

01 Magellan receives residential inquiry



An inquiry for residential treatment may come from the child's parent/guardian, from the child's private provider, from the child's school, or from other agencies/sources involved in the child's life.

The inquiry form asks for basic demographic and contact information. The form also asks whether the child is in foster care and if the child has current involvement with their local Family Assessment and Planning Team (FAPT).

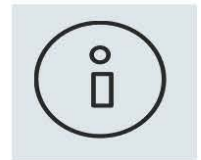
A parent/guardian may request assistance with completing the residential inquiry form by calling the Magellan Customer Service Line (1-800-424-4046).

02 Parent/guardian receives education about community resources and the IACCT process

When the inquiry form is received, the Magellan Residential Care Manager (RCM) will contact the parent/guardian within 5 business days to provide education about community resources and the IACCT process.

The education session will include discussion of available community resources and education to ensure the parent/guardian's understanding of the IACCT process. The goal of the education session is to discuss the least restrictive mental health services that can best meet the needs of the child and to allow the parent/guardian to make an informed decision about whether they would like to proceed with the IACCT process.

If the parent/guardian wishes to proceed with the IACCT process, the RCM will obtain the parent/guardian's verbal consent and complete the residential referral form.



03 Magellan completes residential referral and contacts IACCT LMHP



If the parent/guardian chooses to pursue the IACCT process, the residential referral form will be submitted to Magellan.

The Magellan RCM will forward the referral form to the IACCT LMHP* via secure email and call the IACCT LMHP to inform them that the residential referral was submitted.

When the referral is sent to the IACCT LMHP, the 10 business day timeline begins on the next business day.

04 IACCT schedules face-to-face assessment

The IACCT LMHP (or administrative representative) schedules a face-to-face assessment with the youth and family/legal guardian to take place within 2 business days of the LMHP's receipt of referral.



- If the youth is in an inpatient facility, the LMHP will contact the facility to arrange the face-to-face assessment and to obtain the psychosocial assessment if one was completed during the youth's admission.

The face-to-face assessment can take place in the LMHP's office, the home, an inpatient facility, or via telemedicine.

The IACCT LMHP should ask that the parent/guardian bring supplemental documentation (e.g., IEP or other relevant school records, and any FAPT or legal records).

The IACCT LMHP alerts Magellan RCM of face-to-face assessment appointment date and the IACCT Recommendation Meeting date. The Magellan Family Support Coordinator (FSC) will engage the family and remind the family of appointment dates.

05 IACCT completes assessment



Conduct psychosocial assessment

If a psychosocial has been completed within a calendar year of the referral date, LMHP may complete an abbreviated psychosocial addendum.

60 minutes*



Complete CANS and ACES**

If a CANS or ACES** was completed within 30 days, you do not need to complete a new one.

CANS assessor must be certified. ACES** must be completed by the LMHP or a physician.

45 minutes*



Conduct follow-up service coordination

During face-to-face assessment, obtain releases to contact Physician and other relevant sources (e.g., school).

Contact any relevant parties to obtain follow-up information

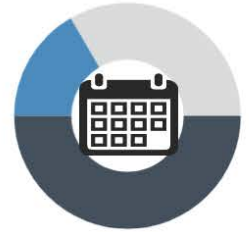
30 minutes*



Complete assessment documentation

Complete assessment documentation in preparation for recommendation meeting. Submit assessment to Magellan prior to meeting and within one business day of completion.

60 minutes*



Schedule Recommendation Meeting

The IACCT LMHP schedules the Recommendation Meeting. This meeting should take place after the face-to-face assessment but within the 10 business day window.***

* Projected time **Must be CYW-ACES Q or WCA-ACES

***If the IACCT is at risk of not completing the assessment and conducting the Recommendation Meeting within 10 business days due to the family missing the appointment or difficulty engaging the physician, immediately contact the Magellan RCM. In these situations, an extension of three days may be granted for a missed appointment, and an extension of three days may be granted to allow for physician engagement efforts.

06 IACCT engages the child's physician or psychiatrist

The IACCT LMHP or a designated administrative staff will contact the youth's Psychiatrist or PCP to request his or her participation in providing information regarding the appropriate level of care for the youth.

If either of these physicians is not able to make recommendations regarding the appropriate level of care, or if the youth does not have a Psychiatrist or PCP, the LMHP will contact the RCM.

The RCM or FSC will help the parent/legal guardian obtain a PCP.

If the Psychiatrist or physician has not had prior contact with youth, a face-to-face or telemedicine appointment must take place before recommendations can be provided.

See Physician engagement process for more details.



07 IACCT Recommendation Meeting



The IACCT Recommendation Meeting must include the following participants: Youth; Family/Legal Guardian; RCM; and IACCT LMHP. Participants may join telephonically or in person.

Physician participation is required. The physician can participate either by attending the Recommendation Meeting or by providing recommendations that can be shared at the meeting.

Best practice involves including the following participants: FSC; FAPT; school representative; current service providers; other participants requested by family. If optional participants are unavailable to attend, their input can be included and shared during the meeting.

The IACCT recommendation meeting includes the following discussion items:

- LMHP recommendations
 - Youth and family voice
 - Viable options to meet the youth's and family's needs
 - The alignment of service recommendations with medical necessity criteria
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Service coordination following IACCT Recommendation Meeting

The legal guardian completes a consent to share IACCT Assessment.

The Magellan RCM develops a referral list with the family, taking into consideration the proximity of the service provider to the family's residence.

If residential placement is recommended, the LMHP will send the IACCT assessment and Certificate of Need (CON) to the selected residential facility within one calendar day of the facility selection. The NPI number must be included on the CON for any child entering a PRTF.

If community services are selected, the RCM will work with the family to coordinate community based services.

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IACCT Follow-up and Re-assessment Process



If the child has been referred to residential via the IACCT process, the RCM will engage in care coordination at 14 days after admission. The RCM will continue to engage in care coordination at a minimum of every 30 days.

If the child has been referred to community based service options via the IACCT process, the RCM and FSC will make contact with the child as needed. The RCM and FSC are available to the youth and family for up to 90 days.

If the child is receiving residential treatment, the IACCT LMHP will conduct a re-assessment at 90 days or earlier (recommended).

The re-assessment process includes:

- o A psychosocial addendum if deemed clinical necessary by the IACCT LMHP
- o An updated CANS submitted by a person certified to complete the CANS
- o A review of the CANS individualized outcome report
- o Recommendations for any updates or changes needed to the current residential IPOC/CIPOC.

See our website for additional information about the Residential Program Process
<http://www.magellanofvirginia.com/for-providers-va/residential-program-process.aspx>