, Topics #17137-17177 Covered Services and Requirements
www.forwardhealth.wi.gov/WIPortal
- [DHS 36: Comprehensive Community Services](#)
- [DHS 107: Medicaid Covered Services](#)

Requirements of All CCS Services

1. Medically Necessary – there is an assessed need and intent for the service to address a mental health or substance use condition
2. Rehabilitative Service – the aim of the service is to assist the consumer to function on their own without needing formal services
3. Community Based Service Delivery – services are to be done in the least restrictive/most natural environment

“Medically Necessary”

- “Services that are **required** to prevent, identify, or treat a recipient’s illness, injury, or disability”
 - Must be consistent with consumer’s diagnosis
 - **Must be of acceptable quality**
 - **Is of proven medical value and usefulness**
 - Not duplicative of another service
 - Not solely for the convenience of the consumer, consumer’s family, or the provider
 - Must be pre-approved/pre-authorized
 - The most appropriate level of service that can be effectively provided

DHS 101.03(96m)

“Psychosocial Rehabilitation Services”

“The medical and remedial services and supportive activities provided to or arranged for a consumer by a comprehensive community services program authorized by a mental health professional to assist individuals with mental disorders or substance use disorders to achieve the individual’s highest possible level of independent functioning, stability and independence and to facilitate recovery.”

DHS 36.03(22)

Non-Covered: “Activities which are primarily diversional in nature such as services which act as social or recreational outlets for the recipient”

DHS 107.13(7)

“Service Delivery” within CCS

- a) Psychosocial rehabilitation and treatment services shall be provided in the most natural and least restrictive manner and most integrated settings practicable consistent with current legal standards, be delivered with reasonable promptness, and build upon the natural supports available in the community.

DHS 36.17(4)

Service Array

1. Screening & Assessment
2. Service Planning
3. Service Facilitation
4. Diagnostic Evaluation
5. Medication Management
6. Physical Health Monitoring
7. Peer Support

8. Individual Skills Development & Enhancement
9. Employment Skills Training
10. Individual/Family Psychoeducation
11. Wellness Management/Recovery Support Services
12. Psychotherapy
13. Substance Abuse Treatment

All Services – WHAT'S NEW?

- Required: Training on Ethics & Boundaries
 - Orientation: within past 2 years or within 3 months of starting
 - Ongoing: at least 1 hour for non-DSPS regulated providers
 - DSPS licensed individuals are required to complete at least 4 hours every 2 years
 - Which Ethical Code?
 - Relevant to professional regulation entity – ACA, CPS, NAAP, NASW, NOHS, etc
 - For non-regulated individuals: WRIC Code of Ethics

All Services – WHAT'S NEW?

- Primary Clinical Supervisor
 - Each contracted staff member has access to a primary clinical supervisor *DHS 36.11*
 - Rehabilitation Workers (RW) must operate under the direction of a licensed mental health professional or substance use professional *DHS 36.10(2)(g)(21)*
- WRIC will still offer the vendor supervision groups as a *secondary* support, but cannot be considered for primary clinical supervision
- It is the responsibility of each agency to provide clinical level mental health/substance use treatment services.

Service 5: Medication Management

- What Services are Included?
 - Non-Prescribers:
 - Provide support to consumer in taking their medications independently
 - Assist consumer in understanding benefits of taking medication
 - Assist in monitoring consumer's symptoms and side effects
 - Assist consumer in scheduling prescriber appointments
 - Accompany consumer to prescribing appointments to report on symptom observations and/or understand consumer's medications to provide ongoing supportive education

CCS does not cover solely the dispensing of medication

Service 5: Medication Management – WHAT’S NEW?

- Who Can Provide this Service?
 - Non-prescribers: Contracted agencies operating within the scope of practice
 - Staff members must complete a training on medication administration *DHS 36.18(3)(f)(7m)*
- Documentation Standards for Providers Who Physically Administer or Possess Medication
 - Medication Administration Record (MAR) *DHS 36.18(3)(f)(8)*
 - Medication Consent forms for any provider that will possess or administer medications *DHS 36.18(3)(f)(9)* [WI DHS Informed Consent for Medications F-24277 Series: Psychotropic Medications](#)
- Scope of Services Expansion
 - Assisting with Prescribing Appointments (scheduling, accompanying to, advocating/navigating prescribing appointments, etc)
 - Assisting with Filling/Re-filling prescriptions (not completing for, doing with)

Service 8: Individual Skill Development and Enhancement

- What Services are Included?
 - Any skill that can be taught as long as:
 1. It is indicated in the service plan and relates to the assessed need;
 2. Progress notes clearly indicate what specific skill is being taught;
 3. Progress notes clearly demonstrate consumer progress/mastery of skill;
 4. Intervention has focus of assisting consumer with implementing the learned skill into the home, school, community, or natural social network of the consumer
 - Skills may include:
 - Interpersonal Skills: communication, peer relations, problem solving, decision making, self-regulation, conflict resolution
 - Daily Living Skills: grocery shopping, budgeting, transportation, hygiene, organization
 - Accessing Community Resources: helping a consumer find/apply for housing, Foodshare renewals, apply for Social Security, etc.

Service 8: ISDE – WHAT'S NEW

- Who Can Provide this Service?
 - Providers operating within their scope of practice
- Method to Assess/Measure Progress and Skill Capacity
 - Functional Skills Assessment, Methodology to measure progress and skill level mastery
 - Providers will report out to county facilitators on baseline functioning capacity and measurable data on progress

Service 10: Psychoeducation

- What Services are Included?
 - Provide information/education/resources related to consumer's mental health or substance use issues *(focus is on the diagnosis/need not the individual)
 - Guidance about managing or coping with mental health substance use symptoms
 - Social and Emotional support
 - Can be done with the consumer and/or their family.
 - Can be provided individually or in a group
- Services provided to family must relate to consumer's identified needs and not address family issues or family members' individual issues

Service 10: Psychoeducation – WHAT'S NEW?

- Who Can Provide this Service?
 - Providers operating within their scope of practice
 - Providers must have additional training, certification, and/or use of structured curriculum for this service
 - Includes Certified Parent Peer Support Specialists
- Change in Focus
 - Will *only* be provided to Family Members and/or Natural Supports of consumers. Persons must be named and identified by the consumer, and authorized on the service plan

Service 11: Wellness Management & Recovery Support Services

- What Services are Included?
 - Empowering members to manage their mental health/substance use issues themselves
 - Individual Psychoeducation to assist consumers understand their mental health/substance use needs and symptoms
 - Helping consumers develop their own lifelong recovery goals (may be within or extend beyond CCS)
 - Teach skills on how to make their own informed treatment decisions
 - Wellness & Recovery Action Plan development
 - Relapse prevention planning & Crisis Prevention Planning
 - Implementation of coping skills
 - Implementation of social skills to develop social networks
 - Aftercare planning and preparation

Service 11: WMRS – WHAT’S NEW?

- Who Can Provide this Service?
 - Providers operating within their scope of practice
 - Providers must have advanced training, certification, use of structured curriculum or evidence-based model for this service
 - *Includes: Specialty Therapies that are not Psychotherapy
- Change in Focus
 - Specialized therapeutic supports that assist consumers in going beyond the “how to” do something, and develop further insight into their unique symptoms and needs to adapt their recovery process

Individual Skills (ISDE)	Topic/Need	Wellness Management (WMRS)
<p><i>In general, is more of a “how to…” service supported by staff who may have less training. Does more step-by-step cuing and prompting.</i></p>	<p><i>These are some common examples – discuss further with your MHP</i></p>	<p><i>In general, is a more advanced service that provides additional support and understanding to brain/body connections related to symptomology</i></p>
<ul style="list-style-type: none"> - How to research housing assistance programs - How to complete a housing application - How to conduct an apartment visit - How to complete household care tasks (cleaning, etc) - How to develop a home organizational system 	<p>< Housing & Household Maintenance</p>	<p>> - Understanding how mental health/substance use impacts consumer’s ability to maintain housing - Understand patterns of housing instability and barriers that may have resulted in the pattern - Support with adapting household maintenance tasks based on mental health symptoms</p>
<ul style="list-style-type: none"> - How to meal prep - How to cook - How to get to the grocery store - How to budget and pay for groceries 	<p>< Grocery Shopping & Food Management</p>	<p>> - Understanding nutritional balance and how nutrients impact mental health symptoms - Learning to manage anxiety/panic attacks while at the grocery store</p>
<ul style="list-style-type: none"> - How to start/end a conversation - How to listen to others - How to have appropriate eye contact/spacing - Develop a list of small talk conversation starter topics - Appropriate conversation topics 	<p>< Social Skills</p>	<p>> - Strategies to manage anxiety in social settings - Strategies to manage paranoia in social settings - Assistance with developing meaningful social connections (for when CCS services end)</p>
<ul style="list-style-type: none"> - How to set boundaries with others (say ‘no’/‘yes’) - How to engage in conflict resolution (“fight fair”) - Appropriate expression of feelings, needs, wants 	<p>< Interpersonal Skills</p>	<p>> - Assist with identifying personal values in relationships - Help with understanding how mental health/ substance use symptoms impact ability to have relationships - Assistance with leaving unhealthy relationships (DV/IPV)</p>
<ul style="list-style-type: none"> - Self-Care/Regulation Skills: strategies on how to manage general/typical daily stressors that everyone encounters in life (e.g. patience/waiting in line, frustration tolerance/“I didn’t get what I want”, self-soothing/calming, etc). <i>*under ISDE there is no specialized educational component, or specialized interventions needed</i> - Prompting use of already learned coping strategies (i.e. they have the tools, they just need a quick reminder to use them in live time situations) - Feelings identification - Develop a general self-care plan 	<p>< Managing Behaviors & Emotions, i.e. “coping skills”</p>	<p>> - Coping Strategies: managing specific situations and crisis triggers related to mental health (e.g. panic attacks at the grocery store, managing paranoid thoughts when out in public, etc) - <u>Is able to teach</u> new/adapted coping strategies to consumer’s who may have limited capacity because of their symptoms or trauma history - Staff can explain the ‘why’ behind the strategy to develop consumer insight into their own needs - Staff can evaluate a consumer’s ability to implement and adjust the coping strategies to address consumer’s unique symptom barriers</p>

Reimbursement Rate Comparison

Service Level	WRIC – 2016	WRIC – 2020	WRIC – Current	MA Rate ('24-'25)	Difference
ISDE/Peer Support	\$10.23	\$18.25	\$22.86	\$13.97	+ \$8.89
Med Mgmt (non-prescriber)	\$8.19	\$8.46	\$20.00	\$21.43	- (\$1.43)
Psychoeducation	\$14.56	\$18.74	\$27.44	\$21.43	+ \$6.01
Special Therapeutic Services	\$18.06	\$24.10	\$36.59	\$32.14	+ \$4.45
Psychotherapy	\$18.30	\$27.50	\$34.70	\$32.14	+ \$2.56
Psych/Diagnostic Eval		*	\$48.92	\$40.00	+ \$8.92

Higher rates come with higher expectations for quality services in audit reviews

Service Planning Process

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