



STATE OF WASHINGTON
DEPARTMENT OF SOCIAL AND HEALTH SERVICES
Aging and Long-Term Support Administration
Home and Community Services Division
PO Box 45600, Olympia, WA 98504-5600

HCS MANAGEMENT BULLETIN

H21-008 – Policy & Procedure
February 11, 2021

- TO:** Home and Community Services (HCS) Division Regional Administrators
Area Agency on Aging (AAA) Directors
- FROM:** Bea Rector, Director, Home and Community Services Division
- SUBJECT:** **Policy changes to Chapter 7h, Appendix VI: Requesting Funding From The Managed Care Organization (MCO) For Behavioral Health Personal Care (BHPC)**
- PURPOSE:** To inform staff of the following:
- Chapter 7h, Appendix VI has been updated:
 - Effective January 1, 2021, the MCO will only fund the following Behavioral Health Personal Care (BHPC):
 - Additional personal care hours or additional services reflected in an increased rate beyond the CARE generated rate/hours, **referred to as wraparound support**. This includes Behavioral Health Specialty contracts.
 - Services in an **Enhanced Services Facility (ESF)** when the client meets criteria listed in Appendix VI of Chapter 7h.
 - For Residential clients with MCO wraparound support, a new service code will be authorized for any additional rate approved by an MCO.
 - For In-home clients with MCO wraparound support, the reason code of “MCO_BHO Client/ MCO_BHO Funded” on the personal care service line will still be used.
 - For clients in an Enhanced Services Facility (ESF), the reason code of “MCO_BHO Client/MCO_BHO Funded” on the personal care line will still be used.
 - DSHS Form #13-712 has been updated.

BACKGROUND: Per Long-Term Care (LTC) Manual Chapter 7h, Appendix VI, when a client's need for personal care is based on the criteria outlined in the chapter, case managers are required to request funding for personal care services from the MCO. The request for funding is submitted to the MCO via DSHS form #13-712. Once funding is approved and all processes complete, the case manager then selects the reason code of "MCO_BHO Client/ MCO_BHO Funded" on the personal care service line(s). Selection of this reason code allows ALTSA to pull a report to bill the MCO for the clients they approved to fund.

WHAT'S NEW, CHANGED, OR CLARIFIED: Effective 1/1/2021, a BHPC request to the MCO is only required if the client meets eligibility criteria and the following scenarios in the care plan:

- Needs additional personal care hours or additional services reflected in an increased rate beyond the CARE generated rate/hours, **referred to as wraparound support**. This includes Behavioral Health Specialty contracts.
- Services are being received in an **Enhanced Services Facility (ESF)** when the client meets criteria.

For wraparound support in a residential setting, there is a separate service code to reflect the additional rate and this will be authorized separately from the CARE generated personal care rate.

Residential service code for wraparound support:

- **SA389 U1** MCO Funded Behavioral Health Wraparound Support Residential

For wraparound support in an in-home setting, and for clients in an ESF setting, the use of the current reason code of "MCO_BHO Client/ MCO_BHO Funded" on the personal care service line(s) will continue to be used to designate MCO funding.

Appropriate selection of the service code or reason code will allow ALTSA fiscal to pull the data report to appropriately bill the MCO for the clients they approved to fund their BHPC.

ACTION: Effective January 1, 2021 staff must follow updated policy in Chapter 7h, Section VI and only request funding from the MCO when criteria is met and the client needs wraparound support or is receiving services in an ESF setting.

- If wraparound support is approved by the MCO,
 - o Follow the ETR process outlined in Chapter 7h, Appendix VI for the additional rate/hours

- For Residential clients, authorize the additional daily rate with service code SA389 U1 separately from the personal care service codes (CARE generated rate and add-on rates if applicable).
- For In-home clients, authorize the additional hours with the CARE generated personal care hours under service code T1019 and select the reason code “MCO_BHO Client/ MCO_BHO Funded”.
- If personal care is approved by the MCO in an Enhanced Services Facility (ESF),
 - Authorize the daily rate selecting service code T1020 U5, and select the reason code “MCO_BHO Client/ MCO_BHO Funded”.
- When requesting funding, staff must use DSHS Form 13-712 with the revision date 1/2021.
- Behavioral Health Specialty contracts: Existing authorizations that are MCO funded, will need to be manually updated to reflect SA389 U1 for the additional wraparound support.

**RELATED
REFERENCES:**

ATTACHMENT(S):



Chapter 7h rev
01.2021.docx



13-712 rev
01.2021.docx

CONTACT(S):

Jamie Tong, HCS Waiver Program Manager
(360) 725-3293
jamie.tong@dshs.wa.gov

Victoria Nuesca, CFC Program Manager
(360) 725-2393
victoria.nuesca@dshs.wa.gov

Ethan Leon, Managed Care Policy Analyst
(360) 725-3566
ethan.leon@dshs.wa.gov