



Wright County Managed Care Manual Section Five: Substance Abuse Services

Wright County Community Services
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For Substance Abuse Emergencies:

Call 1-515-576-7261

A qualified professional is available to talk to you.

Wright County will seek reimbursement for any and all services.

Wright County Community Services (WCCS) funds Detoxification and commitment related costs for substance abuse treatment so that persons suffering from a chemical dependency can be afforded the opportunity to receive quality treatment which will help them resume a socially acceptable and productive role in society. **WCCS will seek reimbursement for any and all services funded.** WCCS provides funding to encourage substance abuse education and prevention efforts within the county.

PLAN ADMINISTRATION:

WCCS is responsible for administering Substance Abuse funds under the guidelines of section five (5) of the managed care plan. A CPC Administrator/Agency Director has been employed to facilitate the administration of the managed care plan. WCCS will ensure the ongoing financial accountability of the plan. This will include provider contracts that require the submission of financial and statistical reports to establish service rates for reimbursement of services. Providers will need to bill WCCS on a per client per service basis listing the chart of account code, number of units received, the cost per unit, dates of service, and charge to the county with the exception of education and prevention services.

The CPC Administrator or staff will verify that the services and units were approved and the charge for the service is accurate. **All bills will be reviewed within 30 days** by CPC staff for approval or denial. If a bill is approved for payment, it will be entered in the computer, a claim will be issued, and a check will be forwarded from the Wright County Auditor's Office.

All non third-party billing requests for payment must be made within 60 days of the date of service. All other provider **billings must be received in a timely manner or within 90 days of the end of the fiscal year of the service.** Billings received after the time limit must be accompanied by an appeal request to the CPC. Providers will need to send requests for appeal to Wright County Community Services, Attn.: Brad Leckrone, CPC Administrator, PO Box 4, 115 1st St. SE, PO Box 4, Clarion, Iowa 50525. Information will need to be provided as to why the billing request was not submitted timely. **The CPC will arrange an appeal hearing** with the Board of Supervisors **within 30 days** of the appeal request. If, due to the appeal, payment is to be approved, **payment will be made within 30 days.**

WCCS will only fund substance abuse services and supports that are authorized according to the process described in section five (5) of the plan.

Chronic Substance Abusers must access private health insurance, Medicaid and/or Medicare prior to county funding. Chronic Substance Abusers with private insurance, Medicaid and or Medicare are responsible for any deductible, co-pay, or spend-down amounts. Chronic Substance Abusers are responsible for costs deemed to be beyond reasonable and customary by their insurance providers. For those providers that accept Medicaid, it is assumed that they will accept Medicaid as payment in full. All Chronic Substance Abusers requesting funding for services will sign the necessary releases of information at the time of application. Refusal to sign releases of information will result in a denial of funding. **WCCS will fund approved substance abuse services and supports up front and will request reimbursement from the chronic substance abuser in accordance with Chapter 125.44 (4). Chronic Substance Abusers who do not reimburse, or have not attempted to reimburse WCCS will not be approved for further services and supports in this section until the debt is paid in full.**

CONFLICT OF INTEREST:

The CPC Administrator or staff will authorize all services and supports. If there is a conflict of interest between a consumer, provider, and/or a WCCS staff person, this will be disclosed to all parties as soon as possible. A staff person, who has or had a personal relationship with the consumer or a direct care staff directly involved with the consumer, will not be allowed to participate in planning or decision making. The Wright County Board of Supervisors will not make service or funding decisions unless the administrator has a conflict of interest.

PROVIDER SELECTION PROCESS:

WCCS will utilize providers who meet one or more of the following criteria and are willing to accept WCCS' requirements/contractual arrangement and work closely with the CPC office, county case managers, and county social workers.

The provider must be:

1. Currently licensed or certified as a service provider by the State of Iowa.
2. If the consumer is eligible for Medicaid funding, the provider must be a Medicaid provider and/or certified as a member of Merit Behavioral Care of Iowa or Consultec.
3. Currently be accredited by the Joint Commission on Accreditation of Health Care Organizations, the Commission on Rehabilitation Facilities, or other national or state recognized accrediting bodies.

WCCS will follow the procedures below when contracting with providers of services:

1. The provider will need to supply WCCS with a description of services to be contracted for, including financial and statistical reports that will show the net and gross cost of said services.
2. In all cases providers will be reviewed for accurate billing statements.

ACCESS-POINTS:

1. North Central Iowa Mental Health Center – Fort Dodge
2. Community and Family Resources (CFR) – Fort Dodge
3. Wright County Clerk of Court – Clarion
4. WCCS

The providers listed in this section will refer persons to WCCS who has applications and a copy of this manual available to the public.

1. The access-point will assist residents of WCCS and those individuals with legal settlement in Wright County who are requesting county funded substance abuse services in contacting the CPC Unit of WCCS.
2. CPC staff will contact the consumer within ten working days of a referral from the access-point. CPC staff will assist the consumer in the completion of the CPC Application. (Emergency situations will be handled as addressed under Emergency Services)
3. Any and all applications received by an access point shall be forwarded to the county within one working day.

Forwarding of Application

If an access point accepts an application it must be mailed to the WCCS within one working day. WCCS staff will be available to answer questions regarding the completion of the application. In cases of emergency during off-hours, access points have been instructed whom to contact.

Application Review Process

Upon receipt of an application, the CPC or Coordinator will review the application. **An interview will be scheduled** with the consumer, consumer's representative or interested party **within 10 working days**. At the time of the interview, the consumer, consumer's representative, or interested party will be given a letter requesting any additional information that is needed. They will be required to provide the additional information within 10 days. The CPC or Coordinator will assist them in this process if necessary. Failure on the part of the applicant to provide information will result in denial of county funding.

NOTICE OF DECISION

After review of the completed application and any accompanying information, a determination for county funding will be made. A written Notice of Decision or Service Authorization, including the appeal process, will be sent to the Chronic Substance Abuser and the access point, if applicable. If the Chronic Substance Abuser is not eligible, they will receive a written Notice of Decision that explains why the request was denied. A written Notice of Decision or Service Authorization will be mailed within ten (10) days from the date all needed and requested information is received. A release of information will need to be signed to allow the CPC to send a copy of the notice of decision to the referring access point.

APPLICATION FORM

All Chronic Substance Abusers requesting county funding for substance abuse services will be required to complete a CPC application. WCCS will use an application form that is available in formats and languages appropriate to consumer needs. (See Appendix B for the application form)

CONSUMER ELIGIBILITY

Chronic Substance Abuser – definition

Chronic Substance Abuser means a person who habitually lacks self-control as to the use of chemical substances to the extent that the person is likely to seriously endanger the person's health or to physically injure themselves or others, if they do not receive treatment. This person will also have an addiction or dependency, either physical or psychological, to alcohol, wine, spirits, beer or illegal chemical substances.

Any person requesting a service who has private insurance coverage, Medicaid and or Medicare will not be eligible for county payment.

In the case of court ordered services to CFR, if persons have private insurance, Medicare and or Medicaid coverage, persons will not be eligible for county payment.

All applicants requesting county funding must apply for and accept any and all other financial or medical programs and maintain eligibility of said programs prior

to approval of county funding. Failure to do so will result in denial of financial assistance from WCCS.

All applicants for county funding must be residents of Wright County. Undocumented persons will not be eligible for assistance with funding.

NOTE: WCCS will fund approved substance abuse services and supports up front and will request reimbursement from the chronic substance abuser in accordance with Chapter 125.44 (4). Chronic Substance Abusers who do not reimburse, or have not attempted to reimburse WCCS will not be approved for further substance abuse services and supports in this section until the debt is paid in full.

CONFIDENTIALITY:

All records will be kept in locked file cabinets for security purposes. Only authorized personnel will have access to confidential information. Client records may be shared only after obtaining a signed release of information from the consumer or guardian. In cases of emergency, if a consumer is a danger to him/herself or others, this may be waived, if a release cannot be obtained. All staff will read and sign the confidentiality policy with a copy to be maintained in their personnel file. (See Appendix A)

EMERGENCY SERVICES

In emergency situations, the consumer may contact the North Central Iowa Mental Health Center in Fort Dodge or Community and Family Resources. If it is felt that counseling could avoid hospitalization, WCCS will pay for one visit at the Mental Health Center. If further treatment is needed, the CPC shall be notified and will contact the consumer regarding the filing of a CPC Application.

In cases of emergency, when a court order is issued, WCCS will pay for the original commitment days at Community and Family Resources of Fort Dodge, Iowa if the consumer meets income and resource eligibility criteria. Original commitment days begin the day the order is issued and the respondent is placed in custody and ends when the commitment hearing is held. WCCS will not pay for more than three (3) days. If it is felt that additional days are needed prior to a hearing being held, the CPC must be notified and a request for an extension must be made. The Wright County Clerk of Court will notify the CPC at the time application is being made for commitment. CPC staff will be sent to the Clerk of Court Office within 30 minutes of the request to assist with the completion of a CPC application. On weekends, if a commitment is ordered, the CPC must be

notified the morning of the next working day and the consumer or their representative must file a CPC application.

WCCS will utilize Community and Family Resources in Fort Dodge for all substance abuse court commitments and services.

If someone is committed under an emergency order on the weekend, the party that initiated the order must file the necessary paper work at the Clerk of Court Office on the following business day. Failure to do so will result in denial of any financial assistance from the county.

Upon notification of a commitment order, WCCS staff shall contact the facility regarding the consumer's condition and the doctor's recommendation.

WCCS shall be notified by the Clerk of Court of the date and time of the hearing. Staff will attend the hearing. WCCS will review the recommendation of the attending physician and inform the court of what funding is available.

Chronic Substance Abusers with private insurance, Medicaid and/or Medicare are responsible for any deductible, co-pay, or spend-down amounts. Chronic Substance Abusers are responsible for costs deemed to be beyond reasonable and customary by their insurance providers. For those providers that accept Medicaid, it is assumed that they will accept Medicaid payments as payment in full.

APPEAL PROCEDURE

The purpose of this section is to describe how decisions can be appealed.

- 1.** If you disagree with the decision you may seek an appeal of that decision. Only appeals initiated by you or your representative will be heard.
- 2.** To appeal, you must send a written request within ten (10) working days of receipt of your Notice of Decision. Send your request to the CPC Administrator, Wright County Community Services, 115 1st St. SE, PO Box 4, Clarion, Iowa 50525.
- 3.** Within five (5) working days of the receipt of the written request for an appeal, the CPC Administrator of Wright County Community Services, shall deliver to you, either personally or by certified mail, a written notice informing you of the date, time and place the appeal will be heard.
- 5.** Our goal is to resolve disputes quickly and informally. The appeal will be held in private. You have the right to have an attorney or other advocate accompany and represent you at your own expense. You may contact Legal Services Corp. of Iowa (1-800-532-1275), Iowa Volunteer Lawyers Project, or Iowa Protection and Advocacy Services, Inc. for assistance.
- 6.** Written notice will be mailed to you no later than ten (10) working days after the appeal is heard. The notice will be sent to you and your legal or other authorized representative by certified mail. The notice will explain the Administrator's decision and will explain what is to happen next regarding your services and supports. The notice shall also explain your right to appeal this decision to the Wright County Board of Supervisors.
- 7.** A request for a second appeal can be made by sending a written request to us within ten (10) working days of receipt of the first appeal decision rendered by the CPC Administrator of Wright County Community Services. The Wright County Board of Supervisors will hear the second appeal.
- 8.** The Board of Supervisors will send written notice within five (5) working days of the receipt of your appeal informing you of date, time and place the second appeal will be heard. This notice will be sent to you by certified mail.
- 9.** The appeal will be held in private. You have the right to have an attorney or other advocate accompany and represent you at your own expense. You may contact Legal Services Corp. of Iowa (1-800-532-1275), Iowa Volunteer Lawyers Project, or Iowa Protection and Advocacy Services, Inc. for assistance.
- 10.** The Board will render its decision and notify you in writing by certified mail (within ten (10) working days) unless they decide to have the case reviewed by an outside consultant with expertise in analyzing service needs. In such cases, the final decision could be delayed for up to 30 calendar days.

SERVICE AND SUPPORTS MATRIX

SERVICE	CSA
5x00-101 <u>Treatment Services (Guard Fees)</u>	X
5x00-300 <u>Diagnostic Eval-Commitment (CFR)</u>	X
5x00-319 <u>Inpatient Hospital (DETOX)</u>	X
5x00-353 <u>Sheriff Transportation</u>	X
5x00-425 <u>Legal Representation</u>	X
5x00-373 <u>Education & Prevention</u>	X

PROVIDER NETWORK

Provider Name	Chart of Account	Service	Phone #
Community & Family Resources	01 05400 319 26	DETOX Education & Prevention	515-576-7261