



SANDHILLS CENTER

Managing Mental Health, Intellectual/Developmental Disabilities and Substance Abuse Services
910-673-9111 (FAX) 910-673-6202 www.sandhillscenter.org Victoria Whitt, CEO

Sandhills Center
B-3 Personal Care/Individual Support
(Adult Mental Health)
Medicaid Billable
01-28-2014

Personal Care (Individual Support) is not covered under the NC Innovations waiver and is a “hands-on” service for persons with Severe and Persistent Mental illness (SPMI), a population that is not covered under the NC Innovations waiver. The intent of the service is to teach and assist individuals in carrying out IADLs, such as preparing meals, managing medicines, grocery shopping and managing money, so they can live independently in the community. It is envisioned that the need for the service will “fade” or decrease over time as the individual becomes capable of performing some of these activities more independently.

Personal Care under the current NC State Plan emphasizes the need for assistance with Activities of Daily Living (ADLs). Some assistance with Instrumental Activities of Daily Living (IADLs) is covered, but only to the extent linked to ADLs. This service (Personal Care/Individual Support) is coverable under the State Plan, but NC has not included in its approved State Plan.

Provider Organization Requirements

This service will be delivered by providers of Mental Health services that are contracted by SHC and meet the provider qualification policies, procedures, and standards established by the Division of Mental Health, Developmental Disabilities, and Substance Abuse Services and the requirements of 10A NCAC 27G.

Staffing Requirements

Paraprofessional staff employed by the contracted provider and supervised by that provider’s appropriate qualified professional. The paraprofessional must have a high school degree and two years of experience working with adults with mental illness. A minimum of 20 hours of initial training will be required.

A minimum of twenty (20) hours of initial documented training or continuing education in the following areas within the first ninety (90) days of employment will be required:

- Clinical and psychosocial needs of the target population;
- Psychotropic medications and possible side effects

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- Drugs of abuse and related symptoms
- Crisis management
- Principles of recovery, resiliency and empowerment
- Community resources and services, including pertinent referral criteria
- Individual/family support networking
- Diagnosis and clinical issues regarding the population served
- Client Rights
- Confidentiality/HIPPA
- Crisis Intervention and Response
- Infectious/communicable diseases
- CPR/First Aid/Seizure Management
- Person Centered Planning to include goals/strategies
- Approved training on alternatives/restrictive interventions by a certified instructor prior to being alone with an individual as applicable for the individual
- Cultural Diversity/Awareness
- Knowledge of the Service Delivery System
- Medication Administration as appropriate for the individual

Service Type/Setting

Personal Care/Individual Support is a periodic service. Individuals between the ages of eighteen (18) and twenty-one (21) may not live in a Medicaid funded child residential treatment facility.

Program Requirements

Personal Care/Individual Support is a one-on-one service provided directly to the individual. The service must be reflected in a Service Plan based on a Person Centered Planning process that reflects the strengths, needs and preferences of the person served. The goals incorporated into the Service Plan must justify the hours requested, and must include a step-down plan which identifies and utilizes natural supports.

Utilization Management

Units are provided in 15-minute increments. No more than 240 units per month (60 hours per month) of Personal Care/Individual Support may be provided unless specific authorization for exceeding this limit is approved.

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Entrance Criteria

Adults eligible for this service must be eighteen (18) or older, must have a diagnosis of Severe and Persistent Mental illness (SPMI) and A LOCUS level of II or greater is required and must demonstrate a deficit in at least one Instrumental Activity of Daily Living (IADL).

Continued Stay Criteria

The individual continues to demonstrate need for the services as outlined in the Entrance Criteria.

Discharge Criteria

Discharge should occur when the individual's level of adaptive functioning has improved, as demonstrated by improvement toward measurable goals outlined in the Service Plan, LOCUS level, or when the individual has been transitioned to natural supports or has developed skills to function independently.

Expected Outcomes

The individual should demonstrate improved proficiency in skills required for the IADL(s) as outlined in the service plan.

Service Documentation Requirements

Minimum standard is a daily full service note that includes the individual's name, Medicaid identification number, and date of service, purpose of the contact, duration of the service, task addressed, support provided, and effectiveness of the intervention, provider signature and credentials of the staff person.

Service Exclusions/Limitations

- Individuals between the ages of eighteen (18) and twenty-one (21) may not live in a Medicaid funded child residential treatment facility.

Note: For recipients under the age of twenty-one (21), additional products, services, or procedures may be requested even if they do not appear in the N.C. State Plan or when coverage is limited to those over twenty-one (21) years of age. Service limitations on scope, amount, or frequency described in the coverage policy may not apply if the product, service, or procedure is medically necessary.

LME/MCO Monitoring and Quality Management Protocols for Review of Efficacy and Cost-Effectiveness of Alternative Service

Sandhills Center will monitor this service for quality and fidelity to the definition through billing audit reviews.

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