

## Behavioral Health Services (Levels of Care, Therapy Types, Provider Specialties)

Introduction	Behavioral Health (BH) includes all services related to the diagnosis and treatment of mental health (MH) conditions and substance use disorders (SUD). Benefits for Behavioral Health are quoted here for some products. To quote benefits you may need to know levels of care, therapy types, and provider specialties.										
Important	See <a href="#">Behavioral Health Services</a> before quoting benefits.  <b>Tip:</b> Policies apply for some products. Some services require Prior Authorization.										
Table of Contents	The following topics are included in this document: <ul style="list-style-type: none"><li><a href="#">Levels of Care</a></li><li><a href="#">Therapy Types</a></li><li><a href="#">Provider Specialties</a></li></ul>										
See also	Similar, related, or easily confused documents. <ul style="list-style-type: none"><li><a href="#">Auditory Integration Therapy</a> - A program to treat hearing distortions, hyper-acute hearing, and sensory processing anomalies.</li><li><a href="#">Behavioral Health Services (Terminology)</a> - An overview of common disorders that can cause disruptions in daily life.</li><li><a href="#">Cognitive Remediation Therapy</a> - Retraining an individual's ability to think, use judgment, and improve decision making skills.</li><li><a href="#">Cranial Electrotherapy Stimulation (CES)</a> - Low-level electrical currents applied for relief of medical and/or psychological symptoms.</li><li><a href="#">Craniosacral Therapy</a> - Massage to manipulate the bones of the skull and spine working with the craniosacral rhythm.</li><li><a href="#">Eye Movement Desensitization and Reprocessing for Trauma</a> - Therapy used mainly in treating post-traumatic stress disorder (PTSD).</li><li><a href="#">Learning Disabilities - Diagnosis and Treatment</a> - Neurological disorder that affects the brain’s ability to receive, process, store, and respond to information.</li><li><a href="#">Outdoor Behavioral Healthcare</a> - Intervention typically involves immersion in the wilderness or wilderness-like setting.</li><li><a href="#">qEEG Biofeedback</a> - Biofeedback training used to teach self-regulation.</li><li><a href="#">Referenced Electroencephalogram (rEEG)</a> - Computerized method of guiding medication selection based upon brain abnormalities identified in a computerized EEG (also known as quantitative EEG).</li><li><a href="#">Sensory Integration Therapy</a> - Uses sensation with motor activity.</li><li><a href="#">Transcranial Magnetic Stimulation</a> - Magnetic field passed through tissue to stimulate the cerebral cortex of the brain.</li><li><a href="#">Virtual Reality (VR) Therapy for Phobias</a> - Therapy using a virtual environment to overcome phobias.</li></ul>										
Document history	<p>The document history for the past 12 months is outlined below.</p> <table><tr><th>Date</th><th>Description</th></tr><tr><td>8.26.24</td><td>Rereview due to age.</td></tr><tr><td>8.26.24</td><td>Updated document title to <i>Behavioral Health (Levels of Care, Therapy Types, Provider Specialties)</i>.</td></tr><tr><td>2.5.24</td><td>Updated document title to <i>Behavioral Health - Levels of Care, Therapy Types, Provider Specialties</i>.</td></tr><tr><td>2.5.24</td><td>Updated to new template.</td></tr></table>	Date	Description	8.26.24	Rereview due to age.	8.26.24	Updated document title to <i>Behavioral Health (Levels of Care, Therapy Types, Provider Specialties)</i> .	2.5.24	Updated document title to <i>Behavioral Health - Levels of Care, Therapy Types, Provider Specialties</i> .	2.5.24	Updated to new template.
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Levels of Care

Introduction	Treatment is provided in different settings depending on severity of symptoms, the individual’s physical health, and the type of care deemed necessary by medical professionals.																						
Ranking	<p>Below are levels of care ranked from highest to lowest intensity. .</p> <p><b>Tip:</b> Click the name to jump to the definition for a level of care.</p> <table><tr><th>Level of Care</th><th>Duration</th></tr><tr><td><a href="#">Inpatient treatment</a></td><td>24/7, generally 3-7 days</td></tr><tr><td><a href="#">Residential treatment</a></td><td>24/7, generally 30 days - 6 months</td></tr><tr><td><a href="#">Partial inpatient treatment</a></td><td>20 hours or more per week</td></tr><tr><td><a href="#">Intensive outpatient program</a></td><td>19 hours or less per week</td></tr><tr><td><a href="#">Sober living facility</a></td><td>NOT covered</td></tr><tr><td><a href="#">Outpatient therapy</a></td><td>Not defined</td></tr><tr><td><a href="#">Group therapy</a></td><td>Not defined</td></tr><tr><td><a href="#">Family, couple, or marriage therapy</a></td><td>Not defined</td></tr><tr><td><a href="#">Individual therapy</a></td><td>Not defined</td></tr><tr><td><a href="#">Medication management</a></td><td>Not defined</td></tr></table>	Level of Care	Duration	<a href="#">Inpatient treatment</a>	24/7, generally 3-7 days	<a href="#">Residential treatment</a>	24/7, generally 30 days - 6 months	<a href="#">Partial inpatient treatment</a>	20 hours or more per week	<a href="#">Intensive outpatient program</a>	19 hours or less per week	<a href="#">Sober living facility</a>	NOT covered	<a href="#">Outpatient therapy</a>	Not defined	<a href="#">Group therapy</a>	Not defined	<a href="#">Family, couple, or marriage therapy</a>	Not defined	<a href="#">Individual therapy</a>	Not defined	<a href="#">Medication management</a>	Not defined
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Inpatient treatment	<p>Inpatient treatment and inpatient detox are 24/7 psychological, medical, and nursing care including continuous monitoring and observation.</p> <p><b>Expectations:</b></p> <ul style="list-style-type: none"><li>• Acute management to prevent harm or significant deterioration of functioning and to ensure the safety of the individual and/or others.</li><li>• Appropriate medical professionals are available.</li><li>• Daily distribution of psychiatric medications, and monitoring of their effects and side effects.</li></ul>																						
Residential treatment	<p>Residential treatment is a licensed live-in health care facility providing therapy for behavioral health.</p> <ul style="list-style-type: none"><li>• It is not a long-term substitute for lack of available supportive living in the community.</li><li>• Treatment is focused on improving functioning rather than acute symptom management.</li><li>• Not to be confused with <a href="#">sober living</a> which is community based living.</li></ul> <p><b>Expectations:</b></p> <ul style="list-style-type: none"><li>• An individualized treatment plan is completed within 34 hours of admission.</li><li>• Family involvement is expected unless doing so is clinically contraindicated or would not be in compliance with existing federal or state laws.</li><li>• A discharge plan that starts at the time of admission that includes coordination with family, OP providers, and community resources.</li></ul>																						
Partial inpatient treatment	<p>Partial inpatient treatment provides a coordinated, comprehensive, multi-disciplinary treatment for individuals who can be maintained safely in the community but still require daily support.</p> <ul style="list-style-type: none"><li>• This level of care is for individuals who are having significant difficulties in their life and activities of daily living.</li><li>• Day treatment in this setting is similar to inpatient hospital setting.</li><li>• The role is to manage unsafe behavior and build skills.</li></ul> <p><b>Expectations:</b></p> <ul style="list-style-type: none"><li>• Structured program 20+ hours per week, not overnight.</li><li>• Have the opportunity to be exposed to triggers in order to practice their coping skills.</li></ul>																						
Intensive outpatient program	<p>Intensive outpatient programs provide a coordinated, comprehensive, multi-disciplinary treatment for individuals who can maintain some ability to fulfill family, student, or work activities.</p> <ul style="list-style-type: none"><li>• This level of care should be considered when:<ul style="list-style-type: none"><li>– The severity of stressors are such that the treatment plan is necessary to stabilize the individual.</li><li>– Individual is not at imminent risk of hurting themselves or others, or of using target symptoms excessively.</li><li>– Duration is continually evaluated.</li><li>– Clinical interventions may include individual, couple, family, and group therapies along with medication management.</li></ul></li></ul> <p><b>Expectations:</b></p> <ul style="list-style-type: none"><li>• Duration: 2-3 hours/day, 3-5 days/week (no more than 19 hours per week).</li><li>• Will have the opportunity to be exposed to triggering situations to practice coping skills.</li></ul>																						

Continued on next page

Levels of Care, Continued

Sober living facility	<p>Sober living facilities used to be called half-way houses. They were renamed to improve perception.</p> <p><b>Expectations:</b></p> <ul style="list-style-type: none"><li>• Residents pay rent and often have part-time jobs in order to cover groceries, incidentals, medications, etc.</li><li>• Residents attend regular groups and/or therapy.</li><li>• Residents are overseen by non-medically trained people who have gone through the recovery process.</li></ul> <p><b>Tip:</b> Sober living facilities are NOT considered residential or inpatient. They are NOT covered. PA cannot be requested.</p>				
Outpatient therapy	<p>Outpatient therapy is one unit of therapeutic service (typically one hour or less) provided by a licensed provider.</p> <ul style="list-style-type: none"><li>• It can be individual therapy, group therapy, family therapy, or medication management.</li><li>• Service may be in an office setting or outpatient hospital.</li><li>• Benefits are based on place of service.</li></ul> <p><b>Expectations:</b></p> <ul style="list-style-type: none"><li>• Reduce or alleviate symptoms.</li><li>• Return to baseline or improve level of functioning and/or prevent imminent deterioration in order to prevent higher levels of care.</li></ul>				
Group therapy	<p>Group therapy is a form of psychotherapy in which a group of patients meet to describe and discuss their problems together under the supervision of a therapist.</p> <p><b>Expectations:</b></p> <ul style="list-style-type: none"><li>• Focus on an individual within the context of a group, on interactions that occur among individuals in the group, or on the group as a whole.</li><li>• Create bonds/learn about the impact one has on others.</li><li>• Peer group interaction to learn effective problem solving.</li></ul>				
Family, couple, or marriage therapy	<p>Family therapy (also called couple and family therapy, marriage and family therapy, family systems therapy, and family counseling) works with families and couples in intimate relationships to nurture change and development.</p> <ul style="list-style-type: none"><li>• It tends to view change in terms of the systems of interaction between family members.</li><li>• It emphasizes family relationships as an important factor in psychological health.</li><li>• It should be considered when:<ul style="list-style-type: none"><li>– Family is impacted by the individual’s condition or treatment.</li><li>– Symptoms or lack of functioning is reflective of family problems.</li><li>– Family is compromising the individual’s progress.</li><li>– Treatment objectives can most efficiently be achieved by working with the family.</li><li>– Individual is a child/adolescent and requires parental resources for appropriate functioning.</li></ul></li></ul>				
Individual therapy	<p>Individual therapy is treatment with a clinician on an individual basis. It is similar to <a href="#">outpatient therapy</a>.</p> <p><b>Expectations:</b></p> <ul style="list-style-type: none"><li>• Used when an individual is experiencing symptoms or impairments that are impacting day to day functioning, relationships, or performance.</li><li>• Lengths of individual therapy differ per type of interventions.<ul style="list-style-type: none"><li>– 60 minute sessions (Includes <a href="#">EMDR</a>, Exposure/Cognitive Processing Therapy).</li><li>– Less than 60 minute sessions (Includes DBT, CBT, ACT).</li></ul></li></ul>				
Medication management	<p>During medication management and individual sees a board certified practitioner. They are evaluated, prescribed appropriate medication, and monitored on an outpatient basis for progress and effectiveness.</p> <ul style="list-style-type: none"><li>• Some biologically based psychiatric conditions require long-term, continuous medication management and follow-up.</li><li>• The use of ongoing medication management does not necessarily indicate that continued therapy is medically necessary.</li></ul>				
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Therapy Types

**Introduction** There are many approaches that individuals may choose to use with their therapists. This section details the most common therapies.

**Definitions** Refer to the table below for the most common types of therapy.

**Tip:** Some technologies are investigative. Check for a standalone A-Z sheet for each therapy before quoting benefits.

Therapy	Definition	Level of care
Acceptance and commitment therapy (ACT)	Uses acceptance and mindfulness strategies with commitment and behavior-change strategies, to increase psychological flexibility.	<a href="#">Individual therapy</a>
Cognitive behavioral therapy (CBT)	Short-term therapy technique to interrupt old thought patterns and create new.	<a href="#">Individual therapy</a>
Dialectical behavior therapy (DBT)	Introduce new skills to mitigate symptom use, increase emotion regulation, and positively impact relationships.	<a href="#">Individual therapy</a> paired with <a href="#">group therapy</a>
<a href="#">Electro-convulsive therapy (ECT)</a>	Seizures are electrically induced to provide relief from behavioral health disorders.	Office visit or outpatient hospital
<a href="#">Eye movement desensitization and reprocessing</a>	Form of psychotherapy designed to diminish negative feelings associated with memories of traumatic events.	<a href="#">Individual therapy</a>
Mindfulness-based stress reduction (MBSR)	Developed by Jon Kabat-Zinn to supplement traditional therapeutic approaches to stress management.	<a href="#">Individual therapy</a>
Prolonged exposure therapy (PET)	Intervention to help confront fears. The exposure to the fears in a safe environment helps reduce fear and decrease avoidance.	<a href="#">Individual therapy</a>
<a href="#">Transcranial magnetic stimulation</a>	Non-invasive procedure that uses magnetic fields to stimulate nerve cells in the brain to improve symptoms of depression.	Office visit, outpatient hospital, or inpatient hospital

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## Provider Specialties

**Introduction**      There are many provider specialties in the behavioral health community, some of which have overlapping responsibilities.

**Definitions**      Refer to the table below for definitions of provider types.

Term	AKA	Definition
American Psychological Association	APA	Largest scientific and professional organization of psychologists in the United States.
Doctor of Psychology	PsyD	Provider has a doctoral degree in psychology. Normally performs individual therapy.
Licensed Alcohol and Drug Counselor	LADC	Certification that Psychologists and other Master-Degree level clinicians can obtain in order to serve in the substance abuse community.
Licensed Clinical Social Worker	LCSW	Provider has a degree in social work and is licensed by the state.
Licensed Marriage and Family Therapist	LMFT	Provider has an advanced education in holding counseling sessions for couples and families.
Licensed Master Social Worker	LMSW	Provider has a master’s degree in social work and is licensed by the state.
Primary Care Physician	PCP	Provider provides frontline care for a specific list of patients.
Psychiatric Nurse Practitioner	PNP	Provider has advanced education in psychiatry and may be able to prescribe medications.
Supportive Case Manager or Management	SCM	Provider manages how the therapy progresses and who is involved.

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