



Developmental Services  
**Specialized Mental Health Services**  
 Monitoring Protocol

Specialized mental health services for persons with developmental disabilities are services provided to maximize the reduction of an individual’s mental illness and restoration to the best possible functional level. Specialized mental health services focus on the unique treatment of psychiatric disorders and rehabilitation for impairments for persons with developmental disabilities and mental illness. These services include specialized individual, group and family therapy provided to individuals using techniques appropriate to this population. Specialized mental health services include information gathering and assessment, diagnosis, development of a plan care (treatment plan) in coordination with the individual support plan, mental health interventions designed to help the individual meet the goals identified on the support plan, medication management and discharge planning. This specialized treatment will integrate the mental health interventions with the overall service and supports to enhance emotional and behavioral functions.

Cite	Standard	Probes
<p><b>Explanation of Monitoring Tool Symbols/Codes</b></p> <p> Alert: Denotes a critical standard or cite relating to health, safety and rights. A deficiency requires a more intense corrective action and follow-up cycle.</p> <p><b>“W”</b> Weighted Element: A “W” followed by 2.0 or 4.0 in the Cite column denotes elements that <i>have a greater impact on the monitoring score.</i></p> <p><b>“R”</b> Recoupment: An “R” in the Cite column denotes an element that is subject to recoupment of funds by the State if the element is “Not Met.”</p>		
<b>A. Service Tasks and Locations</b>		
1	<p>Specialized mental health services include information gathering, development of a plan of care in coordination with the individual’s support plan, mental health interventions designed to help the individuals meet the goals identified on the support plan, medication management and discharge planning.</p>	<p>Review, provider records to:</p> <ul style="list-style-type: none"> <li>• Determine if specialized individual, group and family therapy provided to individuals is using techniques appropriate to this population.</li> <li>• Integrate the mental health interventions with the overall service and supports to enhance emotional and behavioral functions.</li> </ul>

Cite	Standard	Probes
<b>B. Provider Qualifications and Requirements</b>		
<i>For all training related elements of performance appearing under this section: Review Area Office requirements for mandatory meetings and training documentation. Review provider's/staff member training records to determine if documentation is maintained, and at a minimum includes: The topic of the training; Length of the training session; Training dates; Participants' signature; Instructor's name; Objectives and/or a syllabus.</i>		
2  W4.0	Providers of specialized mental health services are licensed psychiatrists, psychologists, clinical social workers, marriage and family therapists or mental health counselors with two years experience working with individuals who are dually diagnosed with mental illness and developmental disabilities.	<p>Review Area Office enrollment files and, if available, provider and provider staff personnel files or other records to:</p> <ul style="list-style-type: none"> <li>• Determine if providers are licensed by the Department of Health as psychologists, clinical social workers, marriage and family therapists or mental health counselors. Psychiatrists are licensed by the Florida Board of Medicine or Osteopathic Medicine.</li> <li>• Review personnel files and other information to verify experience requirements.</li> </ul> <p><i>Note: Community Mental Health Centers are <u>not</u> eligible to enroll to provide this service.</i></p>
3	The provider attends mandatory meetings and training scheduled by the Area Office and/or Agency.	<p>If this is an onsite visit:</p> <ul style="list-style-type: none"> <li>• Ask the provider if they are aware of Area Office and Agency mandatory meeting and training schedules. Ask the provider if they can produce any notices, announcements or agendas received about meetings or training.</li> <li>• Ask the provider what Area Office and Agency meetings or training they have attended during the review period.</li> <li>• Ask the provider for any evidence they have to verify attending the meeting or training.</li> </ul> <p>If this is a desk review</p> <ul style="list-style-type: none"> <li>• Look for evidence in documents supplied by the provider of attendance at Area Office and Agency meetings, such as notes in personnel files or other records.</li> </ul> <p><i>Note: If the Area Office has not sponsored any mandatory meetings or training, score this element Not Applicable.</i></p>

Cite	Standard	Probes
4 W2.0	Independent providers and agency staff receive training on responsibilities and procedures for maintaining health, safety and well-being of individuals served.	<p>Review provider personnel files or training records for evidence of this type of training.</p> <p>If this is an onsite review, ask the provider and/or their staff about what types of training programs they have and continue to attend.</p> <p>Training on health, safety and well-being of individuals could include such topics as:</p> <ul style="list-style-type: none"> <li>• Fire safety for the environment;</li> <li>• Evacuation procedures in the event of natural or other disasters;</li> <li>• Training on what to do in the event of personal health emergencies involving consumers;</li> <li>• Basic infection control training, e.g., hand washing before and after all contact with consumers.</li> <li>• Identifying and reporting concerns about health, safety and well-being of individuals and the environment in which they are living.</li> </ul> <p>Refer also to the provider’s policy in this area to determine compliance.</p> <p><i>Note: The Area Office is not the sole source for a provider to find training programs and activities referred to in the Core Assurances. Providers may develop their own curriculum for their staff; providers and their staff may attend a program offered through another provider.</i></p>
5	Independent providers and agency staff receive training on required documentation for service(s) rendered.	<p>Look for evidence that the provider and/or staff have received training on the type and format of documentation that is required for the services and supports that they render.</p> <p>Examples of this training could include:</p> <ul style="list-style-type: none"> <li>• Instruction on documentation that is required for reimbursement and monitoring purposes.</li> </ul> <p><i>NOTE: The Area Office is not the sole source for a provider to find training programs and activities referred to in the Core Assurances. Providers may develop their own curriculum for their staff; provider and their staff may attend a program offered through another provider.</i></p>

Cite	Standard	Probes
6	Independent providers and agency staff receive training on responsibilities under the Core Assurances.	<p>Look for evidence that the provider and/or staff have been familiarized with and have had some training related to the Core Assurances section of their Waiver Services Agreement and the DS Waiver Services Florida Medicaid Coverage and Limitations handbook.</p> <p>Examples of this training could include instruction on:</p> <ul style="list-style-type: none"> <li>• The rights of individuals in the program and how the provider respects these rights;</li> <li>• Maintaining confidentiality of consumer information;</li> <li>• Offering individual’s choice of services and supports;</li> <li>• Recognizing and reporting of suspected abuse, neglect or exploitation;</li> <li>• Rendering services in an ethical manner.</li> </ul> <p><i>NOTE: The Area Office is not the sole source for a provider to find training programs and activities referred to in the Core Assurances. Providers may develop their own curriculum for their staff; provider and their staff may attend a program offered through another provider.</i></p>
7	Independent providers and agency staff receive training on responsibilities under the requirements of specific services offered.	<p>Look for evidence that the provider and/or staff have been familiarized with and have had training related to the service specific sections of their Waiver Services Agreement.</p> <p>Examples of this training could include instruction on:</p> <ul style="list-style-type: none"> <li>• Specifics of rendering services and supports;</li> <li>• Service limitations;</li> <li>• Service documentation requirements; and</li> <li>• Billing for services.</li> </ul> <p><i>NOTE: The Area Office is not the sole source for a provider to find training programs and activities referred to in the Core Assurances. Providers may develop their own curriculum for their staff; provider and their staff may attend a program offered through another provider.</i></p>

Cite	Standard	Probes
8	<p>Independent providers and agency staff receive training on use of personal outcomes to establish a person-centered approach to service delivery.</p>	<p>Look for evidence that the provider and/or staff have received training on using desired outcomes for individuals as the guide for rendering services and supports. Examples of this training could include instruction on:</p> <ul style="list-style-type: none"> <li>• Rendering services and supports in accordance with the service authorization.</li> <li>• Respecting the wishes of individuals as it relates to the services and supports being provided.</li> <li>• Use of Personal Outcomes Measures, or another person-centered planning approach.</li> <li>• Individualizing service delivery methods.</li> </ul> <p>Also refer to the provider’s policy in this area to determine specified training.</p> <p><i>Note: This does not mean that the provider must have received the official Personal Outcome Measures training (with the exception of Support Coordinators). Other person-centered approaches are acceptable.</i></p> <p><i>The Area Office is not the sole source for a provider to find training programs and activities referred to in the Core Assurances. Providers may develop their own curriculum for their staff; provider and their staff may attend a program offered through another provider.</i></p>

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9 W2.0	Independent providers and agency staff receive other training specific to the needs or characteristics of the individual as required to successfully provide services and supports.	<p>Look for evidence that the provider and/or staff assigned to render services and supports to individuals have received some orientation to an individual and their unique characteristics and needs.</p> <p>The family or guardian or other providers or people who are in regular contact with and understand the unique characteristics and needs of the individual can provide this orientation.</p> <p>Examples of this training could include instruction on:</p> <ul style="list-style-type: none"> <li>• Communicating with the individual;</li> <li>• Unique environmental issues for the individual</li> <li>• Unique individual characteristics that provider needs to be aware of in order to render services</li> </ul> <p>This training may be one-on-one in nature, and therefore documentation will not take the form of an agenda, or curriculum with handouts and outline. Also look for evidence in the consumers record, such as in notes or other provider documentation.</p>
10	Proof of required training in recognition of abuse and neglect to include domestic violence and sexual assault, and the required reporting procedures is available for all independent vendors and agency staff.	<ul style="list-style-type: none"> <li>• Review personnel files and other provider training records for evidence of required training.</li> <li>• If applicable, ask staff about the in-service training that they have received.</li> <li>• Training should include prevention, detection and reporting requirements.</li> </ul>
<b>C. Service Limits and Times</b>		
11	Providers limit specialized mental health services to one to two one-hour sessions per week and one assessment per year.	<p>Review claims data and, if available, provider treatment and billing records for individuals receiving this service, to determine that the limits for the service are being observed.</p> <p>Specialized mental health services counseling sessions are scheduled usually once or twice a week, based on the individual's need.</p> <p>Note: This service excludes hippo therapy, equine therapy, horseback riding therapy, music therapy, art therapy, recreation therapy, etc.</p>
12	Provider is authorized to render specialized mental health services.	Review provider records for a service authorization.
13	Provider renders services and supports at a frequency and intensity as defined in the service authorization.	Review provider records for a service authorization and compare these to claims data and the provider's billing documents and service log.

Cite	Standard	Probes
14 NEW	If a provider is transporting individuals in his or her private vehicle, the provider has a valid driver's license, car registration and insurance.	<ul style="list-style-type: none"> <li>• Ask solo providers to supply this evidence.</li> <li>• Ask agency providers about their policy on employees transporting individuals; if it is allowed, ask the provider to supply evidence that they check this information for employees rendering this service.</li> <li>• Information on file is current and complete.</li> <li>• The Area Office should be notified of any traffic violations immediately with the exception of parking tickets.</li> </ul>
<b>D. Documentation</b>		
15 R	Provider has at a minimum copies of the assessment.	<p>Review provider treatment records for individuals receiving this service to determine they contain the required documentation.</p> <p>This assessment is submitted to the waiver support coordinator prior to or at the time of claim submission.</p> <p><b>This Cite is subject to recoupment as reimbursement documentation if not available.</b></p>
16 R	Provider has at a minimum copies of the treatment plan and updates.	<ul style="list-style-type: none"> <li>• Review provider treatment records for individuals receiving this service to determine they contain the required documentation, and</li> <li>• Determine if treatment plans are provided to the support coordinator before the first full months billing and every six (6) months.</li> </ul> <p>This treatment plan is submitted to the waiver support coordinator prior to or at the time of claim submission and when updated.</p> <p><b>This Cite is subject to recoupment as reimbursement documentation if not available.</b></p>
17 R NEW	Provider has at a minimum copies of the service logs for the period being reviewed.	<p>Review provider claims data and records for service logs or other documents</p> <p>Service logs are to be submitted to the waiver support coordinator on a monthly basis.</p> <p><i>Note: A service log contains the individual's name, social security number, Medicaid ID number, the description of the service, activities, supplies or equipment provided and corresponding procedure code, times and dates service was rendered.</i></p> <p><b>This Cite is subject to recoupment as reimbursement documentation if not available.</b></p>

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18 R	Provider has at a minimum copies of the monthly summary notes for the period being reviewed.	<p>Review provider treatment records for individuals receiving this service to determine they contain the required documentation.</p> <ul style="list-style-type: none"> <li>• The monthly note includes training, instructions or assistance provided to caretakers to provide consistent carryover in the home setting.</li> <li>• The monthly note indicates an individual's progress, or lack thereof, toward achieving the goal(s) identified on the support plan for the month billed.</li> <li>• Determine that progress statements are consistent with available data and other supporting data.</li> </ul> <p>Monthly summaries are to be submitted to the waiver support coordinator.</p> <p><b>This Cite is subject to recoupment as reimbursement documentation if not available.</b></p>

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