# Level 1 Service Plan

The Level 1 Service Plan is a limited set of services covered by the CSS Mental Health & Disability Plan to assist with care coordination, public education, mental health treatment, and basic needs to support recovery.

# Procedure

## Apply

You may request Level 1 assistance by contacting:

#### County Social Services at 855-266-1257 [WWW.CountySocialServices.org](http://WWW.CountySocialServices.org)

#### LifeLong Links at 866-468-7887 [WWW.LifeLongLinks.org](http://WWW.LifeLongLinks.org)

Or you may go into any County Social Service Office or Designated Mental Health Center.

## Eligibility Criteria

1. Must be in the United States legally and be a resident of the CSS Region.
2. Must have a diagnosis of mental illness, developmental disability, or brain injury.
3. Must have income less than 150% of federal poverty guidelines and cash resources less than $12,000 for an individual or $13,000 for a family. (Mental Health Services are available to individuals up to 350% with a co-payment.)
4. There are no age limitations to Level I services.

The determination of eligibility will most often occur at the time of application. You will only receive a notice of decision in writing if your request was denied.

If you are need of Level 2 services (long term care supports and services) you will receive a written notice of decision after completing enrollment.

## Intake for Assistance with Basic Needs to Support Recovery

Individuals must complete a Level 1 assessment or complete an application for assistance at the closes County Social Service Office. You should bring valid identification (Medicaid Card, Social Security, Birth Certificate or Driver’s License) and proof of income (W-2, pay stub).

## Covered Services

### Information Referral and Assistance

All CSS Offices and LifeLong Links will help individuals find resources and contact information.

### Consultation

All consortium residents are eligible for free consultation with a mental health professional regarding mental health issues by contacting any designated MHC.

### Public Education Services

Public education on prevention, intervention and health maintenance is available to all county residents through various public forms of communication.

### Service Coordination

Case Management for activities designed to help individuals and families identify service needs and coordinate service delivery but which do not constitute long term care case management.

### Medication

Medication prescribed for primary treatment of a psychiatric condition. Individuals must request samples from their physician and make application to all available Patient Assistance Programs.

**Limits:** County Social Services will only approve a supply up to 30 days of patented medication if waiting delivery from a Patient Assistance Program or insurance coverage. County Social Services will only approve ongoing assistance with generic psychotropic medication no longer under patent. Medication is only available from a County Social Services designated pharmacy. Medications must be pre-approved by the Community Mental Health Center prescribing the medication or County Social Services. **This service requires prior approval for reimbursement. This service may also be subject to a formulary.**

**Exclusions:** Medicare & Medicaid eligible individuals, nonprescription medication, smoking cessation medication, birth control medication, impotency medication, pain medication, and suspected abuse of prescribed medication.

### Transportation

Transportation services may be provided for individuals: to conduct business errands or essential shopping, to receive medical services not reimbursed through medical transportation, to travel to and from work or day programs, to reduce social isolation.

A unit of service is either per mile or per trip. Transportation may not be reimbursed simultaneously with supported community living service.

The following providers may provide transportation: Community action agencies, regional transit agencies, nursing facilities, area agencies on aging or providers subcontracting with area agencies on aging or with letters of approval from the area agencies on aging stating the organization is qualified to provide transportation services.

### Mileage Reimbursement (Gas Cards)

For individuals to conduct business errands or essential shopping, to receive medical services not reimbursed through Medicaid, to go to and from work, recreation, education or day programs, and to reduce social isolation.

### Hospital Referee

County Social Services may fund a Hospital Referee through the court system as resources permit. The Hospital Referee will review applications and petitions for civil commitment to determine the appropriate level of intervention; conduct the hearing and preside over all on-going commitment orders.

**Limits:** Limited to available resources.

### Mental Health Advocate for Civil Commitment

The court assigns a Mental Health Advocate to individuals determined mentally impaired under Iowa Code Chapter 229. The judge will appoint an advocate upon discharge of the court appointed attorney. The advocate represents the legal rights of committed individuals.

**Limits:** Not available to individuals under substance abuse commitment.

### Legal Counsel for Civil Commitment Hearing

A judge will appoint an attorney for individuals who are unable to afford their own representation. The attorney will prepare for the hearing and represent the individual through the hearing. The judge will discharge the attorney following the hearing and appoint Mental Health Advocate if mental impairment is substantiated.

**Limits:** Legal fees are limited to the hourly rates set by court rules. The judge must approve attorney charges that exceed (3) three hours per hearing.

### Psychiatric Evaluation for Civil Commitment

A psychiatrist will complete a psychiatric evaluation and make recommendations to the court prior to the civil commitment hearing. A physician may complete the evaluation and recommendation if a psychiatrist is not available.

**Limits:** If the judge does not order immediate custody under a civil commitment, County Social Services will assist with gaining access to a physician to complete an evaluation prior to the hearing.

### Sheriff Transportation for Civil Commitment

The Sheriff will provide emergency transportation to the hospital and transportation between facilities as ordered by the court for appropriate treatment under civil commitment.

**Limits:** County Social Services will not reimburse for ambulance service unless ordered by the Sheriff when officers are unable to meet the medical needs of the individual and the individual is uninsured.

### Ambulance Transportation for Civil Commitment

The Plan will only reimburse for eligible individuals transported under a Chapter 229, Mental Impairment Order that the Sheriff has determined are not medically stable for law enforcement transport.

**Limits:** County Social Services will not reimburse for ambulance service unless ordered by the Sheriff under Chapter 229. County Social Services will not reimburse for individuals with Medicare, Medicaid or other private insurance. Reimbursement will be limited to an amount established by the respective County Board of Supervisors per transport for eligible individuals.

### Non-Sheriff Transportation

County Social Services may coordinate and reimburse non-Sheriff transportation for individuals determined sufficiently stable.

### Youth Shelter and Crisis Intervention

The Plan may reimburse the non-state portion of youth shelter care for children with a mental health diagnosis transitioning out of an inpatient mental health unit or diverted from admission to an inpatient mental health unit or that meet the criteria for “serious emotional disorder.” Shelter agencies may contract for wrap around services to meet the needs of children in crisis and at risk of out of home placement. CSS may pay the full cost of shelter to provide respite to a child in crisis.

**Limits:** County Social Services will not reimburse in excess of 30 days per episode. The youth shelter must submit a completed application for assistance to County Social Services and notify the County Social Services office within 24 hours of admission. Youth services shall not displace available Medicaid funding. Services will be limited to the annual service plan budget.

### Emergency Shelter

Housing assistance for a homeless individual without suitable alternatives; i.e. motel, residential, advance on rent or deposit.

**Limits:** Individual must exhaust alternative community resources i.e. Community Action, Salvation Army, Veteran’s Affairs. Ongoing rent assistance for individuals or rent assistance beyond established county general assistance guidelines will require a Level 2 intake for consideration.

### Emergency Food and Clothing

Credit provided through a retailer to provide emergency food and clothing for an individual in need.

**Limits:** Individual must exhaust alternative community resources i.e. food stamps, food pantry.

### Emergency Utility Assistance

Temporary assistance with utilities to prevent disconnect of services essential for health and safety.

**Limits:** Individual must exhaust alternative community resources i.e. Community Action, Salvation Army, Veteran’s Affairs. Individual must agree to a repayment plan if behind and at risk of disconnect.

### Conference and Continuing Education Stipends

County Social Services will annually budget a limited number of stipends to assist individuals wishing to attend conferences or continuing education programs to increase self-advocacy, health management, and peer support training.

**Limits:** Not to exceed the approved annual budget allocation.

### Miscellaneous Basic Needs

This may be any basic need necessary to support recovery and access basic needs. Examples may include the fee to purchase a valid ID or acquire birth certificate, postage for applications, basic phone service to arrange essential assistance, adaptive devices, medication boxes and others items as identified appropriate by the CSS Office.

**Limits:** Not to exceed $100.

## Intake for Outpatient Mental Health Services

The good news about mental health care within the total health care picture is that mental illness is highly treatable. The treatment success rate for schizophrenia is 60%; bipolar disorders, 80%; major depression, 63%. This contrasts with the treatment success rate for heart disease, which ranges from 41% to 52%. In spite of these positive treatment rates, more than 41 million Americans lack health insurance, and even those who do have coverage generally do not have any kind of meaningful parity (equality) in coverage and payment for mental health disorders. (Healthy Iowans 2010, Chapter 12, Mental Health and Mental Disorders)

Individuals wishing to access Level I services may apply directly to a designated Mental Health Center. The Mental Health Center will make the eligibility determination and only forward sufficient applicant information to County Social Services for coordination of benefits.

Individuals will only receive a Notice of Decision from County Social Services if the decision by the Mental Health Center is overturned. In the event the individual is determined ineligible, he/she will not be responsible for charges incurred for the period between Mental Health Center approval and the County Social Services denial. Any individual dissatisfied with the eligibility decision of the Mental Health Center or County Social Services will have a right to appeal the decision.

The Mental Health Center shall assess and provide only the level of mental health services deemed medically necessary.

Designated Mental Health Centers are responsible for timely access to necessary and immediate services as designated access points.

Individuals who wish to access mental health services outside of the designated Mental Health Centers below must complete the enrollment process for service through your local County Social Service Office for prior approval.

### Designated Mental Health Centers

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| **Location** | **Center** |
| Black Hawk and Grundy County | Black Hawk Grundy Mental Health Center  3251 West 9th St.  Waterloo, Iowa 50  24 hrs.: (800) 234-0354 |
| Butler and Chickasaw County | Pathways Behavioral Services  111 10th St. SW, PO Box 114  Waverly, IA 50677-0114  24hrs: (800) 879-1372 |
| Emmet County | Seasons- Center for Behavioral Health  201 East 11th Street  Spencer, Iowa 51301  24 hrs: (800) 242-5101 |
| Cerro Gordo, Floyd, Hancock, Mitchell, Winnebago and Worth County | Mental Health Center of North Iowa  235 S. Eisenhower Ave.  Mason City, Iowa 50401  24 hrs: (800) 700-4692 |
| Howard, Winneshiek, Allamakee and Clayton County | Northeast Iowa Behavioral Health  905 Montgomery St.  Decorah, IA  24 hrs: (800) 400-8923 |
| Tama County | Center Associates  1309 S. Broadway  Toledo, Iowa  24 hrs: (800) 896-2055 |
| Fayette County | Abbe Center for Community Mental Health  129 S. Vine St.  West Union, IA 52175  24 hrs: (563) 422-5344 |
| Webster, Wright, Humboldt, Pocahontas and Kossuth County | Berryhill Center for Mental Health  3251 West 9th St.  Fort Dodge, IA 50501  24 hrs: 800 482 8305 |

The telephone at the designated Mental Health Centers is answered 24 hours a day, seven days a week and a licensed therapist is on call to respond to urgent phone calls.

## Covered Services

### Caregiver Exemption

The Mental Health Program will exempt a caregiver or family member of an individual with a persistent mental illness from the requirement of a mental health diagnosis. They may receive family education counseling to help them support their loved one with a mental illness.

### Information & Referral

All Consortium residents are eligible for free mental health information and referral services regardless of clinical or financial need. Individuals may call for an appointment or stop in the County Social Services office or at any designated MHC.

### Consultation

All consortium residents are eligible for free consultation with a mental health professional regarding mental health issues by contacting any designated MHC.

### Public Education Services

Public education on prevention, intervention and health maintenance is available to all county residents through various public forms of communication.

### Medication

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**Limits:** County Social Services will only approve a supply up to 30 days of patented medication if waiting delivery from a Patient Assistance Program or insurance coverage. County Social Services will only approve ongoing assistance with generic psychotropic medication no longer under patent. Medication is only available from a County Social Services designated pharmacy. Medications must be pre-approved by the Community Mental Health Center prescribing the medication or County Social Services. **This service requires prior approval for reimbursement. This service may also be subject to a formulary.**

**Exclusions:** Medicare & Medicaid eligible individuals, nonprescription medication, smoking cessation medication, birth control medication, impotency medication, pain medication, and suspected abuse of prescribed medication.

### Individual Outpatient Mental Health Counseling

This is a planned process in which the therapist uses professional skills, knowledge and training to enable individuals to realize and mobilize their strengths and abilities, take charge of their lives, and resolve their issues and problems. This would include crisis intervention programs.

**Limits:** A Licensed Health Practitioner of the Healing Arts (LPHA) for a Network Mental Health Provider will assess and approve the need for therapy. Individuals who fail to attend scheduled sessions and actively participate in recovery may be terminated from services. If outpatient mental health services extend beyond the average treatment period for the presenting diagnosis, services may be reviewed with County Social Services to coordinate a more effective service plan.

### Group Outpatient Mental Health Counseling

This could be day treatment, intensive psychiatric rehabilitation activities designed to increase an individual’s ability to function independently. It may be group sessions focused on resolution of common mental health issues or family therapy focused on resolution of common mental health issues.

**Limits:** A Licensed Health Practitioner of the Healing Arts (LPHA) for a Network Mental Health Provider will assess and approve the need for therapy. Individuals who fail to attend scheduled sessions and actively participate in recovery may be terminated from services.

### Outpatient Medication Management, MD

This service will be performed by a licensed psychiatrist, or physician extender under the supervision of a licensed psychiatrist.

**Limits:** A Licensed Health Practitioner of the Healing Arts (LPHA) for a Network Mental Health Provider will assess and approve the need for medication management. Reimbursement to a licensed physician or extender outside of the Provider Network would require prior approval from County Social Services.

### Psychiatric Evaluation, MD

This service will be performed by a licensed psychiatrist, or physician extender under the supervision of a licensed psychiatrist. The psychiatrist is expected to provide a summary evaluation in the Axis V format of the DSM-IV. This evaluation may be used to establish the existence of a chronic mental illness, developmental disability or brain injury for the purposes of enrollment into the Disability Program.

**Limits:** A Licensed Health Practitioner of the Healing Arts (LPHA) for a Network Mental Health Provider will assess and approve need for a psychiatric evaluation or the evaluation must be ordered by the court under chapter 229. Reimbursement to a licensed physician or extender outside of the Provider Network would require prior approval from County Social Services.

### Outpatient Medication Management, RN

This service will be performed by a licensed registered nurse under the supervision of a licensed psychiatrist.

### **Psychological Testing**

This is an evaluation performed by a psychologist (Ph.D) to screen, diagnose and assess level of functioning, needs, abilities, and disabilities, and determining current status and functioning, recommendations for services, and need for further evaluations. Evaluations consider the emotional, behavioral, cognitive, psychosocial, and physical information as appropriate and necessary. This evaluation may be used to establish the existence of a developmental disability, intellectual disability or brain injury for the purposes of enrollment into the Disability Program.

**Limits:** This service requires prior approval for reimbursement.

### Health Home

This is an array of activities to connect individuals to recovery. Mental Health Centers will designate a primary contact for coordination of children’s mental health outreach and for coordination of adults with persistent mental illness outreach.

### Drop-In Center, Clubhouse and /or Peer Support Services

Self-directed peer support program to enable individuals to live and work in a community setting.

# Approved

County Social Services Board \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Department of Human Services\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_