



Office of Mental Health

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To: Executive Directors of Voluntary Provider Agencies
Office of Mental Health Field Office Directors
New York State Association for Psychiatric Rehabilitation Services (NYAPRS)
PROS Program Directors & Managers

From: Office of Mental Health, Bureau of Rehabilitation Services & Care Coordination

Purpose

This document describes the guidelines for PROS engagement efforts with residents of Adult Homes and State Psychiatric Centers and the reimbursement process for outreach encounters.

Background

The New York State Office of Mental Health (OMH) is committed to supporting individuals with serious mental illness (SMI) with living in the most integrated setting. OMH believes that individuals with SMI who currently reside in Adult Homes (AHs) and State Psychiatric Centers (PCs) can live in less service intensive settings if they so desired, so long as arrangements are made for needed physical and behavioral health wrap around services. OMH-licensed Personalized Recovery Oriented Services (PROS) programs are uniquely positioned to provide rehabilitation, treatment, and support to these individuals as they work toward building the skills necessary to live as independently as possible in the community.

Effective 09/01/16, time-limited funding will be made available for outreach and encounters by PROS programs to AH/PC residents. In order to qualify for reimbursement, the encounters must meet the guidelines described herein.¹ These funds are meant to offset the cost of encounter visits, including staff time spent offsite. We expect funding to continue for two years, ending 09/01/18. These funds will be administered by the New York State Associations for Psychiatric Rehabilitation (NYAPRS) on behalf of OMH. OMH will be communicating with NYAPRS and PROS programs on a regular basis to monitor programs' use of encounter funds.

Prior to conducting outreach and encounter visits, the PROS program should have some familiarity with the needs and characteristics of this target population. Individuals with a recent history of institutionalization often have high incidences of co-morbid conditions, including metabolic disorders and substance use disorders. They often have a need for extensive skill-building, particularly around daily living skills (money management, cooking and nutrition, grooming and personal hygiene, communication and interpersonal skills, etc.). In order for a program to be successful in supporting these individuals, they should have a program schedule that includes a

¹ Please note, the effective date of this funding has been back-dated to 09/01/16 to allow providers who have conducted outreach encounters and met all requirements herein to submit for reimbursement. Outreach activities conducted between 09/01/16 and the date of this guidance must be submitted to NYAPRS by 05/30/17 in order to be reimbursed.

variety of services, particularly CRS services (e.g. Basic Living Skills Training, Benefits and Financial Management, Community Living Exploration, and Structured Skill Development & Support).

Outreach & Encounter Visits

Outreach is a process by which PROS programs engage AH/PC residents to explore interest in pursuing a life role goal with the support of a PROS program. The outreach process should focus on establishing a rapport with the individual, fostering hope, and using a person-centered approach to engagement. Outreach encounters should provide each individual with the information necessary to make an informed choice. This may mean that the program will need to develop new marketing materials targeted toward this population.

Examples of outreach and encounter activities include, but are not limited to:

- conversations around hope and recovery; sharing success stories;
- providing an overview of the PROS model and the benefits of PROS;
- discussions regarding life role goals using motivational interviewing;
- introduction to the concepts of psychiatric rehabilitation and integrated treatment; and,
- review of the program schedule and marketing materials, such as brochures and program newsletters.

The standards for reimbursable encounters are as follows:

1. *Any member of the PROS staff may provide outreach, including peer support staff. We recommend that the staff person responsible have experience using motivational interviewing techniques.*
2. Encounters may occur individually or in groups, based upon the needs and preferences of the individual(s). *Group size is limited to no more than 8 individuals.*
3. Individual contacts must be at least 15 continuous minutes in duration and group contacts must be at least 30 continuous minutes in duration.
4. *Encounters must occur offsite (any clinically appropriate location in the community, other than a licensed PROS site).* It should be in the setting most convenient for the individual, such as his or her Adult Home or State Psychiatric Center. It may also occur in community settings, such as libraries, parks, and community centers.

Eligible Populations

Funding for encounters is available for outreach to the following populations:

1. Current residents of Adult Homes. Adult homes are licensed and regulated by the New York State Department of Health and offer long-term, supportive residential care for elderly and non-elderly adults with disabilities.
2. Current residents of psychiatric centers, including individuals who are inpatient and those who reside in state operated community residences (SOCRs) and transitional living residences (TLRs).
3. Class members² who, as a part of the Adult Home Initiative, have moved into supported housing in the community.

² Class members have been identified by the Department of Health and include individuals who reside in impacted adult homes or who have moved out of impacted adult homes through the current Adult Home Initiative. The best way of identifying class members who are now residing in supported housing is via the housing provider. See “Key Partners” on page 5.

Supporting Documentation Requirements

The following supporting documentation will be required in order to receive encounter payments: (1) individual contact notes and (2) program-wide semi-annual reports.

Individual contact notes must be written for each encounter. These must be maintained at the PROS program for a minimum of seven (7) years and be made available for audit by the Office of Mental Health upon request. The program may choose to use their Electronic Medical Record (EMR) or maintain paper records, although adding the form to the EMR would only be done at the program's expense.

The note must include the following elements:

- (a) Individual's name,
- (b) Date of service,
- (c) Location,
- (d) Modality (1:1 or in group) and Duration,
- (e) A brief description of the outreach activities completed,
- (f) The individual's disposition at the end of the outreach encounter, and
- (g) Name, credentials (if applicable), title, and signature of the PROS staff person who provided the outreach activities

A sample contact note template is attached to this guidance document; however, the program may choose to develop their own format provided it included the above elements.

The semi-annual reports must be completed by any program which has receive payment for outreach encounters during the time period covered. If a program's report is not received by the due date, NYAPRS will hold additional encounter payments until the report is complete and submitted. See below for the semi-annual report due dates.

Semi-Annual Report Due	Time Period Covered
06/01/17	09/01/16 – 02/28/17
11/01/17	03/01/17 – 08/31/17
05/01/18	09/01/17 – 02/28/18
11/01/18	03/01/18 – 08/31/18

These reports must be completed using the attached form, which includes the following data elements:

- (a) Total number of individuals served through outreach encounters;
- (b) Total number encounters completed;
- (c) Disposition of each individual served at the end of the time period covered; and
- (d) For individuals not admitted to PROS, the report should indicate why.

Reimbursement for Outreach Encounters

Reimbursement is made on a per-visit basis at a rate of \$50 per visit, with a maximum reimbursement of \$250 per individual, per month. The rate is the same for both individual and group services.

Invoices should be submitted securely to NYAPRS and should minimally contain the following information:

- Agency and program name

- Month and year
- For each individual receiving outreach encounters: name, associated AH/PC, total number of encounter visits during the calendar month, and the total claim per person (\$250 max.)
- Name, title, and signature of the PROS representative completing the invoice

A sample invoice template is attached to this guidance. Agencies are free to use their own invoice template, provided the above information is included. For agencies operating more than one PROS program, a single invoice may be submitted, but outreach activities should be broken down by program (see sample invoice). The invoice must be submitted no later than the 15th of the following month. For example, an invoice for any/all encounters conducted in April 2017 should be submitted to NYAPRS no later than May 15th, 2017. Upon receipt of the invoice, NYAPRS will remit payment within 30 days.

Outreach Encounters & Pre-Admission Screening

Providers should take note that outreach activities are similar to pre-admission screening, which is a Medicaid-reimbursable PROS service. PROS pre-admission is “designed to include the initial process of contacting, engaging, interviewing and evaluating an individual to determine his or her need and desire for PROS services. The result of pre-admission screening is a determination of the individual's desire to participate in services and the program's appropriateness to meet the needs of the individual” (14 CRR-NY 512.5(r)). This outreach encounter funding is *not* intended to screen AH/PC residents for eligibility or appropriateness; the outreach process should focus on establishing a rapport with the individual, fostering hope, and using a person-centered approach to engagement. For this target population, pre-admission screening should occur onsite whereas outreach encounters must occur offsite.

The PROS program should make operational decisions regarding whether to bill Medicaid for Pre-Admission Screening *or* to submit an invoice to NYAPRS, which is distributing outreach encounter funds on behalf of OMH. *Under no circumstances should a program submit a claim to Medicaid and an invoice to NYAPRS for activities and services provided to the same individual in the same month.*

AH/PC Resident Admissions to PROS

Please take note that residents of state psychiatric facilities cannot be admitted to the PROS program until discharged from the PC. However, residents of Adult Homes can be admitted to PROS while continuing to live in the AH. When applicable, we encourage PROS programs to work closely with the residential providers and Health Home Care Managers during the discharge planning process. It is the goal of this outreach encounter funding that individuals admitted will work toward gaining independent living skills which may facilitate a successful and sustainable discharge from institutional settings. Note, several PROS providers have found that individuals may be more interested in rehabilitation services in the weeks and months after discharge, so we strongly encourage PROS programs in the Greater New York City area to collaborate with housing providers to identify Class Members and provide outreach encounters before and after discharge from an impacted Adult Home.

Balancing Incentive Program (BIP)

Upon an individual's admission to PROS, programs are encouraged to take advantage of BIP funding available to support this population. Note that BIP funding may not apply if the individual does not move into an eligible setting. See [BIP regulations and guidance](#) for more information.

Key Partners in this Initiative

PROS programs conducting outreach activities should connect with other key partners, including Health Home Care Managers, residential providers, and social workers and discharge planners from the AH/PC. In order to identify and connect with Class Members who have moved out of impacted Adult Homes as a result of the current initiative, please contact the housing contractors for the Adult Home Initiative (see attached list).

The OMH Rehabilitation Services Unit is available to support PROS programs in connecting with state partners at the psychiatric centers and housing contractors involved with the Adult Home Initiative.

Questions & Concerns

Questions and concerns regarding this guidance should be directed to the PROS inbox, which is monitored regularly by the OMH Rehabilitation Services Unit (pros@omh.ny.gov).

List of Attachments

Sample Contact Note Template

Sample Invoice Template

Semi-Annual Report

List of Housing Contractors for Adult Home Initiative