

Chapter 6 : MENTAL HEALTH SERVICES BACKGROUND AND SUMMARY OF RESOURCES

In the State of Colorado, mental health care for publicly insured children is coordinated by the Behavioral Health Organizations (BHO's). The BHO's are the HMO's of mental health, and have contracted with HCPF to arrange for, and reimburse, necessary mental health services for Medicaid eligible individuals. In the Metro area the BHO's have agreed to serve as the initial contact point for referrals from CCHAP practices to help identify the best mental health provider for your patient. In the western part of the state the BHO has asked that providers work with their local Mental Health Center (MHC) just as they would have with the main BHO office. Each referral point can refer to county mental health centers and private mental health providers.

The four Medicaid BHOs along the Front Range and the Rural BHO/MHC mental health providers they work with have assured CCHAP they will:

- **Accept all referrals** from CCHAP Practices without requiring a diagnosis for triage and assessment,
- Have the child evaluated as quickly as possible
- Make outbound calls to follow up on referrals
- For practices with large numbers of Medicaid and CHP+ children, we have arranged for mental health providers to set up regular hours to see patients/families in the pediatric office.
- Provide regular reports to the PCP.
- Provide educational sessions for pediatricians on topics of their choice.
- Each Center provides mental health resources for uninsured children.

When the BHO/MHC personnel understand that you are working with CCHAP, they will meet all of these objectives. They will recognize our project by the name "A Medical Home for Every Child," so **please state that you are connected with the "CCHAP – the Medical Home for Every Child" program" when you call to refer a patient.**

If you are interested in having a mental health provider see Medicaid patients in your office, please contact Steve Poole at 720-777-6004 or poole.steven@tchden.org.

Representatives from the area BHO/MHCs have indicated they would like to visit your office to explain how they can be of service to you and your patients. To schedule an appointment with a BHO please call one of the BHOMHC managers listed below:

Access Behavioral Care – Reyna Garcia, Executive Director, CHP+ Customer Service, Colorado Access, 720-744-5302
Reyna.Garcia@coaccess.com

Behavioral Healthcare Inc. – Julie Holtz, Executive Director BHI, 303-617-2702, julie_holtz@bhiinc.org

Foothills Behavioral Health – Michelle (Chelle) Denman, FBH Partners Provider Network, 719-538-1463, Michelle.Denman@Valueoptions.com.

Northeast Behavioral Health - Karen Thompson, Executive Director, 970-347-2372, karen.thompson@northeastbho.org

Colorado Health Networks - Arnold Salazar, Director, 800-804-5008
arnolds@chnpartners.com

Midwest Mental Health Center - Jon Gordon, CEO, 970-252-3210 (for Delta, Gunnison, Hinsdale, Montrose, Ouray, San Miguel counties)

Southwest Community Mental Health Center - Pam Wise-Romero, Executive Vice President of Integrated Care, 970-403-0181, pwise@swcmhc.org (for Archuleta, Dolores, La Plata, Montezuma, San Juan counties)

Colorado West Regional Mental Health Center - Sharon Raggio, CEO, 970-452-2241 (for Eagle, Garfield, Grand, Jackson, Mesa, Moffat, Pitkin, Rio Blanco)

When there is a problem

You may also contact these BHO representatives if you are experiencing any kind of difficulties obtaining mental health consultation or treatment for your Medicaid or CHP+ patients. They will be happy to assist you.

WHO TO CALL WITH A REFERRAL

In determining which BHO/MHC to contact for a referral, you will need to know the county in which the child resides as well as whether the child is on Medicaid or CHP+ (except for foster care children). The BHO/MHC representative will help you find the right mental health center or private mental health provider for your patient based on where the family lives.

For children in foster care; the county that has custody of the child will determine which BHO/MHC you or your patient should contact for services. This is not necessarily the county where the foster family lives – many foster children are placed outside of the county that has custody.

The following table is organized by county and includes the name of the BHO and the contacts for physicians and the contacts for families:

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County	BHO	Physicians call:	Families call:
Denver	Access Behavioral Care http://www.coaccess.com/access-behavioral-care-provider-information	ABC Service Coordinator line (303) 751-9030 or 1-800-984-9133	ABC Service Coordinator line (303) 751-9030 or 1-800-984-9133
Adams Arapahoe Douglas	Behavioral Healthcare, Inc. http://www.bhicares.org/	720-490-4401	720-490-4401
Boulder Broomfield Clear Creek Gilpin Jefferson	Foothills Behavioral Health Partners http://www.fbhpartners.com/	Access to Care Line – 866-245-1959 and select option for providers. You will talk to a live care coordinator. If provider problem, call Michelle (Chelle) Denman 719-538-1463	866-245-1959 – select option for members. If problems call Hazel Bond @ 303-432-5956
Eagle Garfield Grand Jackson Mesa Moffat Pitkin Rio Blanco Routt Summit	Colorado West Regional Mental Health Center, Sharon Raggio, CEO 970-945-2241, cell 970-319-8216 http://www.cwrmmc.org/	Eagle – Eagle 970-328-6969 Vail 970-476-0930 Garfield – Glenwood Springs 970-945-2583 Rifle 970-625-3582 Grand – Granby 970-887-2179 Jackson – Walden 970-723-0055 Mesa – Grand Junction 970-245-3270 Moffat – Craig 970-824-6541 Pitkin- Aspen 970-920-5555 Rio Blanco – Meeker 970-878-5112 or Rangley 970-675-8411 Routt – Steamboat Springs 970-879-2141 Summit – Frisco 970-668-3478	Call the number listed for each county in the preceding column
Delta Gunnison Hinsdale Montrose Ouray San Miguel	Midwestern Colorado Mental Health Center - Jon Gordon, CEO 970-259-2162 http://www.midwestmhc.org/mcmmhc_offices.html	Delta – Delta 970-874-8981 Gunnison and Hinsdale – Gunnison 970-641-00229 Montrose and Ouray – Montrose 970-249-9694 San Miguel – Norwood 970-327-4449	Call the number listed for each county in the preceding column. For emergencies call: 970-249-9694
Archuleta Dolores La Plata Montezuma San Juan	Axis Health System (Southwest Colorado Mental Health Center) http://www.swcmhc.org/	<u>Referral Line</u> Archuleta 970-264-2104 Delores & Montezuma 970-5657346 La Plata & San Juan 970-259-2162	<u>Emergency Hotline</u> La Plata Archuleta San Juan 970-247-5245 Montezuma Delores 970-565-7946
Alamosa Baca Bent Chaffee Conejos Costilla Crowley Custer El Paso Fremont Huerfano Kiowa Lake Las Animas Mineral Otero Park Prowers Pueblo Rio Grande Saguache Teller	Colorado Health Networks http://www.chnpartners.com/	Arnold Salazar, Director 800-804-5008	Haline Grublak, Member and Family Affairs 800-804-5008
Cheyenne Elbert Kit Carson Larimer Lincoln Logan Morgan Phillips Sedgwick Washington Weld Yuma	Northeast Behavioral Health Partnership http://www.nbhpartnership.com/	Karen Thompson Executive Director 970-347-2372 Provider Relations Needs: 800-804-5040	1-888-296-5827

CHP+ PATIENTS – DENVER METRO AREA

For CHP+ patients, mental health care services are managed by the same HMO that manages their physical health care services.

CHP+ Carrier	BHO	Phone
When Colorado Access is the HMO for CHP+ physical health	Access Behavioral Care	1-888-214-1101
When patient is still on the CHP+ State Managed Care Network	Also Colorado Access	1-800-414-6198

CHP+ PATIENTS - MESA, MONTROSE, DELTA, LA PLATA

Rocky Mountain Health Plan	Rocky Mountain Health Plan	Call Rocky Mountain Health Plan Customer Service 1-800-346-4643
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UNINSURED PATIENTS

BHO	Phone
CENTUS Each Mental Health Center will see uninsured patients	(303) 639-5240 Call the appropriate center from the list above

Referrals to Jewish Family Service (JFS)

Jewish Family Service’s mission is to restore well being to the vulnerable throughout the greater Denver community by delivering services based on Jewish values. Jewish Family Service, a community agency that serves individuals and families regardless of faith or economic status, is a hub of resources for the elderly, refugees, disabled, hungry, and emotionally distressed; and, operates in a collaborative manner with other community agencies.

Counseling Center

JFS counseling center located in Denver, (303) 597-7777. The Counseling Center accepts Medicaid, commercial insurance and uninsured children and will bill for services accordingly. JFS operates on a sliding scale for uninsured patients and will work with families to determine payment options.

KidSuccess

If your child attends one of the following schools, KidSuccess is an option for referral:

1. Ashley Elementary
2. Cory Elementary
3. Emily Griffith High School
4. Florida Pitt Waller ECE- 8
5. Hamilton Middle School
6. Merrill Middle School
7. Steele Elementary
8. Teller Elementary
9. Thomas Jefferson High School
10. Whittier

In order to make a referral to KidSuccess, please fill out the referral form located at the end of this chapter. Please be sure to check the box indicating the child is KidSuccess and fill out as much of the form as possible and fax to JFS. JFS will process the referral and report back to you the status of the referral within a few days. If you have not heard from them within two weeks post-referral, we recommend you call them for follow-up. The KidSuccess program accepts Medicaid. There are no fees for families associated with the KidSuccess program. The fees for the program and service are paid by the school.

Counseling Center

Children and families that do not attend the above mentioned schools may still use JFS through their counseling center. The referral process is identical to the process listed above, except you would not check the KidSuccess box.

The Counseling Center accepts Medicaid, commercial insurance and uninsured children and will bill for services accordingly. JFS operates on a sliding scale for uninsured patients and will work with families to determine payment options.

Referrals from JFS

Jewish Family Service, in partnership with CCHAP, will periodically refer families to primary care providers when a child is identified as not having a medical home. This family may have Medicaid or commercial insurance, and needs a PCP. Referrals will be faxed to your practice using the above-referenced form. We ask that you please consider taking these children as it creates an equitable working relationship with JFS and supports the community and children's health in general. Whether or not you are able to accept a child as a new patient, please respond to JFS with the outcome of their referral to you. It is important that JFS knows whether or not they need to continue searching for a PCP.

Child Psychiatry Telephone Consultation for Medicaid Children

The Behavioral Health Organizations and the Mental Health Centers in the greater metro area have very generously made available telephone consultation by child psychiatrists to help providers in CCHAP–affiliated practices make managing their Medicaid children with complicated mental health issues or complicated medication regimens easier.

These child psychiatrists are also willing to come visit your practice to get to know you and even to discuss cases. We are very grateful for this very generous support for your Medicaid children. You can determine which child psychiatrist to call based on the county in which the child received their Medicaid card.

Telephone consultation from a child psychiatrist for Medicaid children cared for in a CCHAP-affiliated practice is now available in all counties in Colorado.

For Boulder and Jefferson Counties – Don Bechtold, MD – 303-432-5172

For Adams, Arapahoe and Douglas Counties – Joe Pastor, MD – 303-853-3888

For all other counties (including Denver) – Rick March, MD – 303-504-1500

SUMMARY OF BEHAVIORAL HEALTH SERVICES PROVIDED BY PROGRAM

For Medicaid Patients

Outpatient Services:

- Individual (limited to 35 sessions unless EPSDT evaluation determines it is medically necessary), family and group psychotherapy
- Mental health evaluation
- Psychiatric evaluation and medication management
- Psychological/ neuropsychological testing
- Crisis management
- Case management

Intensive Outpatient Services:

- Day Treatment / Partial Hospitalization (educational and therapeutic day program for mental health issues only)
- Home-Based Services (intensive therapeutic services for children and families provided in the home and community)
- Acute (Sub-acute) Treatment Unit (24-hour, facility-based service in lieu of hospitalization)

Inpatient Services:

- Limited to 45 days unless EPSDT evaluation determines it is medically necessary

Medicaid Exclusions:

All services provided for Medicaid members through their BHO, beyond the initial evaluation, must target interventions for a specific mental health disorder. Services for those with primary developmental disabilities, learning disabilities or substance abuse issues are not covered. However, if these conditions occur in addition to a mental health disorder, services may be provided in coordination with the appropriate alternative system provider.

For CHP+ Patients

Outpatient Services:

- Individual, family and group psychotherapy
- Mental health evaluation
- Substance abuse evaluation and treatment
- Psychiatric evaluation and medication management
- Neuropsychological testing (does not cover psychological testing)
- Crisis management

CHP+ Exclusions:

CHP+ benefits are more limited than Medicaid benefits and are more consistent with those of other private insurance companies. There are limits on the number of sessions for outpatient services and days for more intensive outpatient and inpatient services. CHP+ does not provide for case management, psychological testing or residential services. The representative at Colorado Access can assist you in determining the services needed and if there are benefit limits that apply.

FOR UNINSURED PATIENTS

Services Provided by CENTUS for Kids

CENTUS for Kids is a philanthropically-supported network of mental health professionals willing to accept uninsured or commercially insured children and parents. They cannot accept Medicaid or CHP+ at this time. They have eleven treatment sites throughout the metro area. Families that are not insured are asked to pay on a sliding scale.

Services Provided:

- Ages served: 3 years through adolescence
- School problems, family issues, parenting issues, behavioral problems, parent-child interaction problems, psychological testing, depression, anxiety
- Family Therapy
- Marital Counseling
- Support for families of severely mentally ill patients
- Child advocacy
- Gay-Lesbian-Bisexual-Transgender issues

CENTUS for Kids Exclusions:

CENTUS for Kids is not the most appropriate resource if there are severe or complex multiple needs or if the patient is in need of a drug treatment program. They are not able to serve those who do not speak English, and do not provide inpatient care.

Tools for Providers

1. Quarterly Continuing Education for All Providers on Child Health Mental Health Topics

The State BHO/MHCs will develop a speaker's bureau in which selected child psychiatrists who will provide in-service training on topics that are interesting to the pediatric providers (e.g., use of psychotropics, mood stabilizers and other medications in kids; psychiatric evaluation skills and tools; and training on specific psychiatric diagnoses). The BHO/MHCs will share financial and operational responsibility for making this happen.

2. Clinical Consultation for Difficult Cases

There are two possible options: 1) some of the quarterly mental health conferences will focus on difficult cases brought forth by the providers, or 2) you may have a child psychiatrist come to your office and discuss difficult cases with the providers. This also can be arranged by the BHO/MHC.

JFS Referral Coordination Contact Form

Person making referral: _____	Phone # ____ - ____ - _____
Referred to: _____	KidSuccess ___yes___no
Phone #: _____	

Name of Person being Referred:

First Name: _____ Last Name: _____

DOB: ____ / ____ / ____ Type of Insurance _____

Insurance # _____ Group # _____

Parent's Information:

First Name: _____ Last Name: _____

Phone Number: ____ - ____ - _____

Address: _____ Apt _____ City _____ ZIP _____

County of Residence: _____

Reason for Referral:

Outcome/Action Taken:

Date Received: / / **Date Completed:** / / **Date of Follow-Up:** / /

Person Working Referral: _____ **Phone #** ____ - ____ - _____

JFS Counseling:	Phone: (303) 597-7777 Fax: (303) 309-6715
	3201 South Tamarac Drive, Denver, 80231
	<i>(JAN 2010)</i>