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Division of Medical Services
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OFFICIAL NOTICE

DMS-2003-YY-5

TO: **Health Care Provider – Rehabilitative Services for Persons with Mental Illness (RSPMI)**

DATE:

SUBJECT: **Provider Certification by the Division of Behavioral Health Services (DBHS)**

I. General Information

Certification by the Division of Behavioral Health Services (DBHS) is a prerequisite for mental health providers to be eligible to apply to the Division of Medical Services (DMS) for enrollment as a Medicaid provider of Rehabilitative Services for Persons with Mental Illness (RSPMI). This notice contains information regarding the process for DBHS certification.

A. Effective **December 1, 2003**, all entities that wish to enroll as Medicaid RSPMI providers must meet all applicable Medicaid laws and regulations and obtain DBHS certification. Documentation of RSPMI provider certification will be provided by DBHS to qualifying agencies, which must be submitted to Medicaid Provider Enrollment, Division of Medical Services along with the required documents, according to procedures defined in the Medicaid RSPMI Provider Manual.

B. All RSPMI providers currently certified by DBHS and enrolled as Medicaid providers must complete a new application for certification and meet all requirements by **March 1, 2004** in order to continue as an RSPMI Provider.

The Department of Human Services is in compliance with Titles VI and VII of the Civil Rights Act.

II. Provider Certification Process

DBHS will certify that a provider is eligible to apply for enrollment as an RSPMI provider if all of the following requirements are met.

A. The provider must submit a Qualification Form for RSPMI Certification to DBHS that is signed by the Chief Executive Officer (or person in the equivalent position) verifying that all information is complete and correct. The Qualification Form may be obtained by contacting DBHS.

B. The provider must be fully accredited as a an outpatient mental health or behavioral health provider by the Joint Commission on Accreditation of Healthcare Organizations (JCAHO), the Council on Accreditation of Rehabilitation Facilities (CARF) or the Council on Accreditation (COA) and be in good standing with that accrediting organization.

C. The provider must submit a copy of its most recent accreditation survey and copies of all correspondence between the provider and the accrediting organization pertaining to the accreditation of that organization's outpatient mental health services. On an ongoing basis, all correspondence regarding findings and recommendations by the accrediting organization must be submitted to DBHS within 30 days of the date the correspondence was sent or received. DBHS reserves the right to de-certify any provider based on the findings and recommendations by the accrediting organization.

D. If the provider is required to submit corrective action plans to its accreditation organization, DBHS must also approve of those corrective action plans in order for the provider to obtain or retain certification by DBHS. The provider must sign an agreement that allows DBHS to receive information directly from the accrediting organization, as needed.

E. The accredited (JCAHO, CARF, or COA) provider must be located within the State of Arkansas. RSPMI providers cannot be outreach sites of an accredited provider outside of Arkansas.

F. A list of all proposed service delivery sites must be submitted, including each site's address, telephone number, fax number and contact person's e-mail address. The provider must submit a plan to DBHS regarding the specific geographic area that the organization will serve as an RSPMI provider from each site. If additional sites are opened, DBHS must receive this information and the information in item G below in order to extend DBHS certification to the new site.

G. If the most recent accreditation survey did not include a proposed service delivery site, the following documents must be submitted to DBHS:

1. A copy of a letter notifying the accrediting organization of the expansion in provider's services

2. A copy of a letter from the accrediting organization that the proposed service delivery site is included in the provider's accreditation

3. The accrediting organization must affirm in writing that the new service will be included in the provider's next accreditation survey.

H. If the accredited provider provides or intends to provide RSPMI services through a contracted agency or provider, the accredited provider must obtain approval by DBHS for providing services through those contractors. The accredited provider must adequately supervise and incorporate all RSPMI services provided by the contracted agent within the accredited provider's quality improvement and outcomes activities. The accredited RSPMI provider must accept ultimate legal and financial responsibility for all RSPMI services provided through subcontractors. The provider must submit to DBHS a copy of a pre-certification letter notifying its accrediting organization of the specific contractual terms with the contracted agency or provider that the accredited provider intends to include as another service site under their existing accreditation.

I. For each RSPMI site, the provider must provide 24-hour, 7 days a week face-to-face outpatient crises services available onsite and off-site within 2 hours of the initial request for all clients, who are Medicaid recipients. The RSPMI provider's plan to meet this requirement must be documented and submitted to DBHS.

J. Each RSPMI site must have an array of services available within a reasonable geographic area, defined as 30 miles or 30 minutes driving distance. These services must at minimum include all of the following services:

1. Outpatient services – individual and family therapy at a minimum

2. Case management services

3. Off-site services

4. Medication Management

5. Crisis Services

K. Each RSPMI provider must submit a report to DBHS in the time and manner specified by DBHS regarding the services provided, staff composition, organizational charts, interagency involvement, quality improvement and outcomes activities specific to each site and any other requested information pertaining to the provider's provision or ability to provide RSPMI services. This report must be submitted before certification by DBHS and annually thereafter.

L. DBHS and DMS retain the right to request additional information in connection with accreditation, certification, provision or billing of RSPMI services and to perform site visits at any time; scheduled or unannounced to insure that services are being provided in accordance with the information that was submitted for certification.

M. The provider must comply with any other requirements which DBHS and DMS may determine in the future to be appropriate to assure the quality and accessibility of services provided under the RSPMI Program.

III. Certification of Current Providers

All RSPMI providers currently certified by DBHS must immediately complete a new request for certification and meet all the requirements outlined above. The Medicaid Provider Enrollment Unit must receive the new certification by March 1, 2004 in order for the provider to continue as a Medicaid enrolled RSPMI Provider.

If you need this material in an alternative format, such as large print, please contact our Americans with Disabilities Act Coordinator at (501) 682-6789 or 1-877-708-8191. Both telephone numbers are voice and TDD.

If you have questions regarding this notice, please contact the EDS Provider Assistance Center at In-State WATS 1-800-457-4454, or locally and Out-of-State at (501) 376-2211.

Thank you for your participation in the Arkansas Medicaid Program.

Roy Jeffus, Director

Arkansas Medicaid provider manuals (including update transmittals), official notices and remittance advice (RA) messages are available for downloading from the Arkansas Medicaid website: **www.medicaid.state.ar.us.**