

<b><u>Provider Network Management Quality Review Tool</u></b> <b><u>Elements</u></b>	<b><u>Met</u></b>	<b><u>Not Met</u></b>
<b><u>CPST/PSR AGENCY REQUIREMENTS</u></b>		
Accredited by the Commission on Accreditation of Rehabilitation Facilities (CARF), the Council on Accreditation (COA), or The Joint Commission (TJC) for the location reviewed.		
Agencies must attain full accreditation within 18 months of the initial accreditation application date.		
The agency shall pay all associated accreditation fees prior to being contracted and reimbursed by a Medicaid managed care entity.		
The agency has a medical director.		
The agency has an administrator.		
The agency has a clinical supervisor		
The agency has nursing staff.		
Agency has current Crisis mitigation plan to address natural/man made disasters and emergencies.		
Agency must arrange for and/or maintain documentation that prior to employment (or contracting, volunteering, or as required by law) individuals pass criminal background checks, including sexual offender registry checks, in accordance with any applicable federal or state laws.		
Criminal background checks were performed within ninety (90) days prior to the date of employment.		
Agency must review the Department of Health and Human Services' Office of Inspector General (OIG) List of Excluded Individuals and Entities (LEIE) prior to hiring or contracting any employee or contractor that performs services that are compensated with Medicaid/Medicare funds, including but not limited to licensed and unlicensed staff, interns and/or contractors.		
Agency must review the LDH State Adverse Actions website prior to hiring or contracting any employee or contractor that performs services that are compensated with Medicaid/Medicare funds, including but not limited to licensed and unlicensed staff, interns and/or contractors		
Agency must, for current employees, check the Department of Health and Human Services' Office of Inspector General (OIG) List of Excluded Individuals and Entities (LEIE) list once a month thereafter to determine if they have been excluded from participation in the Medicaid or Medicare Program by Louisiana Medicaid or the Department of Health and Human Services' Office of Inspector General.		

Agency must, for current employees, check the LDH State Adverse Actions list once a month thereafter to determine if there is a finding that an employee or contractor has abused, neglected or extorted any individual or if they have been excluded from participation in the Medicaid or Medicare Program by Louisiana Medicaid or the Department of Health and Human Services' Office of Inspector General.		
Arrange for and maintain documentation that all persons, prior to employment, are free from tuberculosis (TB) in a communicable state via skin testing (or chest exam if recommended by physician) to reduce the risk of such infections in members and staff.		
TB testing was completed less than 31 days prior to date of employment		
Establish and maintain written policies and procedures inclusive of drug testing staff to ensure an alcohol and/or drug-free workplace and/or a workforce free of substance use		
Maintain documentation that all direct care staff, who are required to complete first aid training, complete the training within 90 days of hire; Psychiatrists, advanced practical registered nurses (APRNs)/physician assistants (PAs), registered nurses (RNs) and licensed practical nurses (LPNs) are exempt from this training.		
Maintain documentation that all direct care staff, who are required to renew first aid training, complete the training within the time period recommended by the American Heart Association; Psychiatrists, advanced practical registered nurses (APRNs)/physician assistants (PAs), registered nurses (RNs) and licensed practical nurses (LPNs) are exempt from this training.		
Maintain documentation that all direct care staff, who are required to complete cardiopulmonary resuscitation (CPR) training, complete the training within 90 days of hire; Psychiatrists, advanced practical registered nurses (APRNs)/physician assistants (PAs), registered nurses (RNs) and licensed practical nurses (LPNs) are exempt from this training.		
Maintain documentation that all direct care staff, who are required to renew CPR training, complete the training within the time period recommended by the American Heart Association; Psychiatrists, advanced practical registered nurses (APRNs)/physician assistants (PAs), registered nurses (RNs) and licensed practical nurses (LPNs) are exempt from this training.		
Unlicensed staff rendering services have completed the Standardized Basic Clinical Competency Training Module: MH 101 – Introduction to Serious Mental Illness (SMI) and Emotional Behavioral Disorders.		
Unlicensed staff rendering services have completed the Standardized Basic Clinical Competency Training Module: Crisis intervention.		

Unlicensed staff rendering services have completed the Standardized Basic Clinical Competency Training Module: Suicide and homicide precautions.		
Unlicensed staff rendering services have completed the Standardized Basic Clinical Competency Training Module: System of care overview.		
Unlicensed staff rendering services have completed the Standardized Basic Clinical Competency Training Module: Co-occurring disorders.		
Unlicensed staff rendering services have completed the Standardized Basic Clinical Competency Training Module: Cultural and linguistic competency (basic).		
Unlicensed staff rendering services have completed the Standardized Basic Clinical Competency Training Module: Treatment planning.		
Ensure and/or maintain documentation that all unlicensed persons employed by the organization complete annual training in a recognized crisis intervention curriculum prior to handling or managing crisis calls.		
Staff has a National Provider Identification (NPI) number		
LMHP has completed LOCUS Training.		
LMHP has completed CALOCUS Training		
MHR providers are required to have crisis mitigation plans that provides 24-hour on-call telephone assistance to prevent relapse or harm to self or others, to provide referral to other services, and/or to provide support during related crises.		
The BHSP's crisis mitigation plan shall include the following: -Identify steps to take when a client suffers from a medical, psychiatric, medication or relapse crisis		
The BHSP's crisis mitigation plan shall include the following: -Specify names and telephone numbers of staff or contracted entities to assist clients in crisis.		
If the provider contracts with another entity to provide crisis mitigation services, the provider shall have a written contract with the entity providing the crisis mitigation services.		
<b><u>CPST Agency</u></b>	<b><u>Met</u></b>	<b><u>Not Met</u></b>

Licensed by the Louisiana Department of Health (LDH) per La. R.S. 40:2151 et seq. as a Behavioral Health Service Provider as a Community Psychiatric Support and Treatment Program for the location reviewed.		
Evidence staff has required educational degree(s) and/or credentials as required to provide the associated level of service related to their current job position.		
Agencies providing CPST services must employ at least one full-time physician or full-time LMHP to specifically serve as a full-time mental health supervisor to assist in the design and evaluation of treatment plans for CPST services. LMHPs serving in the role of mental health supervisor for CPST services are restricted to medical psychologist, licensed psychologist, licensed clinical social worker (LCSW), licensed professional counselor (LPC), licensed marriage and family therapist (LMFT), or licensed Advanced Practice Registered Nurse (APRN) with a psychiatric specialization. The term “full-time” means employment by the provider agency for at least 35 hours per week.		
The agency is credentialed and participating (contracted) in the provider network of the Medicaid managed care entity to be eligible to receive Medicaid reimbursement unless the provider agency is licensed and accredited, and has an executed single case agreement with the Medicaid managed care entity.		
The provider adheres to staff ratio requirements One Full Time Employee (FTE) to 15 youth members. (Claims Analysis)		
The provider adheres to staff ratio requirements One FTE to 25 adult members. (Claims Analysis)		
<b><u>PSR Agency</u></b>	<b><u>Met</u></b>	<b><u>Not Met</u></b>
Licensed by the Louisiana Department of Health (LDH) per La. R.S. 40:2151 et seq. as a Behavioral Health Service Provider as a Psychosocial Rehabilitation Services Program for the location reviewed.		
The agency is credentialed and participating (contracted) in the provider network of the Medicaid managed care entity to be eligible to receive Medicaid reimbursement unless the provider agency is licensed and accredited, and has an executed single case agreement with the Medicaid managed care entity.		

<p>Agencies providing PSR services must employ at least one full-time physician or full-time LMHP to specifically serve as a full-time mental health supervisor to assist in the design and evaluation of treatment plans for PSR services. LMHPs serving in the role of mental health supervisor for PSR services are restricted to medical psychologist, licensed psychologist, licensed clinical social worker (LCSW), licensed professional counselor (LPC), licensed marriage and family therapist (LMFT), or licensed Advanced Practice Registered Nurse (APRN) with a psychiatric specialization. The term “full-time” means employment by the provider agency for at least 35 hours per week.</p>		
<p>Staff rendering PSR services shall be at least three (3) years older than any individual they serve under the age of eighteen (18).</p>		
<p>The provider adheres to staff ratio requirements One Full Time Employee (FTE) to 15 consumers is maximum group size for adults. (Claims Analysis)</p>		
<p>The provider adheres to staff ratio requirements One FTE to 8 consumers is maximum group size for youth. (Claims Analysis)</p>		
<p>Any individual rendering PSR services for a licensed and accredited provider agency must have a bachelor’s degree from an accredited university or college in the field of counseling, social work, psychology, sociology, rehabilitation services, special education, early childhood education, secondary education, family and consumer sciences, or human growth and development; or have a bachelor’s degree from an accredited university or college with a minor in counseling, social work, sociology, or psychology; or be twenty-one (21) years of age or older as of January 1, 2022, have a high school diploma or equivalency, and have been continuously employed by a licensed and accredited agency providing PSR services since prior to January 1, 2019.</p>		
<p>Staff providing direct services to adult members must complete an approved PSR training curricula prior to providing services, which includes training that focuses on Daily and community living skills</p>		
<p>Staff providing direct services to adult members must complete an approved PSR training curricula prior to providing services, which includes training that focuses on Socialization skills.</p>		
<p>Staff providing direct services to adult members must complete an approved PSR training curricula prior to providing services, which includes training that focuses on Adaptation skills</p>		
<p>Staff providing direct services to adult members must complete an approved PSR training curricula prior to providing services, which includes training that focuses on Development of leisure time interests and skills</p>		

Staff providing direct services to adult members must complete an approved PSR training curricula prior to providing services, which includes training that focuses on Symptom management skills		
Staff providing direct services to adult members must complete an approved PSR training curricula prior to providing services, which includes training that focuses on Identification and management of symptoms of mental illness		
Staff providing direct services to adult members must complete an approved PSR training curricula prior to providing services, which includes training that focuses on Compliance with physician's medication orders		
Staff providing direct services to adult members must complete an approved PSR training curricula prior to providing services, which includes training that focuses on Education in mental health/mental illness		
Staff providing direct services to adult members must complete an approved PSR training curricula prior to providing services, which includes training that focuses on Work readiness activities		
Staff providing direct services to youth must have documented training related to the psychosocial rehabilitation model(s) utilized in the program .		
Pass a motor vehicle screen (if duties may involve driving or transporting members);		
<b><u>Crisis Intervention (CI)</u></b>	<b><u>Met</u></b>	<b><u>Not Met</u></b>
Licensed by the Louisiana Department of Health (LDH) per La. R.S. 40:2151 et seq. as a Behavioral Health Service Provider as a Crisis Intervention Program for the location reviewed.		
Staff must be at least twenty (20) years old		
Staff must be at least three (3) years older than an individual under the age of eighteen (18).		
Staff must have an associate's degree in social work, counseling, psychology or a related human services field or two years of equivalent education and/or experience working in the human services field.		
Pass a motor vehicle screen (if duties may involve driving or transporting members);		
Complete a nationally recognized crisis intervention training;		