

Guidelines for LME/MCO Child Mental Health Clinical Monitoring

Sample

The Division will generate a sample of eight STR encounters from the list previously supplied by the LME-MCO. Up to three of the STR encounters in the sample will come from the LME-MCO list of STR encounters that involved consumer complaints. If there were no consumer complaints made to the LME-MCO, we will select all eight encounters from the list of all STR encounters during the period 7/1/2018-3/30/2019.

The LME-MCO will be notified ten business days in advance of the review of the eight STR encounters to have available.

Questions 1-3 on the Child Mental Health Clinical Monitoring tool

The LME-MCO must ensure that sufficient documentation of the STR encounter is available to adequately respond to the questions on the LME Clinical Monitoring tool. Documentation could include but is not limited to reviewable electronic case notes, summaries, and dispositions for the uninsured child/youth consumer encounters with STR.

Additionally, at the site visit the LME-MCO must have available their current written policy and procedures related to access, screening, triage, and referral for non-Medicaid children. The policy must include procedures for: a) providing information about providers and community resources, b) accepting complaints, and c) performing screening, triage, and referrals, including telephonic crisis intervention.

Informational Questions

Please have a knowledgeable MCO staff person available from 11:30-12 noon the day of the review to discuss the informational questions with our child clinical monitoring team. This meeting can be in person or by phone.