

## Provider Notice

**To:** PerformCare Network Providers  
**From:** Scott Daubert, PhD, VP Operations  
**Date:** November 15, 2017  
**Subject:** MH 17 100 Improving Family Based Mental Health Services 7-Day Routine Access

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PerformCare monitors access throughout the provider network to ensure that Members can receive the services when they need them. More recently, PerformCare has been closely examining access rates for Family Based Mental Health Services (FBMHS) and determining ways that network Providers from all levels of care can help improve these rates. FBMHS Providers are expected to provide the first date of service to Members authorized for FBMHS within seven days of the date that they accept the referral. FBMHS Providers should ensure that FBMHS team staff are aware of this expectation and the FBMHS team inform the family of the expectation when initial contact is made. PerformCare will now be requesting information on the first date of service offered to the family, and FBMHS Providers are expected to track this information.

One of the barriers noted in achieving this 7 day access is the difficulty with getting in contact with the family. FBMHS Providers note that this is primarily due to invalid or outdated contact information. Therefore, it is vital that referral sources ensure that updated contact information is included in the referral request for FBMHS and the discharge summary for the level of care the Member is completing. PerformCare recommends that referring Providers ask the family if there have been any updates to contact information at Interagency Planning meetings or Treatment Team meetings. If a Member is approved for FBMHS, this information will be sent to the FBMHS Provider and they would have correct contact information to be able to start services with the family as soon as possible. **Please be sure that discharge summaries, referral forms, and any other documentation submitted to PerformCare has the most up-to-date contact information for the Member/family.**

The FBMHS Provider Choice form now includes a space for the family's primary and alternate contact information, as well as space allowing to provide the best time to reach the family. This is valuable information for the FBMHS Provider to have and will assist in FBMHS Providers being able to meet with the Member and family in a timely fashion. Please use these updated forms when submitting a referral for FBMHS. The up to date forms can be found at: <http://pa.performcare.org/providers/resources-information/forms-fbmhs.aspx>. Please note that this form is now **REQUIRED** to be completed for all FBMHS initial request submissions. If unable to obtain the Member/Parent/Guardian signature, you may document the date/time spoke with them to obtain the information. Please fill this form out completely and accurately.

PerformCare also encourages that you request that the Member/family sign a release for their chosen FBMHS Provider for coordination of care purposes. When releases of information are available, FBMHS Providers will also contact the referral source directly when needed to obtain additional contact information for the family.

Additionally, if FBMHS is a service being recommended, PerformCare is asking network Providers to ensure that an explanation be given to the family regarding what the service is, including the fact that once a FBMHS Provider contacts them, the FBMHS team will be asking to meet with them within seven days.

As a quick reference, FBMHS is defined as a home-based treatment service for children and adolescents with serious mental illness or emotional disturbance who are at risk of psychiatric hospitalization or out-of-home treatment, and their families. FBMHS is designed to be a 32-week, home-based, team-delivered, and comprehensive service package. The team concept involves the use of two co-therapists, a clinical supervisor or program director, and representatives from the larger service system when appropriate. FBMHS are all encompassing and are intended to address the issues of the entire family, as those issues relate to the Member. As such, this service provides a higher number of treatment hours and when a team contacts the family, it is important that services begin as soon as possible within the initial 7 day timeframe.

If you need additional information on FBMHS, please visit the Clinical Practice Guidelines for FBMHS at: <http://pa.performcare.org/pdf/providers/quality-improvement/cpg/fbmhs-cpg.pdf>.

Thank you for your attention to this matter.

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