



NC DEPARTMENT OF  
**HEALTH AND  
HUMAN SERVICES**

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**LME-MCO Joint Communication Bulletin # J342**

Date: October 16, 2019

To: Local Management Entities-Managed Care Organizations (LME-MCOs)

From: Deb Goda, Behavioral Health Unit Manager, NC Medicaid  
Kathy Nichols, Assistant Director for Services and Supports, DMH/DD/SAS

Subject: Community Support Team (CST)

The Medicaid State Plan Amendment for the Community Support Team (CST) service was approved by the Centers for Medicare & Medicaid Services with an effective date of October 1, 2019. The policy has been posted for an additional 15-day public comment. Following the 15-day public comment period, the final CST policy will be posted with an effective date of November 1, 2019.

CST Policy changes are as follows:

- Team composition has changed from three staff positions to four staff positions.
- Team composition includes: Team Lead- Licensed Professional, Substance Use Professional, and two FTE- Qualified Professional (QP), Associate Professional (AP), Paraprofessional (PP), or NC Certified Peer Support Specialist (NCPSS).
- Expectation that if individual needs the support of a peer that they will be referred to a team that has a peer.
- Ratio is now 12:1 individual/staff with a team maximum of 48 (previously 15:1 with a team maximum of 45).
- Functional assessment and housing assessment are now required to be completed.
- 36 unmanaged units for initial 30-calendar day passthrough to engage the individual early in treatment. This is once per episode of care in a state fiscal year.
- Permanent Supportive Housing (PSH) (Tenancy Support Services Training) components added to the service include:
  - Assist beneficiary with housing search including engaging landlords to rent to beneficiaries and writing reasonable accommodation letters;
  - Assist connecting beneficiaries to financial and in-kind resources to set up and maintain their household
  - Prevent and mitigate housing crises including being a point of contact for landlord concerns;
  - Assist with rehousing beneficiaries if they are no longer able to stay in their unit due to eviction or

1

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AN EQUAL OPPORTUNITY / AFFIRMATIVE ACTION EMPLOYER

- risk of eviction;
- Assist in developing daily living skills to stabilize and maintain housing
- 15 hours of staff training PSH is required.

If you have any questions, please contact June Freeman at 919-527-7646 or e-mail [June.Freeman@dhhs.nc.gov](mailto:June.Freeman@dhhs.nc.gov) or contact Stacy Smith at 919- 715-2368 or e-mail [Stacy.Smith@dhhs.nc.gov](mailto:Stacy.Smith@dhhs.nc.gov).

Previous bulletins can be accessed at: [www.ncdhhs.gov/divisions/mhddsas/joint-communication-bulletins](http://www.ncdhhs.gov/divisions/mhddsas/joint-communication-bulletins)

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