
In-Reach and Transitioning Individuals between LME-MCOs

This desk procedure is meant to provide a framework on how LME- MCOs will collaborate to ensure an individual's needs are met in the following situations:

- Individual resides in the home LME-MCO's catchment area but chooses to move outside of the home LME-MCO's catchment area; or
- Individual is living in an LME-MCO's catchment area where their Medicaid does not originate (i.e. Medicaid county of origin is a county in Cardinal Innovation's catchment area but living in an ACH located in Trillium Health Resource's catchment area); or
- Individual chooses to remain in an ACH located outside of the home LME-MCO's catchment area and expresses an interest in receiving behavioral health services.

It is understood that situations may arise that are not addressed through this procedure. It is expected at that time, the involved LME-MCOs will communicate about which LME-MCO will take the lead in order to ensure the individual's needs are addressed in a logical and efficient manner.

For purposes of this procedure the following definitions will apply:

- Home LME-MCO – The LME-MCO responsible for the county where the individual's Medicaid originates.
- Host LME-MCO – The LME-MCO responsible for the county where the individual is living in or transitioning to for supportive housing.
- Primary LME-MCO – After discussions between the home and host LME-MCO, the primary LME-MCO will be the LME-MCO that will be taking the lead with the individual's transition to the community.

In-Reach

When an individual is currently living outside the home LME-MCO's catchment area (more than a one hour drive) and requires in-reach, the home LME-MCO will contact the individual and ask for a release of information so information can be shared with the host LME-MCO. Once the release of information is signed, the home LME-MCO may have a conversation with the host LME-MCO about the host LME-MCO completing the face to face (as applicable) in-reach visits with the individual.

In-reach follows a three tier system as noted below:

- **Tier 1** – Contact by telephone or mail at least once every 90 days if the individual or guardian refuses in-reach, the individual has been adjudicated incompetent, and/or the guardian refuses to participate in the discussion

- **Tier 2** – Face to face contact at least once every other quarter, and mail or telephone contact at least once during alternate quarters if individual is interested in receiving behavioral health services but has stated they are not interested in supportive housing
- **Tier 3** – Face to face contact at least once every 90 days if individual does not meet criteria for tier 1 or tier 2

The home LME-MCO is responsible for in-reach activities as noted in tier 1 as well as the mailing or calling the individual at least once during alternate quarters as noted in tier 2.

The host LME-MCO is responsible for the face to face contacts noted in tiers 2 and 3.

The home LME-MCO retains access to the database and has 90 day contact with the host LME-MCO around the outcomes of in-reach. The home LME-MCO will then input the data into the database.

Transition Coordination

There are times when individuals who are approved to receive a housing slot through the Transitions to Community Living Initiative (TCLI) choose to live outside of their home LME-MCO's catchment area. This procedure addresses some of the complexities of these situations.

When LME-MCOs are discussing the transition of an individual between LME-MCOs these initial discussions will take place between the Team Lead/Supervisors of TCLI in each LME-MCO. The most frequently asked question is which LME-MCO will receive credit for the transition.

It is expected that the LME-MCOs have these conversations before the transition starts; however, as a general guideline the credit goes to the LME-MCO that completes the majority of the work in the transition. Below are several scenarios for the LME-MCOs to consider when working through different situations.

Possible Scenarios for Transition Coordination:

1. The individual resides in the home LME-MCO's catchment area and wants to move outside of the home LME-MCO's catchment area:
 - a. If the transition is within a three hour drive of the home LME-MCO then the home LME-MCO will complete all of the work for the transition and will receive the credit for the transition. The home LME-MCO will have conversations with the host LME-MCO around behavioral health services and housing options. The individual will transition and the home LME-MCO will do the 90 day follow along. There will be a warm transfer with the host LME-MCO beginning at the 60 day mark and then a final hand off at the 90 day mark to the host LME-MCO.

- b. If the transition is outside of a three hour drive of the home LME-MCO, the home LME-MCO will be the primary LME-MCO completing the transition but the host LME-MCO will be the primary LME-MCO for the 90 day follow along. In this case the host LME-MCO will need to participate in the final transition meeting.
2. The individual is living in an LME-MCO's catchment area where their Medicaid does not originate (i.e. Medicaid county of origin is a county in Cardinal Innovation's catchment area but individual lives in an ACH located in Trillium Health Resource's catchment area).
 - a. If the individual chooses to stay in the host LME-MCO's catchment area, the host LME-MCO will be the primary LME-MCO and take the lead in the transition and 90 day follow along. The home LME-MCO will inform the host LME-MCO of the providers contracted with the home LME-MCO and complete any out of network agreements that may need to take place until the Medicaid can be transitioned.
 - b. If the individual chooses to transition out of the host LME-MCO's catchment area into the home LME-MCO's catchment area, the home LME-MCO will take the primary lead of the transition and 90 day follow along.
 - c. If the individual wants to transition out of the host LME-MCO's catchment area and not return to the home LME-MCO's catchment area but move to a county in another LME-MCO's catchment, the three LME-MCOs will identify the primary LME-MCO responsible for the transition and identify the roles and responsibilities of the other two LME-MCOs in the individual's transition.

Process Steps:

- When LME-MCOs are collaborating on a transition, the home LME-MCO will use their consent forms and obtain consents to release information to the host LME-MCO. Examples of vital documents to be shared between LME-MCOs include but are not limited to:
 - Comprehensive Clinical Assessment
 - Person Centered Plans
 - Transition Tools
 - PASRR documentation
 - Community Integration Plan (when applicable)
 - All Root Cause Analyses (RCAs) completed in the past
- When the host LME-MCO is not the primary LME-MCO, the host LME-MCO will provide guidance in terms of housing options and behavioral health service providers in the area; however, it will be the responsibility of the home LME-MCO to connect the individual to such supports.

- When applicable the primary LME-MCO will ensure that the other LME-MCO(s) are invited to the final transition planning meeting. When possible, the final transition planning meeting will take place in the area the individual will be moving.
- The home LME-MCO will transition the individual's benefits including Special Assistance to the applicable county in the host LME-MCO's catchment area once the individual has moved into their apartment.
- When the official transition happens, the primary LME-MCO will notify the other LME-MCO(s).
- When the individual's information in the database needs to transition to the other LME-MCO, the home LME-MCO will include the other LME-MCO on the email to the DHHS community mailbox informing the State of the need for the database transition.
- When the database transition takes place, the new LME-MCO will begin entering the required data in the individual's specific TRANSITIONS record after the individual is officially transitioned to them.
- The new LME-MCO will then monitor the individual based on the required protocols for the duration of the settlement. For example the new LME-MCO will be responsible for the 11 month Quality of Life Survey, RCAs (consult the home LME-MCO as applicable) and any other events that may arise with the individual.

Linking Individual's Choosing to Remain Living in an ACH located outside of the Home LME-MCO's Catchment Area:

When an individual chooses to remain living in an ACH located outside of the home LME-MCO's catchment area and expresses an interest in receiving behavioral health services; the home LME-MCO is responsible for linking the individual to behavioral health services. The host LME-MCO will provide guidance in terms of providing information about behavioral health service providers in the area. An out of network agreement will be issued by the home LME-MCO as applicable.