

2019 FISCAL YEAR

Contractual Policy Manual

The information contained within this manual is applicable to any organization with a contract to provide substance use disorder intervention and treatment services as authorized by the Illinois Department of Human Services (IDHS), Division of Substance Use Prevention and Recovery (SUPR)

ILLINOIS DEPARTMENT
OF HUMAN SERVICES

*Division of Substance Use
Prevention and Recovery*

TABLE OF CONTENTS

| | |
|---------------------------------------------------------------------------------------|-----------|
| INTRODUCTION..... | 1 |
| Annual Certification Plan..... | 1 |
| Relocation or Closure of Any Funded Service..... | 1 |
| ELIGIBILITY - PROVIDER AND PATIENT | 2 |
| Provider Eligibility..... | 2 |
| Family Income Eligibility Criteria..... | 2 |
| Income Eligibility Wavier Criteria..... | 3 |
| Documentation of Income..... | 4 |
| Co-Payment..... | 4 |
| REIMBURSEMENT POLICY | 5 |
| Covered Services..... | 5 |
| FY 2019 REIMBURSEMENT RATES | 6 |
| REIMBURSEMENT/DISBURSEMENT SPECIFICATIONS..... | 7 |
| Reimbursement/Disbursement..... | 7 |
| Group Counseling..... | 7 |
| Billings Linked to Level of Care..... | 7 |
| Psychiatric Evaluation..... | 8 |
| Medication Monitoring..... | 8 |
| Co-Dependence/Collaterals..... | 8 |
| Case Management..... | 8 |
| Early Intervention..... | 9 |
| Community Intervention..... | 10 |
| Case Management, Early Intervention and Community Intervention Billing Allowance..... | 11 |
| Video Counseling..... | 11 |
| Telephone Counseling..... | 12 |
| FUNDING SPECIFICATIONS..... | 14 |
| Exhibit 1..... | 14 |
| SUBAWARDS | 15 |
| Medical/Laboratory Services Purchases..... | 15 |
| Clinical Services Purchases..... | 15 |
| Subaward/Subcontract Elements..... | 15 |
| BILLING REQUIREMENTS..... | 17 |
| Unique Identification..... | 17 |
| Service Data Reporting (Billing)..... | 17 |
| Data Reporting Errors..... | 17 |
| Monitoring/Audits..... | 18 |

Table of Contents

| | |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|
| Late Payment/Services Submission | 18 |
| PAYMENT INQUIRY INFORMATION | 20 |
| SERVICE PROTOCOLS..... | 23 |
| Introduction..... | 23 |
| Service Protocols | 23 |
| Section 1: Service Protocols for Substance Use Disorder Treatment/Ancillary Services/Recovery Services..... | 24 |
| Specific Administrative Rules | 24 |
| Levels of Care to be Provided or Made Accessible | 24 |
| Levels of Care | 24 |
| Ancillary Services, Ancillary Treatment, Intervention or Support Services..... | 25 |
| Section 2: Service Protocols for Recovery Home Services | 27 |
| Administrative Rules/Guidelines | 27 |
| Recovery Home Specific Programmatic/Service Requirements | 27 |
| Specific Reporting Requirements | 29 |
| Section 3: Service Protocols for Substance Use Disorder Treatment/Ancillary Services/Recovery Services for DCFS Recipients..... | 30 |
| Specific Administrative Rules | 30 |
| Administrative Requirement/Reporting | 30 |
| Target Population Specific Service Protocols..... | 30 |
| Section 4: Service Protocols for Toxicology Testing for Assessment, Placement Decisions, or Treatment Planning for Substance Use Disorders..... | 32 |
| Specific Toxicology Services Protocols/Requirements for Opioid Treatment Administrative/Legal Actions/Assessment, Placement Decisions or Treatment Planning | 32 |
| Specific Reporting Requirements | 33 |
| Section 5: Service Protocols for Substance Use Disorder Treatment/Opioid Use Disorder (OUD)Treatment Services..... | 34 |
| Administrative Rules | 34 |
| Administrative Requirements | 35 |
| Documentation..... | 35 |
| Target Population Specific Service Protocols Regarding Dosing Services..... | 36 |
| Medication Exceptions | 37 |
| Section 6: Service Protocols for Toxicology Testing for Recipients of Opioid Use Disorder (OUD)Treatment Services..... | 38 |
| Specific Toxicology Services Protocols/Requirements for Opioid Use Disorder (OUD)Treatment..... | 38 |
| Section 7: Service Protocols for Community Intervention/Treatment/Ancillary Services/Recovery Services for Gambling Disorder | 41 |
| Administrative Rule | 41 |
| Administrative Requirements | 41 |
| Target Population Specific Service Protocols..... | 41 |
| Section 8: Service Protocols for Substance Use Disorder Treatment/Ancillary Services/Recovery Services for Daytime Childcare and Child Domiciliary Services | 43 |

Table of Contents

| | |
|------------------------------------------------------------------------------------------|----|
| Administrative Rules/Guidelines | 43 |
| Section 9: Service Protocols for Pregnant Women and Women with Dependent Children (PWWC) | |
| Designated Sites | 45 |

INTRODUCTION

The information contained within this manual is applicable to any organization with a contract to provide substance use disorder intervention and treatment services as authorized by the Illinois Department of Human Services (IDHS), Division of Substance Use Prevention and Recovery. Each contract specifies funding deliverables and the policy and procedures contained within this manual are based upon rules and/or contract conditions in effect for Fiscal Year 2019. Where applicable, the specific source of the mandate is referenced.

Full compliance with and a thorough understanding of Department rules and procedures are expected of all funded organizations. Most of reporting and billing errors that cause delay of payment and incorrect analysis of data can be prevented by correct utilization of reporting software and adherence to procedures established in this manual.

Annual Certification Plan

Organizations are required to submit a FY 2019 Annual Certification Plan. This plan certifies that all information contained in the plan is consistent with the terms and conditions in the FY 2019 contract, the Division's Attachment C and Exhibits.

Relocation or Closure of Any Funded Service

Organizations must receive approval in writing from the Division at least 90 calendar days prior to the relocation or closure of any funded service. The Division may exercise its right to disapprove any movement of funded services or locations and may request the return of funding related to such service closures or relocations.

ELIGIBILITY - PROVIDER AND PATIENT

Provider Eligibility

To use contract dollars as a payer source for substance use disorder intervention and treatment services, provider eligibility begins with funding via a fully executed contractual agreement with the Department that specifies the types of services that are reimbursable and the rates for these respective services.

To maintain eligibility, providers must deliver intervention and treatment services in accordance with IDHS rules that specify:

- The minimum standards necessary to deliver quality care (Part 2060);
- The minimum standards necessary for administration of funding (Grant Accountability and Transparency Act (GATA), Parts 509, 511 and 2030) as well as any other specific contractual obligations, if applicable.

Violations may result in a financial penalty or a disbursement adjustment and are considered in determining the continuation of contractual agreements with providers.

Family Income Eligibility Criteria

To be eligible for reimbursement utilizing contract dollars as specified in a valid contract with the Department, the following family income eligibility criteria are utilized to determine the appropriateness of Department contract dollars to pay for intervention or treatment services. If the patient meets the income criteria and can supply documented proof of such, 100% of the uniform or negotiated rate will be reimbursed.

FAMILY INCOME ELIGIBILITY CRITERIA CONTRACT REIMBURSED (NON-MEDICAID)

FY 2019 FAMILY INCOME ELIGIBILITY

| Number of Dependents | Annual Income |
|-----------------------------|----------------------|
| 1 | \$24,280 |
| 2 | \$32,920 |
| 3 | \$41,560 |
| 4 | \$50,200 |
| 5 | \$58,840 |
| 6 | \$67,480 |
| 7 | \$76,120 |
| 8 | \$84,760 |

For each additional person, add \$8,640.

- **Dependents are defined as the number of dependents living in the patient’s immediate household as well as any for whom financial responsibility exists.**
- **Annual income is defined as all projected annual gross income per calendar year.**

The FY 2019 Family Income Eligibility Criteria is double the minimum amounts contained in the most recent poverty guidelines published by the Department of Health and Human Services (HHS) in the Federal Register, Vol. 83, No. 12/Thursday, January 18, 2018/ Notices. The Income Eligibility Criteria contained in this manual is in effect for all of FY 2019. **Organizations must establish policies and procedures to ensure income eligibility is updated when new information concerning the patient’s income status becomes available. At a minimum, patient income must be re-verified on an annual basis.**

The provider shall also establish systems regarding eligibility; billing and collection to ensure that persons entitled to other third party payment benefits (other than state or federal funds) are reimbursed from those resources.

Income Eligibility Wavier Criteria

Providers shall have the ability to utilize income eligibility waiver criteria on a case-by-case basis based upon hardship guidelines approved by the organization’s governing board that shall, at a minimum, allow for service to be provided to:

1. a dependent adult whose spouse or other responsible party is unwilling to assume financial responsibility for the cost of treatment, and the dependent adult would, as a result, be denied access to treatment services; or
2. a dependent minor who is not covered by the Department of Healthcare and Family Services Medical Programs and/or whose parent(s) or legal guardian is unwilling to assume financial responsibility for the cost of treatment or intervention, and the dependent minor would, as a result, be denied access to treatment or intervention services; or
3. a pregnant woman who is not covered by the Department of Healthcare and Family Services Medical Programs and has no insurance benefit that covers the cost of treatment; or
4. a member of a family unit whose combined debt for prior medical expenses (not covered by insurance) exceeds 7.5% of the total gross family income, and the individual would be denied access to treatment due to the unwillingness or inability of the family to assume further debt; or
5. a patient with an extenuating circumstance that meets any additional hardship guidelines adopted by the provider’s governing body; or
6. an individual for whom the fee is the sole inhibitor to accept treatment; or
7. other approved governing body criteria.

Treatment or intervention services provided to those individuals for whom exceptions to the income eligibility criteria have been granted must be done so within the current terms and conditions of the contract. Documentation corroborating the use of the waiver criteria shall be kept in the patient record or a separate financial record.

Documentation of Income

The patient must supply documentation of income, which is required to be kept in the patient record or a separate financial record. Acceptable examples of proof of income are a copy of the most recently filed Federal Income Tax Return or any other document indicating current status of family income (i.e., paycheck stubs, W-2 forms, unemployment cards, and Medicare or Medicaid cards). When a provider is unable to secure income verification from the patient, the provider must document in the patient record or a separate financial record what attempts were made to secure such information and the reason for the absence of such information.

Documentation from the patient supporting his or her claim shall be kept in the patient record or a separate financial record. Providers are not required to submit such documentation to SUPR but this information is subject to review. Failure to maintain this documentation will result in disallowance of payments and recoupment.

Co-Payment

Providers have the option to assess a co-payment for an intervention or treatment service that will be reimbursed with non-Medicaid contract funds. If a provider elects to assess co-payments, a sliding fee scale and an associated policy and procedure must be developed and reviewed and approved annually by all owners or controlling parties of the organization. Collection of the co-payment is the responsibility of the provider. Inability to collect cannot be used as justification for discharge or denial of any supportive intervention or treatment service, including any requested documentation of such services.

REIMBURSEMENT POLICY

A covered service is that for which payment can be made by the Department. Covered services, as specified in this section, must be clinically justified or medically necessary, as applicable, and delivered in accordance with all provisions specified in 77 Ill. Adm. Code, Part 2060.

As part of the admission process, providers are required to ensure that the patient has at least applied for any applicable entitlement benefit or, if eligible, health insurance under the Affordable Care Act, if such patient is not already enrolled or insured. Providers are also expected to refer patients to other appropriately licensed providers for services the provider does not deliver or when the provider's services are not covered by the patient's Medicaid Managed Care (MCO) or insurance coverage. As such, funds contained in SUPR contracts are expected to be used for covered services for income eligible patients when all other applicable entitlement or third party payment has been depleted. When this occurs, funds can be used as follows:

1. For services for any patient who has exhausted or not yet purchased third party insurance coverage OR for any annual insurance deductible.
2. For the amount of any applicable Medicaid spend-down and/or for services that are not Medicaid reimbursable.
3. For any patient covered by Medicare who receives services from a Division licensed organization that is not enrolled as a Medicare provider.

Covered Services

Admission and Discharge Assessment (One Each Per Episode of Care)

Level 1

Level 2

Level 3.1 (Residential Extended Care)

Level 3.7 (Medically Monitored Withdrawal Management)

Level 3.2 (Clinically Managed Withdrawal Management)

Level 3.5 (Day Treatment)

Level 3.5 (Room and Board Only)

Level 3.5 (Residential Rehabilitation)

Psychiatric Evaluation_(Payable Per Encounter – One Per Day)

Case Management, Early Intervention, Community Intervention (Maximum Allowable Referenced in Exhibit I)

Recovery Home - Adult

Recovery Home - Adolescent

Medication Assisted Treatment (Methadone for_Opioid Use Disorder (OUD))

Donated Funds Initiative (DFI)

FY 2019 REIMBURSEMENT RATES

The rates established to reimburse or calculate earnings represent what the Department has determined it will pay for each service. However, the applicable rate may not always cover the actual cost of the service. When this occurs, it is expected that providers can demonstrate how the remainder of the cost will be collected to ensure fiscal solvency. Additionally, providers who serve patients who are not contract eligible, cannot charge such patients **LESS than the Department uniform or negotiated rate for that service.**

Reimbursement rates for FY 2019 are as follows:

| Service | Minimum Unit of Service | Code | Rate |
|-------------------------------------------------------------------|--------------------------------|-------------|--------------------------------------------------|
| Admission and Discharge Assessment | Quarter Hour | AAS | \$67.24 – Per Hour \$16.81 – Per Quarter Hour |
| Level 1 (Individual) | Quarter Hour | OP | \$64.00 – Per Hour \$16.00 – Per Quarter Hour |
| Level 1 (Group) | Quarter Hour | OP | \$24.20 – Per Hour \$ 6.05 – Per Quarter Hour |
| Level 2 (Individual) | Quarter Hour | OR | \$64.00 – Per Hour \$16.00 – Per Quarter Hour |
| Level 2 (Group) | Quarter Hour | OR | \$24.20 – Per Hour \$ 6.05 – Per Quarter Hour |
| Level 3.1 | Daily | HH | \$68.84 – Daily |
| Level 3.2 or 3.7 (Withdrawal Management) | Daily | DX | Daily Provider/Site Specific |
| Level 3.5 | Daily | RR | Daily Provider/Site Specific |
| Recovery Home - Adult | Daily | RH | \$53.48 |
| Recovery Home - Adolescent | Daily | RH | \$135.81 – Daily |
| Case Management | Quarter Hour | CM | \$49.56 – Per Hour \$12.39 – Per Quarter Hour |
| Psychiatric Evaluation | Per Encounter/Per Day | | \$83.75 – Per Encounter/Per Day |
| Medication Assisted Treatment (Methadone for Opioid Use Disorder) | Weekly | OP | \$72.10 – Weekly |
| Early Intervention (Individual) | Quarter Hour | EI | \$64.00 – Per Hour \$16.00 – Per Quarter Hour |
| Early Intervention (Group) | Quarter Hour | EI | \$24.20 – Per Hour \$ 6.05 – Per Quarter Hour |
| Community Intervention | Quarter Hour | CIH | \$48.36 – Per Hour \$12.09 – Per Quarter Hour |
| Child Domiciliary Support | Daily | CRD | \$51.68 – Daily |
| Toxicology | Per Test | TOX | \$ 7.68 – Per Test |

REIMBURSEMENT/DISBURSEMENT SPECIFICATIONS

Reimbursement/Disbursement

It is not the Department's practice, or within its ability, to authorize or encourage the delivery of services beyond what the amount of funding contained in the contract can support. Therefore, if services are reported as contract services (using DARTS code DC) at any time during the fiscal year, they are considered paid for by the amount of funding contained in the contract. Services that you do not want considered in this manner **SHOULD NOT BE REPORTED TO DARTS**.

Providers are cautioned against the delivery of unfunded services as this practice may severely affect the delivery of quality clinical care and the organization's fiscal solvency.

Group Counseling

Level 1 and 2 services delivered as group counseling shall be reimbursed only for 16 patients per **counseling** group supported by Department funding (Medicaid or Contract).

Billings Linked to Level of Care

Billings should match the Level of Care for the patient. Outpatient care cannot be billed on the same day as Residential care. Case management, psychiatric evaluation, and medication monitoring may be billed on the same day for any patient in any Level of Care in accordance with stated contract conditions, eligibility, limits, or exceptions.

Level 3 Care - Patient Day - No more than one patient day shall be reimbursed for any recipient in a 24-hour period.

Day of Discharge or Transfer - Level 3 - Billing for the day of discharge or transfer is allowable if services are delivered on that day. However, in accordance with the billing provisions specified above, only services in one Level of Care may be billed per patient per day. For any patient **transferred** to another level of care **within the same organization**, only one type of billing for services rendered that day will be allowed. Additionally, when this occurs within the same organization, the Level of Care in which the patient spent the majority of time on the day of discharge should be billed. (A patient's day begins at 6:00 a.m. and continues for 24 hours.) Similarly, when a patient is **discharged** by one organization and transferred to another organization for the same or a different level of care, only one organization may bill the **Department of Healthcare and Family Services Medical Programs** for service delivered on that day, if applicable. However, if the Department of Healthcare and Family Services Medical Programs were not billed, the referring and receiving organizations may both bill contract for any services rendered on the day of discharge.

Psychiatric Evaluation

Such services are limited to the provision of a psychiatric evaluation to determine whether the patient's primary condition is attributable to the effects of alcohol or drugs or to a diagnosed psychiatric or psychological disorder. Reimbursable psychiatric evaluations may be delivered to treatment patients where need for such service is documented in the patient's individualized treatment plan. Psychiatric evaluation shall be reimbursed at the established rate on a per encounter basis (one per day). This service must be delivered by the agency's psychiatrist.

Medication Monitoring

Psychotropic medication monitoring, using the agency's physician or physician extender, must be billed at the individual counseling rate for treatment patients. Psychotropic medication monitoring includes a review of the efficacy, dosage and side effects of any psychotropic medication used by the patient. This type of medication monitoring shall also be conducted by the agency's physician, physician extender or psychiatrist and billed at the individual counseling rate.

Co-Dependence/Collaterals

A **co-dependent** is a family member or significant other of an individual with a substance use disorder. Department funding can be used for assessment of these individuals and for Level 1 services if the assessment resulted in a diagnosis of **co-dependent** (DSM-5 - Z65.8).

A **collateral** is an individual who receives minimal service because of participation in someone else's related treatment. These services are reported and billed as a treatment service for the patient. If a collateral is seen alone, it should be billed as an individual session. If any combination of patients and/or collaterals is seen together, each participant should be billed separately under the patient's unique identification number at the group rate. As a guideline, such service should average one contact per week. If need is demonstrated to exceed this average, these types of individuals should be treated as co-dependents.

Case Management

Case Management means a coordinated approach to the delivery of health and medical treatment, substance use disorder treatment, mental health treatment, and social services, linking patients with appropriate services to address specific needs and achieve stated goals. In general, case management assists patients with other disorders and conditions that require multiple services over extended periods of time and who face difficulty in gaining access to those services. Some examples of case management services are:

- Assistance with health needs.
- Assistance with transportation but not actual transportation of clients.
- Assistance with childcare.

- Assistance with family situations, living conditions, school or work situations.

Case management services are individualized for patients in treatment. They reflect needs identified in the assessment process and those developed within the treatment plan. Case management that meets the following criteria and is specified below as an eligible service can be reimbursed for a patient in any level of care:

- The service is based upon an identified need, has an identified expected outcome documented in the assessment or the treatment plan.
- The services are documented and integrated in the progress notes. Documentation must show date, time and duration and include a brief description of the service provided. The note must be signed by the person providing the service.

Examples of Case Management Activities

- ♦ Inter/intra provider record review.
- ♦ Internal and/or external multi-disciplinary clinical staffing.
- ♦ Telephone calls, letters and other attempts to engage family members or significant others in the patient's treatment.
- ♦ Telephone calls, letters, home visits to patients to keep them engaged in treatment.
- ♦ Assistance with budgeting, meal planning and housekeeping.
- ♦ Letters, telephone calls, meetings with employers on behalf of a patient.
- ♦ Assist patients and their families in obtaining Medicaid, Social Security, cash grants, WIC, Link Cards and other entitlements that they may need.
- ♦ Assist patients and their families in obtaining medical, dental, mental health, educational, recreational, vocational, and social services as specified in the treatment plan.

Early Intervention

Early Intervention means services, authorized by a treatment license, that are sub-clinical and pre-diagnostic and that are designed to screen, identify, and address risk factors that may be related to problems associated with substance use disorders and to assist individuals in recognizing harmful consequences. Early intervention services facilitate emotional and social stability and involve referrals for treatment, as needed.

Examples of risk factors are as follows:

- Repeated absences, suspensions or terminations from work or school environments.
- Gang Involvement.
- Criminal Justice Involvement.
- Absence from family or home, homelessness, or for youth, running away or placement in alternative living environments or schools.
- Substance use disorders with a family member or significant other.

- Extreme or prolonged exposure to severe stressor, e.g., loss of home through flood or fire, death of significant other.

Early Intervention services can be provided in an individual or group setting but must be documented in a client record by time, date and duration.

Community Intervention

Community Intervention is service that occurs within the community rather than in a treatment setting. These services focus on the community and its residents and include crisis intervention, case finding to identify individuals in need of service including in-reach and outreach to targeted populations or individuals not admitted to treatment. Outreach is the encouragement, engagement or re-engagement of at risk individual(s) into treatment through community institutions such as churches, schools and medical facilities (as defined by the community) or through Illinois Department of Human Services consultation. In-reach is the education of community institutions or state agencies and social services staff regarding the screening and referral of at risk individuals to treatment programs for a clinical assessment.

Anticipated outcomes of community intervention include an increased awareness, “community ownership” and connectedness between the service system and community institutions. Service visibility will increase. Access to services will increase for all populations but particularly for those earlier in their “problem use” as the public becomes more aware of substance use disorder symptoms and treatment resources. Examples of community intervention activities are as follows:

- Crisis Intervention consisting of brief contacts to determine appropriate interventions and/or services.
- In-reach activities such as meetings with local IDHS or DCFS office staff to discuss screenings and referrals.
- Outreach activities designed to educate community stakeholders and increase referrals for treatment.
- Consultations with referral sources.
- Training, if specific funding for participation in or the delivery of this type of activity is contained within the contract.
- Client/Patient Transportation for case management or treatment activity identified through assessment or in the treatment plan.
- Language interpreter services authorized by a linkage agreement and approved in the Annual Certification Plan.

Case Management, Early Intervention and Community Intervention Billing Allowance

The Department will establish an allocation base amount for each of these services. These base amounts will be supported by edits in the DARTS software. Allocation base amounts will be applicable to global funding established for general treatment, DCFS referrals, gambling disorder treatment and STR services. The initial base amounts established for these globals for state fiscal year 2019 are:

- General treatment global: 20% of the award amount
- DCFS global: 40% of the award amount
- Gambling Disorder global: ... 35% of the award amount
- STR services global:..... Individually established by provider

Any variation from the base amount must be requested in writing to the Division and confirmed in writing from the Division. Requests and questions should be forwards to the applicable Division contract manager.

Video Counseling

The use of video counseling has become an increasingly valuable tool in the delivery of health care services. This technology can reduce barriers to needed care by providing a cost-effective alternative to traditional face-to-face services. The Division supports the use of video counseling when needed services would otherwise not be available because of:

- Physical disabilities
- Mental disabilities
- Transportation problems
- Social barriers
- Unavailability of specialized care
- Unavailability of an appropriate level of care

The Division will reimburse funded organizations for video counseling. Prior to delivery, the organization's medical director must approve policies and procedures that assure video counseling services are provided in a safe, confidential, and effective manner. These policies and procedures must describe the types of services provided and how the organization will address issues related to patient safety and security, confidentiality, use of video conferencing technology, staff training/supervision, and legal issues. Organizations are encouraged to review the "Practice Guidelines for Videoconferencing-Based Telemental Health" published by the American Telemedicine Association (ATA) and "Consideration for the Provision of E-Therapy" published by the Substance Abuse and Mental Health Services Administration (SAMHSA).

The Division will reimburse for assessments, early intervention, outpatient, and intensive outpatient services when the following criteria are met:

- Video counseling is an assessed need and included in treatment planning.
- Progress notes document when video counseling occurs.
- Individuals mandated for assessment, intervention, or treatment services require written approval from the referring source.
- Video counseling is provided between prearranged secured locations. The use of home computers or mobile devices is not allowed.

Billing requirements for video counseling are as follows:

- Video counseling is contract reimbursable through DARTS. This service is not Medicaid reimbursable (excluding psychiatric evaluations).
- Psychiatric evaluations (PEV) are reimbursable through both contract and Medicaid.
- Gambling Disorder, DCFS, collateral, and medication monitoring services are reimbursable.
- Allowable program codes are 44 (level 2), 43 (Level 1), and 42 (Level 0.5).
- Individual and group services may be provided using procedure codes IOI, IOG, OPI, OPG, EIG, and EII. Dedicated funds tagging is allowable.
- Clients, patients, and collaterals must attend regular face-to-face sessions when the need for video counseling no longer exists.

Telephone Counseling

Face-to-face counseling is the preferred method of clinical interaction. However, telephone counseling used in combination with face-to-face services can be an effective tool in reducing barriers to treatment engagement and increasing retention in non-residential services. Prior to the delivery of telephone counseling, the organization's medical director must develop protocols and authorize procedures that include the requirements listed below.

The use of telephone counseling presents special challenges and organization providing this option must ensure that staff are trained on its use. Telephone counseling is allowed when services cannot be accessed because of:

- Physical disability.
- Mental disability.
- Transportation problems.
- Problems with childcare (or dependent care).
- Social barriers.
- Unforeseen crisis that may prohibit the scheduled face-to-face session.

Once the need for telephone counseling is established, the Division will reimburse for levels 0.5 and 1 care when the following criteria are met:

- The initial assessment and continued stay reviews are conducted face to face.
- Telephone counseling is an assessed need and included in the treatment plan.

- Progress notes reflect when telephone counseling occurs.
- Individuals in mandated treatment require written approval from the mandated referral source.
- The patient attends regular face-to-face sessions when the assessed need for telephone counseling no longer exists.
- Unforeseen barriers occur that keep the patient/client from participating in the scheduled face-to-face session and delay of the session would be problematic. Use of telephone counseling in this case is episode specific and justification is documented in a progress note. (If this type of behavior becomes a pattern, the problem needs to be assessed as a real barrier or assessed as a change in treatment strategy.)

Telephone counseling billing requirements are as follows:

- Telephone counseling is contract reimbursable through DARTS. This service is not Medicaid reimbursable.
- Gambling services are reimbursable.
- Activity Code for reporting Telephone counseling services to DARTS is 08.
- Allowable program codes are 43 (Level 1) and 42 (Level 0.5).
- Individual services only - OPI and EII procedure codes.
- Dedicated funds tagging allowable.

Billing for Opioid Use Disorder (OUD) Treatment Services

Any patient receiving OUD treatment-must have an open demographic record in DARTS.

Billable services are then calculated in DARTS based upon submissions to the Pharmacy Log. If the patient does not have an open demographic record in DARTS, services will not calculate.

OUD treatment services are covered by a weekly case rate. The case rate covers dispensing as well as any other service required by State and Federal regulations. Assessment, physical examinations, case management, toxicology, psychiatric evaluations, medication monitoring and substance use disorder treatment can be billed in addition to the case rate.

FUNDING SPECIFICATIONS

Exhibit 1

Each Fiscal Year contract has an Exhibit 1 that describes the applicable billing unit/program numbers, addresses, and rates. Providers are asked to review these at the start of each fiscal year and report any discrepancies to the applicable Division contract manager.

SUBAWARDS

Medical/Laboratory Services Purchases

Support service purchases, such as medical/laboratory services, do not require a subaward. The purchase agreement should address any protocol and/or Administrative Rule requirements/criterion stated within the Division contract and/or this manual related to the service(s) purchased.

Clinical Services Purchases

The requirements for any request to subaward treatment activities funded by the Division are referenced herein. Should the request for a subaward be approved and the provider subcontracts with another entity to perform treatment or ancillary support, or recovery services identified as deliverables within the Community Services Agreement, the principal vendor must have a signed state fiscal year specific subcontract agreement with the entity providing such services. The subaward agreement must be signed and approved by the Division prior to the initiation of any services. Failure to obtain such approval may result in a disallowance of payment as result of voucher reviews, reconciliations, and or post-payment audit reviews.

Subaward/Subcontract Elements

The proposed subcontract will be reviewed using at a minimum the items outlined below. Additional information beyond that listed can/may be requested by staff to make a thorough review of the potential subcontract. The review of the proposed subcontract and any approvals shall address and provide assurance of the following items within the subcontract:

1. Subcontractors name, address, phone number, fax number, and email; copies of the applicable Division license for all service sites to be utilized;
2. Copy of all licenses and certifications held by staff, who are performing the treatment, recovery support, or intervention services;
3. Language and copies (attached by Addenda) of the applicable Department Community Services Boiler Plate, Community Services Agreement, and Attachment C, which specify requirements under which the subcontracted vendor must adhere to as well;
4. Listing of services to be provided by the subcontractor;
5. Applicable rates for services to be provided;
6. Location/site where services are to be provided;
7. Applicable Administrative Rules;
8. Applicable federal requirements;
9. Services documentation requirement;
10. Billing requirements/ processes for the subcontractor;
11. Payment processes and agreements with the subcontractor
12. Post-payment audits/monitoring requirements and liability of the subcontractor;

13. Renewals, revocations of the contract;
14. Authorized representatives for billing and contract approval for the subcontract; and
15. Annual vendor/subcontractor reconciliation process to be employed.

BILLING REQUIREMENTS

Unique Identification

The Recipient Identification Number (RIN) is required for all client/patients supported by Department funds. Providers must request a RIN from the Department, if the client/patient does not have one, prior to billing for any service.

Service Data Reporting (Billing)

Most billing is accomplished electronically utilizing DARTS (Department's Automated Reporting and Tracking System). Appropriate software containing this system is provided free of charge. A flow chart outlining the steps in the billing process is included with this manual.

Providers can report DARTS and third party service data on a weekly basis using file transfer protocol (FTP) but must report data at least monthly. Providers shall also report any other data so requested by SUPR by the prescribed time lines. The preferred method of reporting service data is through software supplied by the Department for any such service that can be reported through this mechanism. The Department assumes no responsibility for late, incomplete or inaccurate data produced by any software.

An adjustment to future disbursement or a suspension or termination of contract may occur unilaterally and without prior notice if a provider is late reporting any required financial or service data. Disbursement may be reinstated when all data is submitted and approved by the-Division. Providers shall be given immediate notice when such suspension or termination has occurred.

The Division may conduct random reviews to determine accuracy of provider's service data. The provider shall be able to verify data entries upon request. The Division may delay or suspend disbursement or terminate funding immediately without prior notice if the provider produces late reporting. Late reporting is defined as late for two consecutive months or for any three months during the fiscal year. The Division shall immediately notify the provider that such delay, suspension or termination has occurred.

The provider agrees to notify the Division immediately through a written request to the Help Desk upon discovery of any problem relative to the delivery of or submission of any required service or financial data.

Data Reporting Errors

Services will be rejected for errors in data entry or for errors related to the recipient's eligibility status. If services are rejected in the Edit and Balance process, the provider will receive this information in an Accepted/Rejected report in Mobius. Providers should review these errors to see if correction is necessary and resubmit, if appropriate.

In all instances, if an error occurs and the service can be rebilled, the service should be resubmitted utilizing DARTS. **Please remember that services should be resubmitted as close to the date of the error report as possible.**

Monitoring/Audits

The Division monitors the patterns, accuracy, and timeliness of provider reporting to determine compliance with programmatic contractual conditions and conducts post-payment audits to determine compliance with required clinical, administrative, and financial standards. Patient and financial records are meant to substantiate compliance. Providers must establish and maintain audit trails to document services delivered and billed to eligible patients. Financial and patient record completeness and accuracy are essential for demonstrating compliance and to avoid financial penalty.

Late Payment/Services Submission

The Division has two established billing periods:

- Medicaid Funds: Medicaid funds can be paid if accepted for payment and processed within 180 days of the date of service.
- All Other Division Funds: Any other Division funds can be paid if they are delivered within the applicable state fiscal year, accepted for payment before annually established dates relative to the end of the lapse period and do not exceed the established fiscal year amount of funding contained in the contract.

Payment or Acceptance of Services Beyond Established Billing Periods:

- Requests for payment or service acceptance beyond established billing periods are allowable if the delay in submission was due to Division-or Healthcare and Family Services (HFS) processing.

Requests for service acceptance or reimbursement from Division funds other than Medicaid may only be submitted for the prior state fiscal year. Requests for reimbursement from Medicaid may only be submitted up to two years from the date of service. All requests shall be in writing and include the reason the established billing period was exceeded. Supporting documentation must be attached. All requests must also adhere to the conditions specified in the Division contract, applicable manuals and/or letter of agreement or memorandum of understanding. If the request is for reimbursement from a federal project fund, it must reference the federal grant fiscal year funding as specified in the Division contract. All other requests for reimbursement shall be for the same type of program funds identified in the contract.

If the request is denied, it will be for one of the following reasons:

- It is determined that the delay in submission is not the fault of the Division or HFS.
- Insufficient funds to satisfy the request in the specific project or program area.
- No availability of funds within the Division's appropriation authority.
- Federal discretionary projects for the applicable federal project year have been fully expended. Thereby, no funds are available to satisfy the claim.

If the request for non-Medicaid funds is approved, the Division will apply the appropriate service credit or approve the services for reimbursement from the Illinois Court of Claims. All such approvals are subject to on-site and/or electronic audit. All requests will be responded to in writing and will specify the reason for the denial or acceptance.

If the request is for Medicaid funds, the provider will be required to complete an approved HFS form for each Medicaid claim and send to HFS for processing. All such approvals are subject to on-site and/or electronic audit. All requests will be responded to in writing and will specify the reason for the denial or acceptance.

PAYMENT INQUIRY INFORMATION

Please follow the process below to review payments made to your agency.

STEP 1

Go to www.ioc.state.il.us.

Click on “vendor payments” in left column.

STEP 2

Enter the “Vendor TIN Num” in the field provided.

Click “OK.”

STEP 3

Click on “Payments.”

STEP 4

“Select a fiscal year.”

“Select an agency.”

Agency “444” is the IL Department of Human Services.

Click on the “Find Warrants” button.

STEP 5

The left column lists the warrant/EFT#. If the number begins with zeroes, it is an Electronic Funds Transfer (EFT). The funds are deposited directly into the vendor’s bank account.

Note the “issue date” in the center column. This is the date of the deposit.

STEP 6

The “Warrant/EFT#” begins with an alpha character. An alpha character indicates that a warrant (check) was issued to the vendor. The “issue date” is the date that the warrant was released. The “paid date” is the date that the warrant cleared. If the “paid date” is blank, the warrant has not been cashed and/or has not cleared.

Double click on the warrant/EFT# for more details regarding the payment.

STEP 7

In the “IOC Accounting Line Details” box, Organization 26 indicates the Division of Substance Use Prevention and Recovery (SUPR).

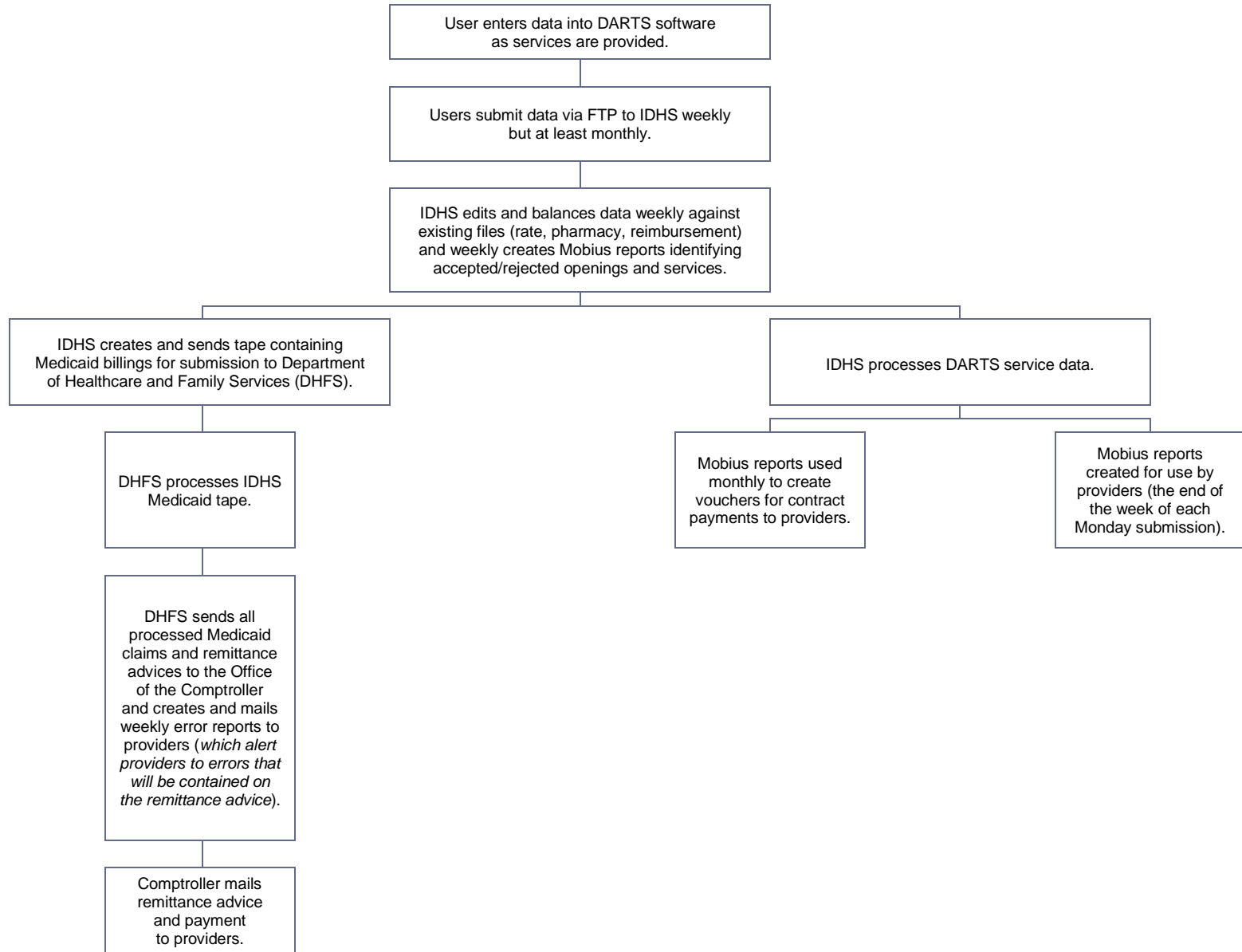
Notice the “Invoice” number in the top section. The first digit indicates the State Fiscal Year for which services are being paid. The letters following the first character indicate that this is a payment from SUPR. For provider contract payments the alpha characters SA and SB, following the fiscal year number, are the most commonly used by SUPR. The last two characters of the invoice number indicate to which month the payment is related.

Payment Inquiry Information

Medicaid payments will have a different invoice numbering scheme. All Medicaid payments will have an “Object” number of 4560.

To request payments by EFT go to <http://www.ioc.state.il.us/office/ec.cfm> for information.

PAYMENT AND DATA PROCESSING CYCLE FLOW CHART



SERVICE PROTOCOLS

Introduction

The following are service protocols and deliverable requirements related to primary substance use disorder treatment and/or adjunct services provided to eligible individuals using Division funding. These expectations are to be considered an extension of the applicable State Fiscal Year contract and will be monitored and reviewed as such. Should you have any questions regarding these protocols, please contact the Help Desk at DoIT.SUPRHelp@illinois.gov.

Service Protocols

SECTION 1: Service Protocols for Substance Use Disorder Treatment/Ancillary Services/Recovery Services

SECTION 2: Service Protocols for Recovery Home Services

SECTION 3: Service Protocols for Substance Use Disorder Treatment/Ancillary Services/Recovery Services for DCFS Recipients

SECTION 4: Service Protocols for Toxicology Testing for Assessment, Placement Decisions, or Treatment Planning for Substance Use Disorders

SECTION 5: Service Protocols for Substance Use Disorder Treatment/Ancillary Services for Opioid Treatment

SECTION 6: Service Protocols for Toxicology Testing for Recipients of Opioid Treatment

SECTION 7: Service Protocols for Treatment/Ancillary Services/Recovery Services for Gambling Disorders

SECTION 8: Service Protocols for Substance Use Disorder Treatment/Ancillary Services/Recovery Services for Daytime Childcare and Child Domiciliary Services

SECTION 9: Service Protocols for Pregnant Women and Women with Dependent Children (PWWC) Designated Sites

SECTION 1: Service Protocols for Substance Use Disorder Treatment/Ancillary Services/Recovery Services

Target Population: Individuals in Need of Substance Use Disorder Treatment, Adjunct Treatment, or Recovery Support

Introduction: These protocols set forth the terms and conditions applicable to substance use disorder treatment and related services funded by the Illinois Department of Human Services (IDHS), Division of Substance Use Prevention and Recovery Support.

Specific Administrative Rules

Treatment services are to be provided according to Administrative Rule: Title 77: Public Health Chapter X: Department of Human Services Subchapter D: Licensure Part 2060 Alcoholism and Substance Abuse Treatment and Intervention Licenses Section 2060.401 Levels of Care.

Levels of Care to be Provided or Made Accessible

Introduction: The Section 2060.401 Levels of Care shall be made accessible to individuals screened and assessed for need based upon the most current ASAM patient placement criteria. This accessibility shall be directly provided by the provider or by direct referral and linkage to an alternate service provider who is able to provide such service.

ASAM Patient Assessment: Treatment shall be offered in varying degrees of intensity based on the level of care the patient is assessed in need/placed and the subsequent treatment plan developed for that patient. The level of care provided shall be in accordance with that specified in the ASAM Patient Placement Criteria and with the following services definitions and protocols:

Levels of Care

- A. *Level 0.5: Early Intervention:* Services authorized by a treatment license that are sub-clinical or pre-diagnostic (ASAM .05) and designed to screen, identify and address risk factors that may be related to problems associated with substance use disorders, and to assist individuals in recognizing harmful consequences. Such individuals are defined "at risk" and early intervention may be delivered in a wide variety of settings to at-risk adolescents or adults with the length of such service varying according to the type of activity. The goal is the reduction of the effects of use within the targeted community by identifying and engaging those in need of services. Early Intervention shall be provided to an identified individual (in an individual or group setting) and documented in a client record and shall be earned utilizing non-Medicaid funds at the established Early Intervention individual and group rates. The length of such service varies according to the individual's ability to comprehend the information provided and to use that information to make behavior changes to avoid problems related to substance use or the appearance of new problems that require

treatment at another level of care. Examples of individuals who might receive early intervention are at-risk individuals (i.e., family members of an individual who is in treatment or in need of treatment) or DUI offenders classified at a moderate risk level.

- B. *Level 1: Outpatient:* Non-residential treatment consisting of face-to-face clinical services for adults or adolescents. The frequency and intensity of such treatment shall depend on patient need but shall be a planned regimen of regularly scheduled sessions that average less than nine hours per week.
- C. *Level 2: Intensive Outpatient/Partial Hospitalization:* Non-residential treatment consisting of face-to-face clinical services for adults or adolescents. The frequency and intensity of such treatment shall depend on patient need but shall be a planned regimen of scheduled sessions for a minimum of nine hours per week.
- D. *Level 3: Inpatient Subacute/Residential:* Residential treatment consisting of clinical services for adults or adolescents. The frequency and intensity of such treatment shall depend on patient need but shall, except in residential extended care as defined in this Part, include a planned regimen of clinical services for a minimum of 25 hours per week. Inpatient care, except for residential extended care as defined in this Part, shall require staff that are on duty and awake, 24 hours a day, seven days per week. During any work period, if professional staff as defined in Section 2060.309(a) of this Part are not on duty, such staff shall be available on call for consultation relative to any aspect of patient care. Residential extended care shall require staff on duty 24 hours a day, seven days per week and that low intensity treatment services be offered at least five hours per week. Any staff providing clinical services shall meet the requirements for professional staff as defined in Section 2060.309(a) of this Part. Individuals who have been in residence for at least three months without relapse may be used to fulfill any remaining staff requirements.
- E. *Level 4: Medically Managed Intensive Inpatient:* Inpatient subacute residential treatment for patients whose acute bio/medical/emotional/behavioral problems are severe enough to require primary medical and nursing care services. Such services are for adults or adolescents and require 24 hours medically directed evaluation, care and treatment and that a physician see the patient daily.

Ancillary Services, Ancillary Treatment, Intervention or Support Services

These services are defined and have the following services protocols:

- A. *Toxicology:* Urine, blood or saliva analysis to determine the presence of alcohol and/or other drugs in clients who receive treatment or intervention services.
- B. *Case Management:* A coordinated approach to the delivery of health and medical treatment, substance use disorder treatment, mental health treatment, and social services, linking

patients with appropriate services to address specific needs and achieve stated goals. Services may occur in the home or in other community environments and are for patient engagement and retention in treatment. Case management must be individualized to the specific patient as reflected by an individualized assessment and contained within the treatment plan. Case management may begin with admittance to treatment and proceed through continuing care. All funded case management must be documented in the patient record so that a post-payment audit can confirm the delivery of reported services.

- C. *Community Intervention*: A service that occurs within the community rather than in a treatment setting. These services focus on the community and its residents and include crisis intervention, case finding to identify individuals in need of service including in-reach and outreach to targeted populations or individuals not admitted to treatment. Outreach is the encouragement, engagement or re-engagement of at risk individual(s) into treatment through community institutions such as churches, schools and medical facilities (as defined by the community) or through the Illinois Department of Human Services consultation. In-reach is the education of community institutions or State agencies and social services staff regarding the screening and referral of at risk individuals to treatment programs for the purposes of a clinical assessment. All Community Intervention services shall be earned in staff hours utilizing non-Medicaid funds at the established Community Intervention rate.
- D. *Recovery Home*: Services as specified in Part 2060.509 and/or in this Manual's Protocols section as Section 2.
- E. *Medications*: Limited reimbursement for the cost of medications for providers who deliver substance use disorder treatment.
- F. *Interpreter Services*: These are sign and other technology services provided for individuals with a Deaf or Hearing Impairment. These services are for all levels of treatment, adjunct, and recovery support services for these individuals.
- G. *Psychiatric Evaluation*: An evaluation of a patient and exchange of information to determine whether the patient's condition is because of alcohol and/or other drugs or to a diagnosed psychiatric disorder.
- H. *Medication Monitoring*: Counseling to review a patient's use of medications while in treatment that is conducted by the organization's psychiatrist, physician or physician extender as a part of an individual counseling session.
- I. *Specialized Recovery Services/Adjunct Services/System Development Activity*: The provision of special or unique projects. Descriptions are specified in a provider unique contract via the scope of services section of the applicable IDHS Community Service Agreement.

SECTION 2: Service Protocols for Recovery Home Services

Target Population: Individuals assessed as in need of Recovery Home Support Services.

Introduction: These protocols set forth the terms and conditions applicable to Recovery Home services funded by the Illinois Department of Human Services (IDHS), Division of Substance Use Prevention and Recovery for recovery home services for individuals recovering from a substance use disorder. Services include housing, intermittent staff support and/or access to ancillary self-help group, or skill building activities, which assist in obtaining or help maintaining a lifestyle free of a substance use disorder.

Administrative Rules/Guidelines

Recovery Home services are to be provided according to Administrative Rule: Title 77: Public Health Chapter X: Department of Human Services Subchapter D: Licensure Part 2060 Alcoholism and Substance Abuse Treatment and Intervention Licenses Section 2060.509 Recovery Homes.

Recovery Home Specific Programmatic/Service Requirements

- A. The provider shall ensure that all individuals receiving recovery home services funded by this award have a substance use disorder diagnosis.
- B. The provider shall ensure that all individuals receiving recovery home services are sufficiently stable and are actively seeking assistance in obtaining or help maintaining a drug and alcohol-free lifestyle. Assistance can include but is not limited to 12-step groups, faith based recovery activities, or other sobriety based activities/groups that meet the specific social or cultural needs of the individual.
- C. The provider shall maintain on site an individualized client record, which includes at a minimum:
 1. Documentation supporting that the individual is in recovery from a substance use disorder, and needs Recovery Home services;
 2. An individual recovery plan that contains goals and objectives, needed support services/activities, and employment/vocational development/skill building objectives. The plan shall address how the recovery plan will build supports within the resident's "home living" environment and how the resident will access additional treatment services if needed; and
 3. Documentation of any involvement in the recovery home's organized activities, and access and utilization of natural supports, community based agency support or other services needed to assist in maintaining the individual recovery plan. These notes should also include documentation of the agency's contacts regarding recovery support services collaboration and supports accessed to support the individual's recovery plan

while in residence and post discharge (when possible). Such documentation includes scheduled appointments (medical and/or other), linkage agreements, and recovery support or coaching services provided to house residents.

- D. If the provider delivers recovery home services to adolescents, the provider shall employ a minimum of seven staff to ensure at least one staff person is present when the residents are in the recovery home including weekends and holidays. The provider shall further ensure that at least two of these seven staff are in management/supervisory roles and meet all professional requirements specified in 77 Illinois Administrative Code, Chapter X, Part 2060.509(g-h).
- E. The provider shall adhere to all requirements specified in Ill. Adm. Rule, Part 2060.325(a-m), pertaining to Patient/Client Records and Part 2060.509 relative to Recovery Home Services.
- F. The provider shall ensure that staff, providing any type of service for a child or adolescent receiving childcare at the Recovery Home, or residing at the Recovery Home with a parent who is a resident, consent to a background check to determine whether they have been indicated as a perpetrator of child abuse or neglect in the Child Abuse and Neglect Tracking System (CANTS), maintained by the Department of Children and Family Services as authorized by the Abused and Neglected Child Reporting Act [325 ILCS 5/11.1(15)]. This background check should also include utilizing the Law Enforcement Agency Data System (LEADS) maintained by the Illinois State Police. The organization shall have a procedure that precludes hiring of indicated perpetrators based on the reasons set forth in 89 Ill. Adm. Code 385.30(a) and procedures wherein exceptions will be made consistent with 89 Ill. Adm. Code 385.30(e) and procedures for record keeping consistent with 89 Ill. Adm. Code 385.60.
- G. The provider shall have documentation of a written emergency plan and practices which meets the requirements of 77 Illinois Administrative Code, Chapter X; Part 2060.305(c-1).
- H. The provider shall have a quality improvement plan, which has documentation of goals, quarterly measures, and reviews of objectives, anticipated outcomes, and results of annual services improvement activities/actions.
- I. All required documented information shall be made available to the Department upon request.
- J. The provider must assure no bedroom is in an attic or in an area with floor more than three feet below the adjacent ground level.

- K. The provider shall attend and participate in Division sponsored meetings, training and technical assistance targeted to recovery home providers. The provider shall be notified of requests to participate and shall be responsible for all related travel expenses. The Recovery Home services provider shall provide staff development training at least annually to their staff. These sessions shall include educational sessions on cultural competency, awareness, sensitivity, and limited English-speaking client services.
- L. Should the provider maintain board approved policies and procedures regarding the use of volunteers for any in-kind staff coverage, house monitoring, house support staff, or house maintenance staff an annually renewed volunteer agreement shall be maintained. Such agreement shall cover administrative operation policies and procedures, confidentiality requirements, and all personnel policies applicable to paid staff as well as in-kind staff volunteers.
- M. The provider shall not utilize active clients as in-kind volunteers for the program, and may not submit any billing for Recovery Home per diem services for volunteer house managers/monitors.
- N. If routine or random toxicology testing is utilized, the provider shall have written policy and procedure that, at a minimum, identifies the method to obtain informed consent from each resident regarding routine and random toxicology. This informed consent should state the purpose of such testing, the frequency of routine testing, the causative factors for random testing and the consequences of test results that indicate the presence of alcohol and/or other drugs. This informed consent must be signed by the client prior to acceptance into the residence and maintained in the client record.

Specific Reporting Requirements

The Recovery Home must maintain a daily attendance and activity log for each site signed daily by each resident and staff. These signatures shall serve as confirmation of the resident's presence at the recovery home and/or be considered original source/records data to support services reporting/earnings.

SECTION 3: Service Protocols for Substance Use Disorder Treatment/Ancillary Services/Recovery Services for DCFS Recipients.

Target Population: Individuals and family members who are being served by the Illinois Department of Children and Client Services as Active Clients

Introduction: These protocols set forth the terms and conditions applicable substance use disorder treatment and related services funded by the Illinois Department of Human Services (IDHS), Division of Substance Use Prevention and Recovery.

Specific Administrative Rules

Treatment services are to be provided according to Administrative Rule: Title 77: Public Health Chapter X: Department of Human Services Subchapter D: Licensure Part 2060 Alcoholism and Substance Abuse Treatment and Intervention Licenses Section 2060.401 Levels of Care

Administrative Requirement/Reporting

Reporting: The provider shall complete, via a format approved by the Division and DCFS, a patient progress report monthly for each DCFS patient while the patient is receiving treatment. The completed report is to be forwarded to the patient's assigned DCFS caseworker every 30 days and at the time of discharge from treatment. The provider shall maintain a copy of the report in the patient record. A discharge summary is also to be completed and forwarded to the caseworker upon treatment case closure.

Training and Staff Requirements: The provider shall participate fully in cross training events or other related meetings arranged, convened and/or endorsed by the Division. Providers shall also send program representatives to regional partnership meetings.

Target Population Specific Service Protocols

- A. The provider shall also ensure that case coordination occurs with DCFS and Purchase of Service offices.
- B. Except for individual cases where circumstances may prohibit, the provider shall conduct an assessment (Form CFS 440-5 Adult Substance Abuse Screen), within five (5) days of receiving a referral. The referring agency shall be informed on a timely basis when the referred patient does not keep an appointment for an assessment and/or outreach services, as defined herein.
- C. The provider shall deliver outreach services to all DCFS involved patients as appropriate to sustain gains made in treatment. Ongoing activities should be designed to support an aggressive community outreach model whenever possible. The provision of outreach services will vary based upon patient need and the level of care provided.

- D. The provider shall assure that all DCFS involved patients receive parenting training approved by DCFS.
- E. The provider shall address the transportation needs of DCFS involved patients receiving outpatient treatment services.
- F. The provider shall assist in meeting the childcare needs of DCFS patients when receiving outpatient treatment services. On-site or off-site childcare arrangements are allowable.
- G. The provider shall establish and maintain linkage agreements with local agencies to help secure any necessary mental health, substance abuse, domestic violence, childcare or housing needs for DCFS patients. Patient referrals to agencies providing the services should be documented in the patient record.
- H. If Childcare or child domiciliary services are provided, such services must be accordance with the Service Protocols Section 8: Service Protocols for Substance Use Disorder Treatment/Ancillary Services/Recovery Services for Daytime Childcare and Child Domiciliary Services.

Treatment Services to be Provided: The Section 2060.401 Levels of Care shall be made accessible to individuals screened and assessed for need based upon the most current ASAM patient placement criteria. This accessibility shall be directly provided by the provider or by direct referral and linkage to an alternate service provider who is able to provide such service.

ASAM Patient Assessment: Treatment shall be offered in varying degrees of intensity based on the level of care the patient is assessed in need/placed and the subsequent treatment plan developed for that patient. The level of care provided shall be in accordance with that specified in the ASAM Patient Placement Criteria and with the service definitions and protocols specified in Section 1 of this manual.

SECTION 4: Service Protocols for Toxicology Testing for Assessment, Placement Decisions, or Treatment Planning for Substance Use Disorders

Target Population: Individuals receiving substance use disorder treatment services (assessment, placement decisions, or treatment planning)

Introduction: These service protocols and requirements for funded toxicology services applicable to treatment and related services for providers funded by the Illinois Department of Human Services (IDHS), Division of Substance Use Prevention and Recovery. Such funds are not intended to guarantee or cover 100% of the providers toxicology requirements and the provider may be required to expend additional funds to meet additional toxicology requirements. Toxicology services used solely for assessment, placement decisions, or treatment planning must at a minimum meet the requirements of for the specific services protocols below. Toxicology services that could result in adverse criminal or administrative actions must meet the standards specified herein or, as applicable, the requirements specified in Section 6 of the Service Protocols.

Specific Toxicology Services Protocols/Requirements for Opioid Treatment Administrative/Legal Actions/Assessment, Placement Decisions or Treatment Planning

- A. Providers using toxicology testing solely for assessment, placement decisions, or treatment planning shall either 1) contract with a CLIA certified laboratory or 2) operate a laboratory approved by the U.S. Department of Health and Human Services (Clinical Laboratory Improvement Standards (CLIS)) or 3) if the provider chooses to use “Point of Care” testing/procedures that have low risk of an erroneous result, shall apply for and maintain a Clinical Laboratory Improvement Amendments (CLIA) Certificate of waiver as outlined in federal regulation CFR Title 42 - Public Health/Part 493 (Laboratory Requirements)/Sections 493.35 (Application for a certificate of waiver) and 493.37 (Requirements for a certificate of waiver).
- B. Definition: Point of Care Testing for this exhibit is defined as testing administered at the location of the client.
- C. Providers shall have policies and procedures for waived toxicology testing that contain the following:
 - 1. The type, purpose, and limitations of their toxicology testing;
 - 2. Protocols ensuring compliance with applicable federal, state, and local laws;
 - 3. Protocols ensuring compliance with specific testing requirements;
 - 4. Toxicology testing clinical documentation and billing procedures; and
 - 5. Personnel training and quality improvement protocols.

- D. The rate of payment for all vendor purchased toxicology services is identified in the current state fiscal year Contractual Policy Manual.
- E. Should the provider supply any patient identifying information with the toxicology samples submitted to the vendor, the provider must have an annually renewed business associate agreement on file which addresses all HIPAA and 42 CFR confidentiality requirements required of funded providers.
- F. Should the funded provider enters into a purchase of services agreement with a toxicology laboratory services entity, the provider must maintain a business/services agreement with the laboratory services entity that assures the adherence to any requirements within these protocols, including maintaining a copy of the entities valid CLIA certification for the laboratory utilized.

Specific Reporting Requirements

To receive reimbursement for testing covered by this exhibit, the provider shall report all toxicology services billing using the current State Fiscal Year version of the Department's Automated Reporting and Tracking System (DARTS) software.

SECTION 5: Service Protocols for Substance Use Disorder Treatment/Opioid Use Disorder (OUD) Treatment Services

Target Population: Individuals who have been assessed as in need of Opioid Use Disorder (OUD) Treatment Services.

Introduction: These protocols set forth the terms and conditions applicable to OUD treatment services funded by the Illinois Department of Human Services (IDHS), Division of Substance Use Prevention and Recovery for individuals recovering from a substance use disorder.

Required services include substance use disorder treatment, medication, physical examinations, toxicology, and all other services required by state and federal regulations.

Providers are responsible for conducting on-going self-sufficiency surveys to determine continued patient eligibility for the provision of state-funded services. The provider shall not charge patients any separate admission, application, evaluation or registration fee.

Administrative Rules

State

- A. All services must be provided in accordance with: Title 77: Public Health Chapter X: Department of Human Services Subchapter D: Licensure Part 2060 Alcoholism and Substance Abuse Treatment and Intervention Licenses Section 2060.401 Levels of Care (hereafter referred to as Part 2060).

Federal

- B. The provider shall conduct, record, and maintain biennial inventories of narcotic drug stocks as specified in 21CFR1304.11(c).
- C. The provider shall execute, process, and maintain DEA Form 222 as specified in 21CFR1305.
- D. The provider shall maintain current Power of Attorney for DEA Form 222 as specified in 21CFR1305.07 and shall revoke Power of Attorney for former employees.
- E. The provider shall maintain physical security controls as specified in 21CFR1301.72.
- F. The provider shall satisfy all applicable requirements under 42 CFR 8 SAMHSA including accreditation and 21CFR1301-1307 (DEA) specific to the treatment of narcotic addicts and the delivery, storage, security, and accountability of methadone. Documentation of SAMHSA approval, DEA registration, and accreditation must be maintained on-site and be available to SUPR staff on demand.

Administrative Requirements

- A. The provider shall have a designated Authorized Organization Representative and Medical Director.
- B. The award total has been calculated by multiplying the weekly reimbursement rate by the number of cases funded by 52 weeks.
- C. The rate covers the following components: 1) managing the medical plan of care; 2) ordering the drug; 3) nursing services related to administration; 4) administration of the drug; 5) coordination with other substance use disorder services; and 6) actual drug cost per dose.
- D. The initial medical examination, additional medical services rendered by a practitioner, toxicology services, psychiatric evaluations, assessment, case management, medication monitoring, and substance use disorder treatment are reimbursed separately when the services are medically necessary and meet all requirements specified in Administrative Rule, Part 2060 and the Medicaid State Plan.
- E. The provider shall forward to the Division, as the State Methadone Authority, copies of all CSAT-approved accrediting body survey reports, provider responses to these surveys, accrediting body responses and subsequent documentation of accrediting body awards or denials. (Providers may give permission for CSAT-approved accrediting bodies to forward their surveys and documentation of awards or denials directly to the State Methadone Authority. Otherwise, the responsibility to forward these required documents rests with the individual provider.)
- F. Providers with Automated Dispensing Machines are responsible for:
 - 1. Calibrating the machine on a weekly basis according to manufacturer procedures/specifications.
 - 2. Limiting access to medical order entries, i.e., changes in dosage and pickup orders, to licensed physicians only.
 - 3. Printing daily activity reports for client dispensing, bottle control, and no shows.
 - 4. Taking physical drug inventories and updating the machines daily.
 - 5. Printing all reports as requested by inspectors and the State Methadone Authority.

Documentation

- A. The provider shall maintain on-site and on an ongoing basis, the “Daily/Weekly Medication Accounting Sheet” and the “Exception Medication Record.” These records may be maintained electronically.
- B. The provider shall maintain records as specified in 21CFR1304.

- C. The provider shall submit opiate dispensing information to IDHS, Unified Health Systems, utilizing the approved IDHS interface, on a weekly basis.
- D. The provider shall submit all closings to the Division as follows: within one month after a patient has completed or been transferred, patients in outpatient treatment within 30 days of having no contact and patients in residential treatment within three (3) days of having no contact. The discharge record shall include completion of the National Outcome Measures (NOMS) fields. The provider shall submit opiate dispensing information to IDHS, Unified Health Systems, utilizing the approved IDHS interface, on a weekly basis.
- E. All services documentation must be kept as required by Part 2060.325 Patient/Client Records and/or written correspondence from the Division.

Target Population Specific Service Protocols Regarding Dosing Services

Opioid Use Disorder (OUD) Treatment Services Specific Service/Programmatic requirements are:

- A. The provider shall ensure that the initial dose of methadone does not exceed 30 milligrams and that the total dose for the first day does not exceed 40 milligrams unless the provider's Medical Director documents in the patient's record that a 40 milligrams dose was not sufficient to suppress opiate abstinence symptoms (42 CFR 8).
- B. The provider shall ensure that all patients are seen by a Physician and receive a physical examination conducted by a Physician or Physician Extender prior to admission to treatment and ingestion of the initial dose of Methadone. Physician Extenders, i.e., Physician's Assistants (PAs) and Advanced Practice Nurses (APNs), may conduct the actual physical examination but the Physician must review and sign off on physicals conducted by PAs or APNs, and see the patient prior to admission to treatment and the initial dose of medication. The Physician is the ONLY staff member who can order the admission to treatment and assign the medication dosage.
- C. The provider shall also ensure that at least eight random tests or analyses are performed on each patient during each year in comprehensive treatment (42 CFR 8).
- D. A patient may not receive more than a one-month supply of narcotic drugs at one time (42 CFR 8) unless the provider receives prior approval from CSAT.
- E. Each provider shall be responsible for all programmatic requirements involving continuing treatment.

Medication Exceptions

- A. The provider shall have a policy regarding take-home medication, in accordance with SAMHSA regulations and exceptions to policies regarding take-home supply of medication prior to services implementation, the provider shall request and have appropriate CSAT approvals for any policy exceptions to regulations as well as all policies regarding supplies of take-home medication.
- B. An exception may be made to the take-home supply of medication policy, which permits a temporary or permanently reduced clinic attendance schedule, if in the reasonable clinical judgment of the provider's physician:
 - 1. The patient has been found to be responsible in handling narcotic drugs and has a physical disability which interferes with his or her ability to conform to the applicable mandatory clinic attendance schedule; or
 - 2. The patient has been found to be responsible in handling narcotic drugs and has exceptional circumstances, such as illness, family crises, travel, or other hardship.
- C. The rationale for each exception and the physician's approval must be entered into the patient record.

SECTION 6: Service Protocols for Toxicology Testing for Recipients of Opioid Use Disorder (OUD) Treatment Services

Target Population: Individuals receiving Opioid Use Disorder Treatment Services

Introduction: These service protocols and requirements for funded toxicology services applicable to treatment and related services for providers funded by the Illinois Department of Human Services (IDHS), Division of Substance Use Prevention and Recovery. Such funds are not intended to guarantee or cover 100% of the providers toxicology requirements and the provider may be required to expend additional funds to meet additional toxicology requirements. Toxicology services provided as part of OUD Treatment or that could result in adverse criminal or administrative actions must meet the specific program requirements specified herein of Section 6 of the services protocols.

Specific Toxicology Services Protocols/Requirements for Opioid Use Disorder (OUD) Treatment

- A. The number of panels (tests) specified herein is the minimum expectation. The actual number of tests may vary based upon the negotiated costs of each test and the needs of each provider. The provider must test for the minimum number of panels as described.
- B. The provider shall negotiate the following with the laboratory of the provider's choice:
 1. The choice of testing medium (urine, sputum or sweat) to be used for the toxicology test;
 2. Which five drugs will comprise the standard testing panel;
 3. The cost of each panel;
 4. Onsite versus laboratory testing;
 5. Collection techniques;
 6. The cost and frequency for confirmation testing; and
 7. Any other issues related to toxicology testing for the five drugs comprising the standard testing panel.
- C. OUD Treatment providers shall ensure that all testing, tests for, at a minimum, five drugs: one of which must be methadone. It is suggested that tests for Amphetamines and Barbiturates not be routinely requested unless clinically indicated due to the minimal use historically reported by programs. Instead, tests providing more realistic value such as Benzodiazepines, Marijuana, and PCP should be more routinely requested. Additionally, the provider shall ensure that it can test for six (6) Monoacetylmorphine - 10 ng/ml.
- D. The provider shall contract with a laboratory or operate a laboratory that meets the following specified criteria upon the initiation of and through the term of the contract:
 1. Maintain and provide documentation supporting approval from the U.S. Department of Health and Human Services (Clinical Laboratory Improvement Standards (CLIS)).

2. Participate in one or more of the following controlled programs:
 - a. College of American Pathology Advanced Toxicology Survey.
 - b. American Association of Forensic Science Toxicology Survey.
 - c. Certification for laboratory testing eligibility for Medicare.
3. Ensure that the chain of custody (COD) is maintained on all specimens.
4. Test all specimens for adulteration prior to the initial screening test. The laboratory shall test each urine specimen for pH (< 3 or > 11), and/or specific gravity (< 1.001 or > 1.020). When a specimen is adulterated, the laboratory shall notify the provider within 48 hours of receipt of the specimen. The laboratory shall not test an adulterated specimen. (If the provider determines to use a medium other than urine (i.e., sputum or sweat), the laboratory must provide a protocol to ensure that the specimens are not adulterated prior to the initial screening tests and does not test an adulterated specimen).
5. Use an immunoassay procedure for the initial screening tests for all specimens, using immunoassay technology which meets, as minimum standards, the most current requirements as referenced in Mandatory Guidelines for Federal Workplace Drug Testing Programs (53 CFR 11,983), Federal Register, Vol. 73, Number 226, Tuesday, November 23, 2008, and the following cutoffs:
 - a. Amphetamines/Methamphetamine - 500 ng/ml
 - b. Barbiturates - 200 ng/ml
 - c. Benzodiazepines - 200 ng/ml
 - d. Benzoyl ecgonine (cocaine metabolite) - 150 ng/ml
 - e. Marijuana metabolite - 50 ng/ml
 - f. Opiates - 2000 ng/ml
 - g. Phencyclidines - 25 ng/ml
 - h. Methadone - 300 ng/ml
 - i. 6 Monoacetylmorphine - 10 ng/ml
6. Use GC/MS (Gas Chromatography/Mass Spectrometry) testing for all confirmation tests using the following cutoffs:
 - a. Amphetamines/Methamphetamine - 250 ng/ml
 - b. Barbiturates - 200 ng/ml
 - c. Benzodiazepines - 200 ng/ml
 - d. Benzoyl ecgonine (cocaine metabolite) - 150 ng/ml
 - e. Marijuana metabolite - 15 ng/ml
 - f. Opiates - 2000 ng/ml
 - g. Phencyclidines - 25 ng/ml

- h. Methadone - 300 ng/ml
 - i. 6 Monoacetylmorphine - 10 ng/ml
 - 7. Ensure that all specimens submitted for initial screening and/or confirmation testing are tested within two working days of receipt of the specimens. The provider shall be informed by the laboratory of all positive test result(s) from any screening or confirmatory tests within 48 hours of testing via computer or fax. A hard copy of the COC must follow within 10 working days and the confirmation tests must bear the signature of the certifying scientist.
 - 8. Maintain all records/documents for all specimen tests for a minimum of three years and maintain records/documents for any specimen under legal challenge until the challenge is resolved. It shall be the provider's responsibility to notify the laboratory of which specimens are under legal challenge. Each provider must contract with the laboratory for forensic testimony for any legal challenge to a test result.
 - 9. The provider must have an annually renewed business associate agreement on file which addresses all HIPAA and 42 CFR confidentiality requirements required of funded providers.
 - 10. The provider must maintain a business associate agreement with the laboratory services entity that assures the adherence to any requirements within these protocols, including maintaining a copy of the entities valid CLIA certification for the laboratory utilized.
- E. Division approved OUD Treatment providers may access the provision of necessary toxicology services from the Division designated OUD toxicology vendor.

SECTION 7: Service Protocols for Community Intervention/Treatment/Ancillary Services/Recovery Services for Gambling Disorder

Target Population: Individuals and family members who are assessed as in need of services to address a gambling disorder.

Introduction: These protocols set forth the terms and conditions applicable to gambling disorder treatment and related services funded by the Illinois Department of Human Services (IDHS), Division of Substance Use Prevention and Recovery. Services include intermittent staff support and/or access to ancillary self-help group, or skill building activities that assist in obtaining or help maintaining a lifestyle free of gambling.

Administrative Rule

State Rules: Treatment services are to be provided according to the standards in: Title 77: Public Health Chapter X: Department of Human Services Subchapter D: Licensure Part 2060 Alcoholism and Substance Abuse Treatment and Intervention Licenses Section 2060.401 Levels of Care.

Administrative Requirements

Training/Supervision: The provider shall have staff that are trained to treat gambling disorders. This can be demonstrated by having Nationally Certified Gambling Counselors, or by having staff who participated in the Division's 30-hour Gambling Disorder Training for Counselors and who are "professional staff" as defined in 2060.309 Professional Staff Qualifications.

Supervision/Monitoring: The provider will ensure that direct service staff participate in monthly clinical supervision sessions, cross-training events and other related meetings arranged or convened by the Division to share strategies and tools related to delivery of gambling disorder treatment services.

Target Population Specific Service Protocols

- A. The provider shall create an outreach plan and participate in Community Intervention. In addition to optional Community Intervention activities described earlier in this document, gambling disorder treatment providers shall participate in National Problem Gambling Month.
- B. The provider shall administer to all individuals entering treatment, the NODS screening tool for gambling disorder. The National Opinion Research Center DSM Screen for Gambling Problems (NODS), an instrument based on DSM-5 criteria, was created by the National Opinion Research Center (NORC) at the University of Chicago. Other screens may be approved in writing by the Gambling Program Manager.
- C. The provider shall administer an assessment-based on DSM5 and ASAM to individuals who screen positive on the NODS.

- D. Outpatient gambling disorder treatment and intervention services may be provided to a person in a residential rehabilitation substance use disorder treatment program, if the person has been diagnosed with a gambling disorder. Gambling disorder counseling services provided to individuals in a Residential Rehabilitation location must be in addition to the requirements for Level 3 Inpatient Subacute/Residential substance use disorder treatment services provided as required by Administrative Rule, Part 2060.401 Levels of Care.

Section 2060.401 Levels of Care: Treatment shall be offered in varying degrees of intensity based on the level of care in which the patient is placed and the subsequent treatment plan developed for that patient. Treatment plans shall include a financial recovery plan. The level of care provided shall be in accordance with that specified in the ASAM Patient Placement Criteria and with the service definitions and protocols specified in Section 1 of this manual for Early Intervention, Level 1 and Level 2 care.

- E. Recovery support services may be delivered by professional staff, or by a peer or a recovery coach. Recovery support services shall focus on connecting the patient to skill building activities that assist in maintaining a lifestyle free of gambling. Providers shall provide or link with self-exclusion awareness sites, self-help groups like Gam Anon or Gambling Anonymous, and pressure relief groups.

SECTION 8: Service Protocols for Substance Use Disorder Treatment/Ancillary Services/Recovery Services for Daytime Childcare and Child Domiciliary Services

Target Population: Children of Individuals and family members who are actively being served by funded providers as active patients in treatment and recovery services.

Introduction: These protocols set forth the terms and conditions applicable to Child Domiciliary services for children whose guardian/Parents are receiving substance use disorder treatment and related services funded by the Illinois Department of Human Services (IDHS), Division of Substance Use Prevention and Recovery.

Administrative Rules/Guidelines

All staff providing services to the children must satisfy requirements outlined in Administrative Rule 2060, Parts .309(d), .311(a), and .313(d, f). Results of the CANTS check must be in the employee's personnel file prior to working with children.

A. Child Domiciliary Core Components

The provider shall have the following administrative procedures and policies in place which address the following for all funded child domiciliary services:

1. Written policy and procedures for handling medical emergencies of children residing with their parents in a residential setting.
2. Authorization in writing from the mother or guardian that is included in the child's record for the child to be enrolled in school on-site or off-site (site is defined as the provider's licensed treatment location).
3. Working policies and procedures regarding the administration of medication to children.
4. Utilization of age appropriate safety restraints for transportation of mothers and their children and maintenance of a log documenting all transportation services.
5. Written policy and procedures to ensure adequate oversight and assurance that all transportation vehicle operators have valid driver's licenses and insurance coverage.
6. Appropriate and nutritional meals for all children.
7. Documentation that each child in residence has his or her own bed.
8. Documentation of the age range of children that may be admitted to the childcare program as part of the program's admission criteria.

Children should be in school or attending childcare programs either on or off-site. If the childcare program is off-site, it must be licensed by the Department of Children and Family Services (DCFS). If the provider chooses to have on-site childcare, then that funded provider shall be responsible for planning and conducting developmental and age-appropriate activities for the children in their care, and must adhere to requirements regarding parental presence and/or all DCFS childcare requirements.

B. Services Documentation:

The provider shall maintain written documentation on each child. This documentation may be kept in a separate record or included in the mother's record. Children's records kept separately must contain information linking the mother and her child(ren). This record shall ensure the following documentation is included in each child record:

1. Name, address, gender, birth date, social security number, or documentation of application for social security number of the child;
2. Mother's name and recipient identification number (RIN);
3. Medical records, child's primary physician contact, immunization records, developmental screenings and resulting services (if any), any known allergies, emergency contact information;
4. The name and number of the child(ren)'s pediatrician and/or primary care physician.
5. Copies of any court documents related to custody/visitation or any other issues specific to the disposition of the child.

SECTION 9: Service Protocols for Pregnant Women and Women with Dependent Children (PWWC) Designated Sites

Target Population: Pregnant Women and Women with Dependent Children

Introduction: These protocols set forth the terms and conditions applicable to substance use disorder treatment and related services funded by the Illinois Department of Human Services (IDHS), Division of Substance Use Prevention and Recovery for Designated PWWC Sites.

Definition: A PWWC Designated Site is one that has been approved and rostered by the Division; has a current award obligation earmarked as dedicated funding; reports all services via DARTS; and adheres to all specialized programmatic and monitoring standards.

PWWC Site Program Requirements

A. Federal Requirements

All sites must follow the Substance Abuse Prevention Block Grant Regulations, 45 CFR, Parts 96.124 and 96.131, Requirements Regarding Pregnant Women and Women with Dependent Children. Women with dependent children include women in treatment who are attempting to regain custody of their children. All PWWC sites shall treat the family as a unit and, therefore, admit both women and their children into treatment services, as appropriate. At a minimum, sites must also provide the following core services:

1. Primary medical care, including referral for prenatal care and, while the women are receiving these services, child care.
2. Primary pediatric care, including immunizations, for their children.
3. Gender specific substance use disorder treatment and other therapeutic interventions for women
4. Therapeutic interventions for children in the custody of women in treatment which may, among other things, address their developmental needs, their issues of sexual and physical abuse, and neglect.
5. Sufficient case management and transportation to ensure that women and their children have access to the services specified herein.

B. Monitoring Requirements Specific to PWWC Designated Sites

1. PWWC sites will be monitored to determine compliance with the requirements specified herein. Any non-compliance determined because of monitoring will be shared with provider and corrective action plans shall be submitted as requested by the Division. The provider shall comply with all corrective action. Technical assistance may be provided.
2. All PWWC sites shall complete the narrative section of the Annual Certification Plan (ACP) describing how the provider, in practice, ensures that all staff understand the federal requirements specified herein and how daily practice ensures such compliance.

3. A desk review will be conducted annually that will, at a minimum, review provider policies and procedures.
4. PWWC sites will be selected on a rotating basis for a review of clinical records by an independent peer reviewer.
5. Annual random consumer satisfaction surveys will be conducted.

C. Reporting Requirements

All PWWC services must be reported to DARTS to ensure payment and continued status as a designated site.

D. Best Practices

1. Sites should have supervisors and staff who hold or are in the process of obtaining the Gender Competency Endorsement credential from the Illinois Certification Board (ICB) <http://www.iaodapca.org/credentialing/womens-endorsement/>.
2. Each PWWC site should have an identified representative on any committee established by the Illinois Advisory Council on Substance Use Disorders that is charges with planning a statewide system of care for women and their dependents.
3. PWWC sites are recommended to utilize the *Guidance to States: Treatment Standards for Women with Substance Use Disorders* to evaluate current practices and identify elements that need to be improved and successes to replicate to provide optimal services.
4. Core program elements are as follows:

| | |
|------------------------------------------------|------------------------------------------------------------------------------------------|
| 1. Outreach and Engagement | 14. Trauma/Violence |
| 2. Screening | 15. Life Skills |
| 3. Assessment | 16. Advocacy |
| 4. Substance Use Disorder Counseling/Education | 17. Family Strengthening |
| 5. Crisis Intervention | 18. Parenting Skills and Child Development Education |
| 6. Treatment Planning | 19. Housing Supports and Assistance |
| 7. Coordinated Case Management | 20. Linkages with Social Services and the Child Welfare System |
| 8. Continuing Care | 21. Linkages with Social Services and the Child Welfare System |
| 9. Medication –Assisted Treatment | 22. Recovery and Community Support Services (including Faith-Based Organization Support) |
| 10. Medication Monitoring | 23. Transportation |
| 11. Withdrawal Management | 24. Child Care and Child Development Services |
| 12. Medical Care/Primary Health Care | 25. Recreational Services |
| 13. Mental Health | |

5. Staffing within a PWWC Designated Site should be specialized. Supervisors and most staff working within these programs should hold or be working towards obtaining the

Illinois Certification Board's Gender Competency Endorsement along with their credentials. The mission of the GCE is to be committed to the provision and improvement of effective, gender-specific specialized treatment services for women in Illinois. Professionals with GCE combine a distinct knowledge base with human service skills to deal with the unique attitudes and behaviors associated with the support for treatment of substance use disorders in women. Knowledge and skill bases may be acquired through a combination of specialized training, education, and supervised work experiences.¹

6. Policies and procedures need to ensure all new staff have the competencies to serve the targeted population. The Division recommends SAMHSA's Women, Children and Families Technical Assistance on-line training for new staff: Introduction to Women and Substance Use Disorders, which is a 12-hour, self-paced course that helps counselors and other practitioners working with women to better understand women's substance use, treatment and recovery experiences and effective interventions for women.²
7. A Program Self-Assessment such as the Gender-Responsive Program Assessment tool can be utilized to assist in determining if a site is providing optimal services to pregnant women and women with dependent children. The Division recommends the Gender-Responsive Program Assessment tool which was developed for program administrators, evaluators, agency monitors and staff to use to evaluate the gender responsiveness of programs for women and girls. The assessment instrument is based on the fundamental elements of quality programming including the guiding principles from the Gender-Responsive Strategies: Research, Practice, and Guiding Principles for Women Offenders Report (Bloom, Owen, & Covington, 2003)³

E. Resources

- Women's Plan and Practitioner's Toolkit 2018-2019: Women's Committee of the Illinois Advisory Council on Alcoholism and Other Drug Dependency.
- Substance Abuse and Mental Health Services Administration, Guidance Document for Supporting Women in Co-ed Settings. HHS Publication No. (SMA) 16-4979. Rockville, MD: Substance Abuse and Mental Health Services Administration, 2016.
<http://store.samhsa.gov/shin/content/SMA16-4979/SMA16-4979.pdf>.
- Center for Substance Abuse Treatment. Substance Abuse Treatment: Addressing the Specific Needs of Women. Treatment Improvement Protocol (TIP) Series 51. HHS Publication No. (SMA) 09-4426. Rockville, MD: Substance Abuse and Mental Health

¹ The Illinois Model for the Gender Competency Endorsement, ICB

² <http://healtheknowledge.org/course/info.php?id=44>

³ <http://www.centerforgenderandjustice.org/pdf/GRProgramAssessmentTool%20CJ%20Final.pdf>

Services Administration, 2009. <http://store.samhsa.gov/product/TIP-51-Substance-Abuse-Treatment-Addressing-the-Specific-Needs-of-Women/SMA15-4426>.

- Center for Substance Abuse Treatment. Trauma-Informed Care in Behavioral Health Services. Treatment Improvement Protocol (TIP) Series 57. HHS Publication No. (SMA) 14-4816. Rockville, MD: Substance Abuse and Mental Health Services Administration, 2014. <http://store.samhsa.gov/product/TIP-57-Trauma-Informed-Care-in-Behavioral-Health-Services/SMA14-4816>.
- Substance Abuse and Mental Health Services Administration (2011). Addressing the Needs of Women and Girls: Developing Core Competencies for Mental Health and Substance Abuse Service Professionals. HHS Pub. No. (SMA) 11-4657. Rockville, MD: Substance Abuse and Mental Health Services Administration. <http://store.samhsa.gov/product/Addressing-the-Needs-of-Women-and-Girls-Core-Competencies-for-Mental-Health-and-Substance-Abuse-Service-Professionals/SMA11-4657>.