

Dear MH-TCM Providers,

Thank you for your service to Medica members by providing Mental Health-Targeted Case Management (MH-TCM). We appreciate your expertise, your skills and our partnership.

Many of you are aware that there have been discussions with the Minnesota Department of Human Services (DHS) about how Managed Care Organizations (MCO's) should work with providers to ensure members understand their rights. This is especially important when MH-TCM services are ending. The MCO's worked with DHS and provider organizations to develop a member friendly approach that assures members are well-informed without adding significant administrative burden.

Attached is a copy of the formal documentation requirements, a copy of the Medica Behavioral Health Member Rights and a copy of the MBH TCM Need for DTR Notification Form (referenced below). DHS has agreed to the following actions in the event that MH-TCM is ending which must be in place effective January 1, 2011:

A. When a Medica Behavioral Health (MBH) **member is found ineligible for MH-TCM during the eligibility screening process** conducted by a county or agency:

1. The county or agency will let the member know in writing that they have a right to a second opinion. The second opinion can be arranged by contacting MBH at 1-800-848-8327.
  - a. Give the member a copy of the Medica Behavioral Health Member Rights document.
  - b. Offer to assist the member in contacting MBH and document member's response.
  - c. Notify MBH within 2 business days by faxing the MBH TCM Need for DTR Notification Form to 855-454-8155.
  - d. MBH will notify the member in writing that MH-TCM services have been denied and inform them of their right to a second opinion. MBH will also send their appeal rights.

B. When **MH-TCM services are ended** (terminated):

1. When the member and the county/agency Case Manager (CM) mutually decide that the member no longer needs case management services, (due to resolution of symptoms/attainment of goals) **and the member agrees,** the county/agency CM will
  - a. Discuss with the member and document successful completion of MH-TCM services.

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- b. Give the member the MBH phone number: 1-800-848-8327 for use if they need other MBH services or MH-TCM in the future.
2. When the member no longer meets the eligibility criteria in Minnesota Statutes, section 245.4871, subd. 6, for a child or 245.462, subd. 20 for an adult and the member does not agree, the county or agency CM will:
  - a. Let the member know in writing at least ten days prior to the end of the service that they have a right to a second opinion. The second opinion can be arranged by contacting MBH at 1-800-848-8327.
  - b. Give the member a copy of the Medica Behavioral Health Member Rights.
  - c. Offer to assist the member in contacting MBH and document member's response.
  - d. Notify MBH within 2 business days by faxing the MBH TCM Need for DTR Notification Form to 855-454-8155.
  - e. MBH will notify the member in writing that MH-TCM services have been denied and inform them of their right to a second opinion. MBH will also send their appeal rights.
3. When the adult, or in the case of a child, the child's parent or legal representative, refuses MH-TCM or requests that MH-TCM services end, the county or agency CM will:
  - a. Let the member know in writing that MH-TCM is ending at their request and they can contact Medica Behavioral Health at 1-800-848-8327 if TCM is needed again in the future.
  - b. Give the member a copy of the Medica Behavioral Health Member Rights.
4. When no face-to-face contact has occurred between the case manager and the child for 90 consecutive days, or between the case manager and the adult for 180 consecutive days, because the child or adult has failed to keep an appointment or refused to meet with the case manager, the county or agency CM will:
  - a. Send the member a "no contact letter" no later than 95 days (child) or 185 days (adults) since the last contact stating there has been no face-to-face contact. Please include the following in the letter:
    - i. How to contact the case manager;
    - ii. As an alternative contact, provide Medica Behavioral Health phone number 1-800-848-8327 explaining that the member should ask for the TCM team; and
    - iii. Note that TCM will end if no contact occurs within 10 calendar days after the letter is sent to the member.
  - b. If no contact occurs within 10 calendar days, send a second letter to the member, ending case management. Please include the following information in the letter:
    - i. TCM is ending on <<date of 10 calendar days after the "no contact letter" was sent>>, due to no contact since the previous "no contact letter" was sent;

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- ii. The termination of TCM services is required by Minnesota Rules Part 9520.0924, item D or E;
  - iii. The member may contact Medica Behavioral Health at 1-800-848-8327 to access TCM in the future or for other behavioral health services; and
  - iv. Enclose a copy of the Medica Behavioral Health Member Rights.
- c. Documentation and communication must indicate that the case manager has determined there has been no contact during the designated time.

Thank you for your service to the Medica membership and your attention to this policy. Please feel free to contact Medica Behavioral Health with any questions.

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