

# Remedial Services Program

## *Information Packet*

Remedial services are intended to build skills to help decrease symptoms and behaviors associated with a diagnosed psychological disorder. Services also include instructional strategies to help the family cope with the individual's symptoms and manage his/her behaviors.

The program focus is on mental health **recovery** and promoting individual **resilience**. *Recovery* refers to the ability to live a fulfilling and productive life despite a disability and/or a reduction of symptoms. *Resilience* has to do with the personal and community qualities that enable a person to rebound from problems, tragedy and stress and live with competency and hope.

## General Overview

Individuals receiving Remedial Services begin with a behavioral health assessment (completed by a licensed clinician). The assessment determines a diagnosis and recommendations for service. This written recommendation is basically a prescription for services.

Once a provider is chosen, a plan for services will be developed for the individual receiving service. Based on service recommendations from the initial assessment, the service provider will assist the individual in the plan goals.

Children and adults have *separate categories of remedial services*.

- **Youth Services** (age 20 and under) include:
  - Crisis Intervention
  - Health and Behavioral Intervention
  - Community Psychiatric Supportive Treatment
- **Adult Services** (age 18 and over) include:
  - Skills Training and Development

Individuals 18, 19, or 20 years old can access *either* the children's *or* adult services.

## Youth Services

Remedial youth services are provided to children and adolescents *under* 21 years of age (and their families) to restore the child's mental health function to the level of other children of that age and ability.

The child must have the capability to learn the behavior. The services are designed to restore mental health functioning that the child lost or never achieved because of interference in the normal maturational and learning process due to individual or parental dysfunction.

### **CRISIS INTERVENTION**

**WHAT:** Crisis intervention offers unscheduled intensive interventions to children and their caregivers (when applicable) for the purpose of restoring adequate child or family functioning. Services assist a child to regain self-control and reestablish useful and age appropriate ways to manage their behavioral symptoms.

**WHERE:** The crisis intervention must be provided face to face to child and caregivers (when applicable) in a location most appropriate to the situation.

**UNIT:** A unit of service is 15 minutes.

### **Health and Behavior Intervention**

**WHAT:** These services help in the management of psychological, behavioral, emotional, cognitive and social factors affecting a child's day-to-day performance. They help assist the child and family improve family interactions and to support a child in the home and community. Services may include the following skills for effective functioning with family, peers and community:

- conflict resolution skills
- problem solving skills
- interpersonal relationship skills
- social skills
- communication skills

**WHERE:** Services can be provided in individual, group, or family format in the home or another identified setting.

**UNIT:** A unit of service is 15 minutes.

### **Community Psychiatric Supportive Treatment**

**WHAT:** Community psychiatric supportive treatment includes health and behavior intervention and crisis intervention. These services help modify psychological, behavioral, emotional, cognitive, and social factors affecting an individual's functioning when using only crisis intervention or health and behavioral interventions do not meet the individual's needs. This would be needed in a situation where a professional cannot predict how or when the intervention may be needed and requires that qualified staff respond to the child's needs when the need occurs.

**WHERE:** Wherever the need occurs such as home, school, community, etc. The only exclusion is when the child is in congregate care.

**UNIT:** A unit of service is a calendar day. This may include more than one intervention during the day to meet the needs of the youth.

# Adult Services

Remedial adult services are provided to individuals who are 18 years of age and older to restore their mental health functioning.

## Skills Training and Development

**WHAT:** These services are skill-building interventions intended to improve behavior and symptoms associated with a psychological disorder. Skills training and development along with the rehabilitation program both consist of interventions to improve an individual's independent living, social, and communication skills. The interventions are intended to reduce or eliminate psychological barriers that interfere with an individual's ability to successfully manage their symptoms. They also are intended to assist the individual in maximizing their ability to live and participate in the community. Interventions are designed to reduce or alleviate a diagnosed mental health condition that impacts the following skills for effective functioning with family, peers, and community:

- communication skills
- problem-solving skills
- interpersonal relationship skills
- conflict resolution skills
- social skills
- employment-related skills

The focus of the intervention is to improve the individual's health and well being as related to specific diagnosis-related problems, to enhance the individual's mental health recovery, by increasing their abilities in symptom management and relapse prevention.

**WHERE:** Services may be provided only to individuals (not groups). Services may be provided to adults while they are in a group setting (such as a day program) *however* the services must be individualized and provided directly to the individual.

**UNIT:** A unit of service is 15 minutes when provided in a non-group setting.  
A unit of service is a half-day when provided within a group setting.

## How to Access Services

The first step to access Remedial Services is to have a behavioral health assessment completed by a licensed clinician such as a psychiatrist, psychologist, licensed social worker or therapist. These professionals may work for an agency, clinic, community mental health center, hospital or private office. The assessment will help determine if Remedial Services might be helpful. The cost of the assessment is paid through the Iowa Plan which is part of Medicaid. For assistance in finding a clinician to make an assessment contact the Iowa Plan at 1-800-317-3738. A list of mental health practitioners is also available at [www.magellanhealth.com](http://www.magellanhealth.com).

The behavioral health assessment will include a diagnosis if there is a psychological disorder and written recommendations for behavioral health services as well as a treatment plan when indicated.

The clinician will make suggestions for service providers in the area. The written recommendation is taken to the Remedial Services provider and services can begin.

## Contacts & Additional Information

Additional information related to Remedial Services can be found on our website at: [www.dhs.iowa.gov/Remedial\\_Services/Remedial\\_Services\\_Intro.html](http://www.dhs.iowa.gov/Remedial_Services/Remedial_Services_Intro.html).

For *personal* assistance, contact:

- IME Member Services                      725-1003 (local from Des Moines metro area) *or*  
1-800-338-8366 (toll free within Iowa)
- Healthy Families                              1-800-369-2229

For *provider* assistance, contact:

- IME Provider Services                      725-1004 (local from Des Moines metro area) *or*  
1-800-338-7909

## Excluded Services

Remedial Services **DO NOT** include the following:

- respite services
- room and board
- family support services
- inpatient hospital services
- services that are solely educational in nature
- job-specific and task-specific vocational services
- any services not provided directly to the eligible member
- services that are not in the person's remedial treatment plan
- services to persons under 65 years of age residing in institutions for mental diseases
- services directed at a parent or family member to meet the protective, supportive, or preventive needs of a child
- habilitative services, which are services that are designed to assist individuals in acquiring skills that they never had, as well as associated training to acquire self-help, socialization, and adaptive skills necessary to reside successfully in a home or community setting
- transportation - transporting a member from one place to another is not a billable service by itself. Transportation related to provision of an otherwise covered and payable remedial service can be included in the provider's cost-report as an allowable cost
- collateral contacts - contacts such as phone calls with a member or a provider participating in the interdisciplinary team meeting are **not** billable as a remedial service. Contacts that are directly related to provision of an otherwise covered and payable remedial service can be included in the provider's cost-report as an allowable cost
- services that are otherwise covered by the Iowa Medicaid program or that are an integral and inseparable part of another Medicaid-reimbursable service