



**THE MANAGED CARE TECHNICAL ASSISTANCE CENTER OF NEW YORK**

**Practical Facts about Adult Behavioral Health Home and Community Based Services  
(Adult BH HCBS)**

**Section I: Introduction:**

This document is intended to be used as a guide for providers of HCBS services and Health Home Care Managers. It provides information on each HCBS service, what it looks like “on the ground”, the modality and setting, limitations and exclusions and duration.

**Section II: Eligibility and Enrollment:**

The recommendation for best practice in the timeframe from completing the NYS Eligibility Assessment to submitting the Plan of Care inclusive of BH HCBS to the Managed Care Organization is 30 days but no more than 90 days from the individual’s date of enrollment to the Health Home, or from date of enrollment in the HARP or HIV SNP, whichever occurred later.

Health Home Care Managers will use the NYS Eligibility Assessment to determine if the HARP enrolled or HARP eligible HIV SNP enrollees are eligible for Adult BH HCBS. The NYS Eligibility assessment will determine Tier 1 or Tier 2 eligibility. Tier 1 eligibility includes employment, education and peer support services only. Tier 2 eligibility includes the full array of BH HCBS services.

\*A note about restriction exception codes in EPACES/EMEDNY: Health Home Care Managers should verify current HARP or HIV SNP enrollment through EPACES/EMEDNY. HARP enrolled individuals are identified with one of the following restriction exception (RE) codes.

- H1- HARP Enrolled without HCBS
- H4-HIV SNP Enrolled, HARP Enrolled without HCBS

If the NYS Eligibility Assessment determines that the individual is eligible for BH HCBS, one of the following RE codes is also displayed in EPACES:

- H2-HARP Enrolled with Tier 1 BH HCBS Eligibility
- H3-HARP Enrolled with Tier 2 BH HCBS Eligibility
- H5-HIV SNP HARP-eligible with Tier 1 BH HCBS Eligibility
- H6-HIV SNP HARP-eligible with Tier 2 BH HCBS Eligibility
- H9-Individuals are HARP eligible but pending HARP enrollment

**Section III: Adult Behavioral Health Home and Community Based Services**

<b>Psychosocial Rehabilitation</b>	<b>Community Psychiatric Support and Treatment</b>	<b>Habilitation</b>
<ul style="list-style-type: none"> <li>• Focus on restoring skills (psychosocial rehabilitation)</li> <li>• Rehabilitation counseling focused on independent living, social relationships, community engagement, personal autonomy, health and wellness, social skills, and personal care</li> <li>• May be provided by unlicensed staff</li> <li>• May be provided 1:1 or in groups</li> <li>• May be provided on or off site</li> </ul>	<ul style="list-style-type: none"> <li>• Focus on time-limited rehabilitation and treatment for people who struggle to engage in site-based programs</li> <li>• Assisting the individual in identifying precursors or triggers that put them at risk, developing a crisis management plan, and support identifying resources</li> <li>• Engagement in supportive counseling, solution-focused interventions, emotional and behavioral management, and problem behavior analysis</li> <li>• Must be provided by professional staff</li> <li>• Must be provided 1:1</li> <li>• Provided offsite only</li> </ul>	<ul style="list-style-type: none"> <li>• Focus on acquiring and retaining new skills related to functioning</li> <li>• Instruction in areas such as accessing community resources, use of transportation options, developing and sustaining financial stability, activities of daily living, and civic engagement</li> <li>• May include modeling, training, and supervision to support the individual in gaining maximum independence</li> <li>• May be provided by unlicensed staff</li> <li>• Must be provided 1:1</li> <li>• May be provided on or off site</li> </ul>

### Family Support and Training

- Services to assist the individual and family by providing training and workshops on topics including recovery orientation, advocacy, psychoeducation, crisis intervention medication education, relapse prevention, etc.
- Peers work in a variety of settings (outpatient, community and respite programs) to promote hope and resiliency and to foster engagement in recovery-oriented life roles
- Advocacy, outreach and engagement, self-help tools, recovery supports, transitional supports and pre-crisis and crisis supports
- Interventions may include motivational interviewing, advocacy, benefits advisement and planning, relapse prevention planning, connections to self-help groups, and instruction in wellness self-management
- Provided 1:1 or in a group setting on site or in the community

### Empowerment Services/Peer Support

- Peer delivered services designed to promote skills for coping with and managing symptoms while facilitating the utilization of natural supports. Peer services should assist the individual in initiating and maintaining recovery and enhancing the quality of personal family life in long term recovery
- Peers work in a variety of settings (outpatient, community, and respite programs) to promote hope and resiliency and to foster engagement in recovery-oriented life roles
- Interventions may include motivational interviewing, advocacy, benefits advisement and planning, relapse prevention planning, connections to self-help groups, and instruction in wellness self-management
- Provided 1:1 with a majority off-site or in the community

### Short Term Crisis Respite

- Short term, residential care intended for individuals who are experiencing challenges that create risk for an escalation of symptoms that cannot be managed in the community
- Individuals are encouraged to continue to attend work or other activities
- Provided by Certified Peers (OMH or OASAS)

### Intensive Crisis Respite

- Short term, residential care intended for individuals experiencing a crisis, including suicidal and/or homicidal ideation or are experiencing an acute escalation of mental health symptoms. The individual is at imminent risk for loss of functional abilities
- Individuals do not attend work or program while receiving ICR services
- Provided by a multidisciplinary team, including professional and unlicensed staff

Individual Education Support	Pre-Vocational Services	Transitional Employment	Intensive Supported Employment	Ongoing Supported Employment
<ul style="list-style-type: none"> <li>• Assist individuals with a goal to start or return to school or formal training to achieve skills necessary to obtain employment</li> <li>• Referral for tutoring, financial aid, and other educational supports and resources</li> <li>• Support completing admission forms, financial aid applications and class registration</li> <li>• Orientation to formal academic settings, navigating educational/training environments, and accessing disability services</li> </ul>	<ul style="list-style-type: none"> <li>• Focus is on preparing an individual for employment:               <ol style="list-style-type: none"> <li>1. Work Compliance</li> <li>2. Attendance</li> <li>3. Problem Solving &amp; Safety</li> <li>4. Task Completion</li> </ol> </li> <li>• Includes instruction in soft-skills, benefits counseling, and career exploration</li> <li>• Provided by unlicensed staff</li> </ul>	<ul style="list-style-type: none"> <li>• Focus is on strengthening the individual's work record and work skills</li> <li>• On-site job training</li> <li>• Development of natural support on the job</li> <li>• Adopt worker identity</li> <li>• Accept responsibilities for decisions</li> <li>• Examine past work experience for shortcomings and success</li> <li>• Consider potential transferability of work skills</li> <li>• Coordinate with employers and coworkers</li> </ul>	<ul style="list-style-type: none"> <li>• Evidenced based rapid job search to locate job or develop a job including home based self-employment</li> <li>• Learn hard and soft skills to retain employment</li> <li>• Systematic instruction and training</li> <li>• Job Application Support</li> <li>• Ongoing job related discovery and assessments</li> <li>• Obtain and maintain employment at or above minimum wage</li> </ul>	<ul style="list-style-type: none"> <li>• Sustained competitive and integrated employment with ongoing support</li> <li>• Job coaching, self-advocacy, benefits counseling, and support in addressing behavioral health barriers in the workplace</li> <li>• Identify reasonable accommodations</li> <li>• Teach work retention and stress reduction skills</li> <li>• Supervision and training activities to sustain employment at or above minimum wage</li> </ul>

### Non-Medical Transportation

- Transportation services available for individuals to access authorized HCBS services and destinations that are related to a goal included in the plan of care
- Services are intended to help an individual initiate a new activity, rather than maintain an existing one
- Recurring activities must be detailed in the POC and must be related to the goal
- The HHCM must complete a justification for the service within the POC
- Transportation to non-routine locations in the community that support acquisition of a goal
- Examples include job interviews, college fairs, wellness seminars, work or school orientation, recovery workshops, etc.
- May be in the form of a cab or taxi, reimbursement for public transportation or transportation provided by natural supports

#### **Section IV: Limitations and Exclusions**

- The total combined hours of **Community Psychiatric Support and Treatment, Psychosocial Rehabilitation and Habilitation** are limited to no more than 500 hours per calendar year.
- The total combined hours for **Family Support and Training** are limited to no more than a total of 40 hours per calendar year.
- **Peer support** services are limited to no more than a total of 500 hours per calendar year. Individuals receiving SUD outpatient treatment may not receive Peer Supports if they are receiving an OASAS state plan peer service.
- **Crisis Respite services** may be no longer than 1 week per episode, not to exceed a maximum of 21 days per year. Individual stays of greater than 72 hours require prior authorization. Individuals requiring crisis respite for longer periods may be evaluated on an individual basis and approved for greater length of stay based on medical necessity.
- **Intensive Crisis Respite** services are provided at 7 days maximum. ICR services include a limit of 21 days per year. Those who require longer periods of ICR may be evaluated on an individual basis and approved for greater length of stay based on medical necessity. Individuals who have an acute medical condition requiring a higher level of care may not be eligible for ICR.
- The hours for **Supported Education** are limited to no more than a total of 250 hours per year. An individual can only access this service if other appropriate state plan services are not available or appropriate.
- The total combined hours for **Pre-vocational services** and **Transitional Supported Employment** are limited to no more than a total of 250 hours and a duration of 9 months of service per calendar year.
- **Intensive Supported Employment** is limited to 250 hours per calendar year.
- **Ongoing Supported Employment** is limited to 250 hours per calendar year.

#### **Section V: Settings**

- **Psychosocial Rehabilitation** may be provided on or off-site (in the community).
- **Community Psychiatric Support and Treatment** must be offered in the setting best suited for the desired outcomes, including home or other community-based setting.
- **Habilitation** may be delivered on-site or in the community (off-site). This service can be provided by the individual's housing provider.
- **Family Support and Training** may be provided onsite or off-site, where an individual lives and community locations such as where an individual works or socializes.
- **Empowerment Services/Peer supports** may be provided in a variety of settings, including outpatient settings and in the community and in respite programs. The majority of the contacts with the individual should be off-site in the community.
- **Short-term Crisis Respite** services are site-based residential settings that offer a supportive, home-like environment with a maximum preferred capacity of 8-10 individuals (fewer in rural areas), preferable in single rooms. The setting must be code compliant, staffed and open 24 hours a day, seven days a week when a resident is present. Residents should be allowed to leave and return as needed, maintaining employment and other daily activities to the extent possible. To the greatest extent possible, guests will be encouraged to maintain contact

with significant others, including family members, friends and spouses. To facilitate this contact, guests may have visitors at any time that is convenient and practical for the guest as well as the operations of the crisis respite center.

- It is encouraged that individuals receive **Intensive Crisis Respite** services in the most integrated and cost-effective setting appropriate to meet their respite needs, preferably in a residential, community-based setting.
- The ideal setting for **Individual Education Support** service is the educational setting site. This service may also be provided on or off-site.
- **Pre-Vocational** services are generally provided on site but also includes support at a work location where the individual may acquire work-related experience such as volunteering and internships in the community.
- **Transitional Employment** may only be provided by a clubhouse, psychosocial club program, OASAS recovery center, or agency previously in receipt of a BH HCBS designation for this service.
- **Intensive Supported Employment** is generally, based on individual need, provided at an employment program but can also be provided at a location of the individual's choosing that may include the workplace.
- **Ongoing Supported Employment** services may be provided in any community location as well as at the workplace. Its primary focus is to support individuals to manage behavioral health disorders in a manner that will not jeopardize their employment. Focus and delivery of Ongoing Supported Employment may not duplicate vocational services for which the person is eligible through Rehabilitation Services Act (RSA/ACCES-VR).