

# Mental Health Integration

## Mental Health Provider (MHP) Start-up

Function	Pre-Hire
Preparation for Integration for Practice Staff	<ul style="list-style-type: none"> <li>● Meet with key practice staff (physicians and practice managers) to discuss role of MHP and begin buy-in</li> <li>● Meet with practice Leadership to obtain go-ahead and financial support</li> <li>● Identify both physician and practice manager champion</li> <li>● Identify person(s) who will coordinate the hiring and start-up process for each agency involved</li> </ul>
Contract for Services	<ul style="list-style-type: none"> <li>● Clarify financial responsibilities               <ul style="list-style-type: none"> <li>○ Who will employ staff?</li> <li>○ Who will bill?</li> <li>○ How will supervision and other programmatic and indirect costs be reimbursed?</li> <li>○ What revenue is expected and how where will this go?</li> <li>○ What service expectations will be identified in the contract?</li> </ul> </li> </ul>
Hire/Identify MHP	<ul style="list-style-type: none"> <li>● Formulate basic job description, advertise, and/or interview</li> <li>● Discuss different expectations of integrated practice</li> <li>● Obtain references</li> <li>● Plan to hire pending pre-hire requirements (below)</li> </ul>
<i>For Psych NP - New graduate</i>	<ul style="list-style-type: none"> <li>● <i>Must complete schooling</i></li> <li>● <i>Must pass test – and have written verification</i></li> <li>● <i>Must get license – and have written verification</i></li> <li>● <i>(Process can take several months)</i></li> <li>● <i>Will require more intensive supervision and potential review of cases for 2 year period</i></li> </ul>
Licensing	<ul style="list-style-type: none"> <li>● Clarify adult or child (or both) – if applicable to MHP</li> <li>● Clarify status of Psych NP license</li> <li>● Get letter from licensing and/or other verification</li> </ul>
<i>Psych NP Certification</i>	<ul style="list-style-type: none"> <li>● <i>Copies of ANCC certification will need to go to hiring and practice agencies</i></li> </ul>
Psych NP Medical Staff Credentialing	<ul style="list-style-type: none"> <li>● Must be credentialed with each organization for which they will be seeing patients</li> </ul>
Insurance Panel Credentialing	<ul style="list-style-type: none"> <li>● Medicaid               <ul style="list-style-type: none"> <li>○ <i>For Psych NP - The supervising psychiatrist does not need to be enrolled in the receiving agency, as the Psych NP is not working under</i></li> </ul> </li> </ul>

	<p><i>a psychiatrist – rather they are working under the physician in the practice</i></p> <ul style="list-style-type: none"> <li>• Medicare</li> <li>• Private Insurers</li> </ul>
Malpractice Insurance	<ul style="list-style-type: none"> <li>• Needs an insurance certificate from the employing agency indicating that Psych NP is covered in each organization where patients will be seen</li> </ul>
Supervision	<ul style="list-style-type: none"> <li>• <i>For Psych NP</i> <ul style="list-style-type: none"> <li>○ <i>Determine which medical provider will be the supervising physician</i></li> <li>○ <i>Determine which psychiatrist will be the supervising psychiatrist</i></li> <li>○ <i>Write and submit a plan of supervision - Plan of supervision must cover all agencies where patients will be seen</i></li> </ul> </li> <li>• For LCSW/LCPC – Identify supervisor. If multiple supervisors, clarify role of each and how coordination will occur</li> </ul>
Billing	<ul style="list-style-type: none"> <li>• Determine what codes will be used to bill – <i>E&amp;M are recommended for Psych NP</i></li> <li>• Determine who will do the billing and how they will interact with MHP</li> <li>• If Behavioral Health codes will be billed, will billing staff need additional training?</li> </ul>
<b>Orientation and Pre-Patient</b>	
Computer Access and training for EMR	<ul style="list-style-type: none"> <li>• Determine computer access needs</li> <li>• Secure token, if needed for remote access</li> <li>• Set-up training</li> </ul>
Space needs	<ul style="list-style-type: none"> <li>• Office or exam room availability</li> </ul>
Staff support needs	<ul style="list-style-type: none"> <li>• <i>Need for MA or other staff support for new patients for Psych NP?</i></li> <li>• What are the office work-flows affected by a new provider?</li> </ul>
Scheduling	<ul style="list-style-type: none"> <li>• Clarify who will schedule, length of visits, etc.</li> <li>• Orient MHP to scheduling process</li> </ul>
Physician (and other provider) “Shadowing”	<ul style="list-style-type: none"> <li>• Arrange for MHP to “shadow” the physician for some time period in order to learn more about practice and provider</li> <li>• Other behavioral health staff?</li> <li>• <i>Other NP’s in practice?</i></li> </ul>
Consent to Treat and Release of Information Considerations	<ul style="list-style-type: none"> <li>• Consent to treat forms inform patient about the MHP service</li> <li>• Privacy notice is reinforced</li> <li>• Release of any records that go out from the practice need specific release, and/or care with standard release – review of standard release</li> <li>• Practice staff must be trained on release of information for mental</li> </ul>

	health and/or substance abuse
Consultation, Documentation And Medical Records	<ul style="list-style-type: none"> <li>• Referral form for physicians to use when referring to MHP – if applicable</li> <li>• Consult, assessment and progress note to meet billing requirements</li> <li>• Clarity about what information the MHP should share with providers in practice, and best and most timely way to communicate</li> <li>• Supervision in place around documentation questions</li> <li>• Procedures for practice staff that identify access to mental health portion of record</li> </ul>
<b>Ongoing Support to MHP and Practice</b>	
Marketing the Service	<ul style="list-style-type: none"> <li>• Clarification of who will “market” the service before starting and as the MHP is building the practice</li> </ul>
Ongoing Support for Integration	<ul style="list-style-type: none"> <li>• Communication with champions – how is it going?</li> <li>• Meeting with practice staff to reinforce integrative practice, trouble shoot and provide ongoing support</li> <li>• Regular and ad hoc supervision available to MHP during the start-up process</li> </ul>
Community Resource Orientation	<ul style="list-style-type: none"> <li>• Continuum of services and referral processes</li> <li>• Common understanding of what the service is (and is not) in relation to community mental health needs</li> <li>• Beginning connections with collateral agencies</li> <li>• Visits to other agencies, as able</li> </ul>
Supervision	<ul style="list-style-type: none"> <li>• Set up schedule for supervision</li> <li>• Supervisor documents process and general content of supervision.               <ul style="list-style-type: none"> <li>○ Frequency, focus and performance indicators</li> </ul> </li> </ul>
Tracking of Reimbursement	<ul style="list-style-type: none"> <li>• What services are being delivered? What is being billed?</li> <li>• Use of Tracking Sheet</li> <li>• Review of actual reimbursement</li> <li>• Contract review and refinement</li> </ul>