

DEPARTMENT OF CHILDREN AND FAMILIES
Credentialing

FREQUENTLY ASKED QUESTIONS (*updated 09/18/07)

- 1) **For those services requiring supervision by a licensed behavioral health practitioner, can supervision occur by a clinical consultant to the organization? What is the minimal expectation for frequency of supervision? Can supervision occur in a group?**

Yes, supervision can occur by a clinical consultant to the organization. The expected frequency of supervision is a minimum of two (2) sessions per month. Yes, supervision may occur in a group.

- 2) **Why does supervision for therapeutic support staff and support staff have to be provided by a licensed behavioral health practitioner when current contracts require a master's level?**

The Department does not have any contracts for therapeutic support staff. The Department has reconsidered the supervision requirement by a licensed behavioral health practitioner and will require supervision of this service by a Master's prepared mental health professional. **(this response updated on 5/14/07)**. All certified individuals providing this service must be supervised by a master's prepared clinician with experience in child and adolescent behavioral health. Assigned supervisor will be verified through collection of: written documentation of supervisory arrangement, supervisor's current resume, and a copy of the master's level degree. **(this response updated on 8/7/07)**

- 3) **Do licensed practitioners have to be licensed in Connecticut? (practitioners licensed in Massachusetts are currently providing services to DCF children and families)**

Practitioners need to be licensed in the state in which they practice and where they provide the services.

- 4) **For Therapeutic Support Staff services, when the duration of initial services is reached, does the service stop or is there some negotiation that occurs and what is the process?**

When the duration of service has been reached, the DCF Area Office can re-evaluate the need to continue services. **(this response updated on 7/03/07)**

- 5) **Can Therapeutic Support Staff still go into the school for collaboration with staff, attend meetings or meet with the mentees?**

In general, the Department does not encourage the interruption of a child's school day. Any involvement of Therapeutic Support Staff services with the child during school can only happen with the full cooperation of the DCF Social Worker and school staff.

- 6) **Is a comprehensive treatment plan developed before accessing therapeutic support staff services and is that part of the referral packet that is sent by the worker?**

The Department will have a treatment plan that addresses the child's needs and this plan will be shared with the Therapeutic Support staff.

- 7) **The Certification and Authorization Form states: “DCF or ABH to release any and all information related in any way to the applicant’s professional practice...” Who is the designated person in both agencies or can any person on any level release information they deemed professional practice?**

Information will be released as necessary and in accordance with State and Federal laws.

- 8) **How much notice is needed to terminate with a written notice?**

The provider agreement does not represent a contract and is not a guarantee of utilization. Therefore, no notice is technically required, but would be given as a courtesy and to provide for continuity of service.

- 9) **Although it is expected that the same staff provide a service, unforeseen situations such as resignations or a better match is found, does this mean that a provider is out of compliance and can lose its credentialing status? Does DCF need to be informed?**

Any changes in staff must be discussed with and approved by the DCF Area Office.

- 10) **Access to services states that DCF staff only can make referrals, so what does this mean for referrals from Care Coordinators or Emily J children?**

The provider agreement is not intended to alter the referral process for non-DCF involved children.

****NEW QUESTIONS AND RESPONSES ADDED 5/14/07****

- 11) **Are psychologists who have been credentialed by the Department as approved evaluators for court ordered evaluations required to submit a credentialing application to provide DCF requested Assessments?**

Approved evaluators already credentialed for court ordered independent psychological evaluations are required to complete an abbreviated application and provider agreement to provide Assessments for DCF. The application and provider agreement will be posted on the Credentialing Resources page of the ABH web site at www.abhct.com on or before 5/11/07.

- 12) **Will the Department consider extending the credentialing timeframe due to the lack of First Aid/CPR trainings available for providers?**

The Department will extend the period to execute a provider agreement from July 1, 2007 to October 1, 2007. The Department strongly encourages submission of applications as soon as possible.

- 13) **What is the turnaround time for credentialing applications?**

ABH requires at least 30 days from receipt of a fully completed application to process all application documents. This timeframe also includes the time required for the Department to execute the provider agreement.

- 14) **Can other services continue to be purchased by DCF Area Offices with Flexible Funds?**

Yes, DCF Area Offices may continue to choose to purchase services other than Assessment, Behavior Management, Supervised Visitation, Temporary Care, Support Staff, and Therapeutic Support Staff using flexible funds. However, please note that any

program that incorporates one or more of the above services, as a significant component of that program must unbundle the billing for the program to allow for separate billing and payment of the credentialed portion of the program.

15) Is DCF prepared to handle the volume of CPS background checks?

Yes, the Department is prepared to handle the volume of background checks. Current turnaround time is approximately 2.5 weeks and no more than 1 month. Providers should follow the DCF CT Abuse and Neglect Central Registry Background Check Procedure included in the application packet and clearly mark on the Release of Information that this is for an ABH Flex Fund provider.

16) Most providers utilize private companies to process criminal background checks yet DCF is requiring that the criminal background be completed by the State of CT Department of Public Safety. In addition, the check cannot be dated longer than 6 months from date of application. This is inconsistent with DCF contract standards that require criminal background checks every 2 years. Is the Department reconsidering this standard?

Criminal background checks must be completed by the State of CT Department of Public Safety as required by CT State Statute Sec. 29-17a. The background check cannot be dated longer than 6 months from the date of the application.

17) Will the authorization period for the duration of Therapeutic Support Staff services be extended?

Yes, the Department has revised its provider agreements for Support Staff and Therapeutic Support Staff to reflect a 6-month authorization period. Updated service descriptions and provider agreements are posted on the Credentialing Resources page of the ABH web-site at www.abhct.com. **(this response updated on 7/3/07)**

18) Can certified school psychologists be credentialed for Assessments?

Educational evaluations for the purpose of developing an IEP or school-based behavior management plan falls outside the scope of what the Department has included under the Assessment service type. The Department will continue to require that Assessments be conducted by a licensed behavioral health practitioner.

****NEW QUESTIONS AND RESPONSES ADDED 07/03/07****

19) The target population for the Supervised Visitation service identifies children and youth ages 4-17. What is the Department's plan to provide this service for children under the age of 4?

Currently the Department has 11 grant funded contractors that provide Supervised Visitation Services. All DCF Area Offices have access to at least one of these contracted service providers. The target population served through these contracts includes all children and it is envisioned these contract slots, especially for younger children and infants, will be utilized prior to approaching a credentialed provider with a signed Provider Agreement.

20) Are Board Certified Behavioral Analysts eligible to provide services under this Agreement?

Yes, Board Certified Behavioral Analysts may submit an application to be eligible to provide Behavioral Management Services. Specific credentialing criteria are located within the Behavioral Management Services Provider Agreement on the Credentialing Resources page of the ABH web site at www.abhct.com.

****NEW QUESTIONS AND RESPONSES ADDED 08/06/07****

21) For those services requiring CPR and First Aid certification and until the certification cards are issued, can providers use the class lists for documentation of the certification?

If the provider has not yet received the CPR and/or the First Aid card(s), the class list may be used. The class list must include the names of the staff trained, the dates of the training, and the trainer's name. The class list needs to be on letterhead from the training agency. The two (2) approved training agencies are The American Heart Association (AHA) and The American Red Cross (ARC). Providers that have staff that are certified as an AHA or ARC trainer may be used. Proof of the trainer's certification, including a copy of their Trainer Certification card must be submitted with the class lists.

****NEW QUESTIONS AND RESPONSES ADDED 09/18/07****

22)*If I am delivering a credentialed service and called upon to testify in a court hearing, meet with social worker or participate in a PPT, is this time billable? If it is billable does this time count towards the number of maximum service hours?

Any time spent in court, with a supervisor, meeting with DCF and/or participating in a PPT meeting would be billable as prescribed in the fee schedule. All of the billed time counts towards the maximum authorization, however, there is a protocol that could be followed to extend the duration or increase the number of hours of the authorization.

23)* If I am delivering supervised visitation and the meeting is conducted at a state park, can I bill the Department for the entrance fee for the state park or is it included in the rate?

This type of expenditure is excluded from the rate. The area office will continue to evaluate expenditures that might be incurred to facilitate a supervised visit, and if the social worker believes that the expenditure is consistent with the goals of the treatment plan, and approves these expenditures in advance, the provider would be reimbursed utilizing flexible funds.