

To: AmeriHealth Caritas Louisiana Providers

Date: November 3, 2017

Subject: Reminder: Behavioral Health Treatment Record Review Requirements

Summary: AmeriHealth Caritas Louisiana (ACLA) conducts routine behavioral health treatment record reviews. ACLA's documentation standards are outlined below and are available on our website at www.amerihealthcaritasla.com under the "Provider" tab in the "Behavioral health resources" section.

ACLA's Quality Improvement department conducts behavioral health treatment record reviews to ensure provider compliance with record keeping requirements for the Healthy Louisiana program.

Behavioral Health Treatment Record Standards

Treatment records must be:

- Accurate and legible,
- Safeguarded against loss, destruction or unauthorized use,
- Maintained in an organized fashion, and readily accessible for review or audit.

The treatment records must include, minimally, the following:

- Member name or ID noted on each page of the record
- Member demographic information including name, date of birth, sex, address, phone, emergency contact, guardianship information noted (for children)
- Treatment Consent forms
- Member Bill of Rights
- Releases of Information for PCP and other involved parties
- Information provided about Psychiatric Advance Directives, as appropriate.
- Initial Evaluation/Assessment including :
 - Presenting problem and Diagnostic and Statistical Manual of Mental Disorders (DSM) diagnosis
 - Mental health status exam
 - Psychiatric history,
 - Assessment of co-occurring substance use disorder
 - Suicide/risk assessment
 - Assessment of strengths, skills, abilities, etc.

- Developmental history for children and adolescents
- Family and social support assessment
- Member's desired outcomes
- Medical history including allergies and adverse reaction
- Current medication and dosages
- Preliminary discharge planning
- Individualized Treatment Plan including:
 - Measurable goals and objectives with time frames for completion
 - Member participation in treatment planning documented by member's signature
 - Incorporation of preventive services and member education
- Progress Notes including:
 - Treatment goals reflected in documentation
 - Date, begin and end times of service
 - Documentation supports current level of care
 - Assessment of member's progress
 - Continuous substance use assessment, if applicable
 - Continuous suicide/risk assessment
 - Medication compliance (if applicable)
 - Family/support system involvement, preventive services recommended
 - Discharge planning for alternative or appropriate level of care (when applicable)
- Individualized Crisis plan
- Coordination of Care to include PCP communication and coordination with other involved behavioral health providers, programs or institutions (if applicable)
- Documentation of Medication Management (if applicable)
- Documentation of cultural competency
- Documentation of comprehensive discharge planning
- Documented Clinical Practice Guidelines utilization

Questions:

Thank you for your continued support and commitment to the care of our members. If you have questions about this communication, please contact AmeriHealth Caritas Louisiana's Provider Services department at 1-888-922-0007 or your Provider Network Management Account Executive.