

EASTERN IOWA MENTAL HEALTH AND DISABILITIES SERVICES REGION

MANAGEMENT PLAN

POLICIES AND PROCEDURES MANUAL

Geographic Area: Cedar, Clinton, Jackson, Muscatine and Scott Counties

Approved by:
Governing Board of Directors- 9/15/14

Approved by State of Iowa on- 9/16/14



TABLE OF CONTENTS

A. Introduction and Organizational Structure: Page 3

- Governing Board of Directors
- Regional Advisory Committee
- Chief Executive Officer
- Regional Management Team

B. Service System Management: Page 6

- County Offices (Access Points)
- Designation of Targeted Case Management Providers
- Risk Management and Fiscal Viability
- Conflict of Interest

C. System Management: Page 7

- System of Care Approach
- Implementation of Interagency and Multi-System Collaboration and Care Coordination
- Developing an Integrated Multi-Occurring Capable Trauma Informed System of Care
- Decentralized Service Provisions
- Utilization and Access to Services

D. Financing and Delivering of Services & Supports: Page 11

- Accounting System and Financial Reporting
- Contracting/Rate Agreement
- Data Reporting and other Information Technical Requirements

E. Enrollment Process: Page 13

- Application and Enrollment
- Residency
- Exception to Policy
- Confidentiality

F. Eligibility: Page 15

- General Eligibility
- Financial Eligibility- Income and Resource Guidelines
- Diagnostic Eligibility
- Funding Denials
- Assistance to Other than Core Population
- Notice of Decisions/Timeframes and Notice of Eligibility for Assessment
- Service and Functional Assessment
- Service Funding Authorization
- Re-Enrollment
- Co-Payments for Services

G. Appeals Processes: Page 20

Non Expedited Appeals Process

Expedited Appeals Process

H. Provider Network Formation and Management: Page 22

I. Quality Management and Improvement: Page 23

System Evaluation

Quality of Provider Services

Methods Utilized for Quality Improvements

J. Service Provider Payment Provisions: Page 25

K. Waiting List Criteria: Page 26

L. Amendments: Page 26

M. Glossary: Page 27

N. Attachments: Page 30

(These forms are not an official part of this plan and as such may be updated as needed without formal review)

Chart "A"

Service Providers

Attachment #1

County Services Agreement

Attachment #2

Flow Chart-Fee for Service Billing Process

Attachment #3

Flow Chart-Regional Services Billing Process

Attachment #4

Flow Chart-Administrative Costs Billing Process

Attachment #5

Sliding Fee Schedule

Attachment #6

Poverty Guidelines

A. Introduction and Organizational Structure:

The Eastern Iowa MH/DS Region, hereafter referred to as the Region, was formed under Iowa Code Chapter 28E to create a mental health and disability service region in compliance with Iowa Code 331.390. The Region was approved by the Department of Human Services on 5/23/13 and serves Cedar, Clinton, Jackson, Muscatine and Scott Counties. The population total for the region is approximately 298,523 according to the July 1, 2012 census.

The Region has developed the following guiding principles:

1. The Region must operate in the spirit of cooperation with trust amongst all, with open communication and respect for differences of opinion.
2. Each county's property tax dollars should be spent on services for their residents.
3. One (1) county, one (1) vote.
4. Each county needs to maintain a local presence (local access office) for their residents.
5. Each county must provide uniform services while including utilization of an open provider panel.
6. The region should not create another layer of government and should maintain current administrative costs, not increase them.
7. Case management providers will be designated by the regional Governing Board of Directors.

The Mental Health and Disability Service Management Plan, hereafter referred to as the Plan, defines the standards for member counties of the Region

The Plan meets the requirements of Iowa Code section 331.390 and provides for cost-effective, individualized services and supports that assist individuals to be as independent, productive and integrated into the community as possible within the constraints of available resources. A copy of the Plan is available at each county office, online at the Department of Human Services website and also through a link on each county's home page.

In compliance with Iowa Administrative Code 441-25, the Plan includes three (3) parts:

- Annual Service and Budget Plan
- Annual Report
- Policies and Procedures Manual

The Annual Service and Budget Plan includes: the services to be provided; the cost of those services; the local access points; the targeted case management agencies; a plan for crisis prevention; a description of the scope of services; a projection of need/costs to meet the need; and the provider reimbursement provisions.

The Annual Report due December 1st to the Iowa Department of Human Services provides an analysis of data concerning services managed for the previous fiscal year.

The Policies and Procedures Manual includes policies and procedures concerning management of the MH/DS services and MH/DS plan administration.

The Region's organizational structure assigns the ultimate responsibility for the non-Medicaid funded MH/DS services with the Governing Board of Directors (Iowa Code 331.390).

The Region shall be under the direction and control of the Governing Board of Directors and the Chief Executive Officer. The Governing Board of Directors, hereafter known as the Governing Board, shall serve as the Regional Administrative Entity, as defined in Iowa Code 331.388(4).

Governing Board of Directors:

The Governing Board of Directors, as defined in Iowa Code 331.390, shall be comprised of the following members:

- a. Each member county shall appoint one (1) of its Board of Supervisors to serve as a Director on the Governing Board.
- b. At least one (1) individual who utilizes mental health and disability services, or is an actively involved relative of such an individual. This individual, referred to as a Director, shall be appointed by the Regional Advisory Committee with such appointment to become effective upon approval by the Governing Board of the Region. This Director shall serve as an ex-officio, non-voting Director and shall serve an initial term of one (1) year, which shall begin upon the effective date, with appointments thereafter to be for two (2) year terms.
- c. At least one (1) individual representing service providers in the Region. This individual, referred to as a Director, shall be appointed by the Regional Advisory Committee with such appointment to become effective upon approval by the Governing Board of the Region. This Director shall serve as an ex-officio, non-voting Director and shall be appointed to two (2) year terms, with the initial term beginning upon the effective date.

Additional information on the Governance of the Region can be found in the 28E Agreement. The 28E Agreement can be found at the local community services offices and on the website.

Regional Advisory Committee:

The Region shall encourage stakeholder involvement by having a Regional Advisory Committee (Iowa Code 331.390(2)e; 331.392.(2)i; (Iowa Administrative Code 441-25.14.(1)i) to assist in developing and monitoring the plan, goals and objectives identified for the service system, and to serve as a public forum for other related MH/DS issues.

A Regional Advisory Committee shall be appointed by the Governing Board including two (2) from each member county's advisory committee and a Director of the Governing Board. The committee shall include the Coordinators of Disability Services, formerly known as the Central Point of Coordination/CPC of each member county, as ex officio non-voting members.

The Governing Board may take action to create additional committees for various other purposes it deems appropriate. Members of any committee of the Region shall be appointed by the Governing Board.

Chief Executive Officer:

The Governing Board will appoint the Chief Executive Officer, hereafter known as the CEO, as referenced in Iowa Code 331.392(3). The CEO's job duties are to be supervised and evaluated by the Governing Board.

The CEO shall be the Coordinator of Disability Services (CDS)/Community Services Director from the county of the Chair of the Governing Board and shall serve as the CEO for one (1) year. At the end of the CEO's term, the CDS from the county who Chair's the Governing Board will serve as the CEO. The CDS, even during their term as the CEO, shall remain an employee of their respective county and shall report to both their respective Board of Supervisors and the Region's Governing Board.

Regional Management Team:

The Region will also have a Regional Management Team, hereafter referred to as the Management Team, who will consist of the Coordinators of Disability Services representing each member county. The staff delegated to perform the functions of CDS shall have the qualifications required by Iowa Code 331.390(3)b, and Iowa Administrative Code 441-25.12(2)e.

The Management Team's duties shall include such activities as assisting the CEO, agreeing on exceptions to policies, ensuring timely data is collected and submitted to the CEO for inclusion in reports, accurate financial reporting, monitoring of revenues and expenditures, assuring evidence based practices are used, and making recommendations for agenda items before the meetings of the Governing Board and Regional Advisory Committee. The Management Team shall remain employees of their respective counties.

B. Service System Management:

The Region shall directly administer the Plan through the local county Community Services offices and contract with service providers to meet the service needs of the individuals. The Region may contract with MH/DS providers whose base of operation is in the Region or they may use a rate agreement. The Region may also honor contracts/rate agreements with other Regions and may also develop contracts/rate agreements with providers not based in the Region. A contract/rate agreement may not be required for a one-time or “as needed” service as with many of our service providers within our Region.

County Offices (Access Points) within the Region:

County Office	Address	Phone
Cedar County Community Services	400 Cedar St., Courthouse, Tipton, Iowa 52722	563-886-1726
Clinton County Community Supports Department	1900 N. 3 rd St., Clinton, Iowa 52732	563-244-0563
Jackson County Mental Health Department	201 W. Platt St., Maquoketa, Iowa 52060	563-652-4246
Muscatine County Community Services	315 Iowa Ave., Muscatine, Iowa 52761	563-263-7512
Scott County Community Services	600 W. 4 th St., Davenport, Iowa 52801	563-326-8723

Designation of Targeted Case Management Providers:

The Region shall offer choice and access to cost effective, evidenced based, conflict free Targeted Case Management as described in Iowa Administrative Code 441-25.21(1)g. The designated case management agencies serving the Region must be accredited by the Department of Human Services.

Targeted case managers or other persons providing service coordination while working for the designated provider must meet the qualifications of qualified case managers and supervisors as defined in Iowa Administrative Code 441-24.1 (225C).

On a yearly basis at a Regional Governing Board of Directors meeting, targeted case management entities will be designated in each county. The Management Team and CEO review the need for targeted case management entities in each county within the region and make recommendations to the Governing Board for designation each year based on the following criteria:

- TCM programs located within the region
- Existing relationships between county case management programs and service coordination/county social work
- Length of time from referral to assignment
- Length of time from assignment to service implementation

Service Providers within the Region: Refer to Chart “A”.

Risk Management and Fiscal Viability:

The Region, in accordance with Iowa Code 331.25.21(1) f, shall retain the full authority for the regional system and the associated fixed budget.

Conflict of Interest:

Funding authorization decisions shall be made in each county office by Coordinators of Disability Services who have no financial interest in the services or supports to be provided. In the event such a situation would occur, that interest must be fully disclosed to the individuals, the counties, and other stakeholders.

C. System Management:

System of Care Approach

The Region, in accordance with Iowa Administrative Code 441-25.21(1)h, exists to support improved access to health care and to promote full linkage to services for individuals with mental illness, intellectual disabilities, developmental disabilities or brain injury. It promotes and provides services to individuals with disabilities by:

- Partnering with community service organizations, individuals with disabilities, their families, and the community to promote improved health care and integrated living and working opportunities;
- Identifying, developing, and maintaining efficient, effective, and responsive service delivery systems; and
- Educating communities and businesses to increase acceptance and awareness of the need for full participation within the community.

The Region also works in partnership with providers and other stakeholders to develop services which are:

- Accessible and welcoming;
- Able to emphasize early identification and early intervention;
- High quality and, wherever possible, evidence based;
- Organized into a seamless continuum of community based support;
- Individualized to meet the person's needs;
- Provided in the least restrictive and most appropriate setting;
- Designed to empower the individuals and the families as partners in their own care;
- Designed to utilize all funding sources available within the Region including increased use of Medicaid funded services and the Iowa Health and Wellness Plan; and
- Supported by the provision of training and technical assistance to individuals and families, as well as to the providers and other partners.

Implementation of Interagency and Multi-System Collaboration and Care Coordination

An individual with multi-occurring conditions is defined as any individual of any age with ANY combination of any mental health condition (including trauma) and/or developmental or cognitive disability (including brain injury) and/or substance abuse condition, including gambling and nicotine dependence, whether or not they have been diagnosed. Individuals with multi-occurring conditions commonly also have medical, legal, housing, financial and parenting issue and other complex needs.

The Region shall maintain a service delivery approach for individuals with multi-occurring conditions that build partnerships to create a broad and integrated process for meeting multiple needs. This approach is based on the principles of interagency collaborations; individualized, strengths-based or evidence-based practices; cultural competencies; community-based services; accountability; and the full participation of the individuals served at all levels of the system.

The Region shall fund individuals with multi-occurring conditions that meet the eligibility criteria in this manual. Services and supports will be offered through the enrollment process.

Developing an Integrated Multi-Occurring Capable Trauma Informed System of Care:

The Region shall collaborate with the courts for alternatives to involuntary mental health commitments and to coordinate the funding for services for individuals under a mental health commitment. In addition, the Region will collaborate with Kenneth Minkoff, M.D. and Christie A. Cline, M.D., MBA, who developed the Comprehensive Continuous Integrated Systems of Care (CCISC) model for treatment of adult and adolescents systems of care to provide training opportunities to service providers. The Region will also work in partnership with other Regions to provide smooth transitions for individuals moving from one Region to another to ensure continuity of care. Additionally, the Region will join forces with adjoining Regions when agencies provide services in multiple counties. This joint venture is intended to develop and maintain consistent intake, billing and rate setting processes.

The Region will collaborate with the Iowa Department of Human Services, the Iowa Department of Public Health, the Iowa Department of Education, the Iowa Department of Corrections, the Iowa Medicaid Enterprise, local law enforcement agencies, other regions, service providers, coordinators of services, case management, individuals, families and advocates to ensure the authorized services and supports are responsive to the individuals' needs and consistent with the system principles and cost effective service provisions.

The Region will also partner with other stakeholders, as follows:

- **Iowa Plan**
Prior to authorizing funds for services, providers and coordinators of services must request that the Medicaid managed care company pay for Iowa Plan-covered services for eligible individuals and pursue all available levels of appeal in the event of denials by the Medicaid managed care company.
- **Third-party Payers**
Prior to authorizing funds for services, providers and coordinators of services must seek approval from Medicaid, Medicare, or any other third-party payer for any service including in-network providers. The Region may fund additional services and supports for individuals who

meet all other Regional eligibility criteria for those ineligible for, or whose needs cannot be fully met, based upon the functional assessment.

- Judicial and Criminal Justice System

The Region will develop a partnership with the courts to ensure alternatives to commitment and to coordinate funding for services for individuals under commitment. Genesis, Trinity and Mercy-Clinton are the Regions designated hospitals for involuntary hospitalizations under Iowa Code Sections 229.11 and 229.13. Other hospitals may be used depending upon need and availability.

- Employment

The Region will continue working with local and regional Workforce Development initiatives that support integrating employment, training, education, and support services for all job seekers, workers, and employers, in accordance with the Workforce Investment Act. The Region will advocate that this include integrating services for people with disabilities.

Coordinators of services and providers will use other federal, state, and private funding sources and programs that encourage competitive and supported employment. This may include Ticket to Work, Social Security Work Incentives, and Medicaid.

- Education

The Region's network of providers will work with schools and Vocational Rehabilitation on transition plans for individuals in Special Education who will be leaving the school systems. Additionally, the Region will continue to support post-secondary educational efforts for people with disabilities.

- Transitioning Youth to the Adult System

The Region will continue working with DHS social workers in transitioning youth to the adult system, and will continue being a resource to explore options for children with complex needs.

- Other Regions

The Eastern Iowa MH/DS Region has representatives on the Iowa Community Services Association Board and its subcommittees and the Electronic Transactions Clearinghouse Advisory Committee. The Regional Staff have been and shall continue to be very active in training and coordination on a statewide basis with other regions and counties. It is the policy of the Region that we will work with other regions to help coordinate funding for mutually beneficial service developmental activities.

If an individual within the Region has complied with all requested information, their access to services shall not be delayed while awaiting a determination of legal residence. If the need presents and there is a disagreement over residency on an individual who is physically located in an Eastern Iowa MH/DS Region, their services shall be funded while working with another Region or the State to resolve the residency dispute. At the time of the dispute resolution, the Region shall expect reimbursement from the other Region (or the State) in the event the individual is determined not to have residency within the Region.

Decentralized Service Provisions

The Region, in accordance with Iowa Administrative Code 441-25.21(1)i, will strive to provide services in a dispersed manner to meet the minimum access standards of core services by utilizing the strengths and assets of the regional service providers. The Eastern Iowa Mental Health and Disability Region and providers will work cooperatively to ensure that various service options are geographically distributed through the county. In areas where services are not available within the Region, providers shall be encouraged to expand or begin services. The following measures shall be used to ensure services are available in all parts of the Region:

Utilization and Access to Services

Within the broad system approach outlined above, the Region, under Iowa Administrative Code 441-25.21(1)d shall oversee access and utilization of services and outcomes of the populations in the Region in order to continuously improve system design and better meet the needs of individuals with complex challenges. In order to do this, the Region shall: Integrate planning, administration, financing and service delivery using utilization reports from both the region and state including the following:

- inventory of available services and providers
- utilization of data on the services

The results will be analyzed to determine if there are gaps in services or if barriers exist due to:

- insufficient services offered
- inadequate provider network
- restrictions on eligibility
- restrictions on availability
- location

The Region will also contract with other Regions to provide and ensure core services are met. The Region will continue to work with Department of Human Services to facilitate regional access and data sharing on disability services funded by Medicaid in order to coordinate the Regional funded services and services managed by the State.

Targeted Case Managers, Coordinators of Disability Services and Integrated Health Home (IHH) Care Coordinators will serve as gatekeepers to Region and State funded community based services.

Results will be used to review the system of care approach plan, guide the Region in collaboration with agencies, to increase access and decentralize services. Additionally, the data elements, indicators, metrics and performance improvements for population management shall be continuously improved over time as the Region develops increased capacity for managing the needs of its individuals with disabilities.

This information will also be used for future planning and will be incorporated into the Annual Service and Budget Plan, to increase the provider network to meet access standards and other needs identified in the data.

D. Financing & Delivery of Services and Supports:

Funding for the non-Medicaid mental health and disability services shall be under the control of the Region's Governing Board in accordance with Iowa Administrative Code 441-25.13 (331.391). The Governing Board shall retain full authority and financial risk for the Plan. The finances of the Region shall be maintained to limit administrative burden and to provide public transparency.

The CEO and the Management Team will prepare a proposed annual budget that will be reviewed by the Governing Board for final approval. The CEO, Management Team and the Governing Board will be responsible for managing and monitoring the adopted budget.

The services funded by the Region are subject to change or termination with the development of the Regional budget for each fiscal year.

The Governing Board is responsible for adopting and approving an annual budget for non-Medicaid mental health and disability services for the fiscal period July 1 to June 30 of each year. It is the Governing Board's duty to ensure a fair, equitable and transparent budgeting process. The Regional budget will be submitted by the CEO based on the recommendations of the Management Team to the Governing Board for review and approval.

The Region will use a "hybrid method" to meet the needs of the Region. This method will include a regionally managed account for pooled funds to develop new regionally based programs/services while allowing individual counties to maintain funding and expenditures for core services based on local tax revenues. This method allows for the fiscal management of locally required services and for regionally based collaboration and coordination of services.

The Region has a County Services Agreement between each County in the Region and the Governing Board of Directors. Refer to County Services Agreement, Attachment #1.

The County Services Agreement delegates the responsibility and funding of services at the local level. It authorizes each County to keep their property taxes, State Payment Program funds and Equalization funds to pay individual service invoices. The Regional Governing Board approves the individual County's provider Service Agreements with rates for specific services. These rates are to be used for approved services. Refer to Flow Chart- Fee for Service Billing Process, Attachment #2.

The local counties are responsible for all administrative functions related to the individual services, including acquiring service applications with financial, clinical/service needs and residency information. At the end of a fiscal year, a county audit will be performed for services provided and the audited fund balance over 20%, or an amount determined by the Regional Governing Board, will be sent to the regional funding pool.

Services delivered on a regional level will be through a service provider agreement and a block grant payment method. Refer to Flow Chart- Regional Services Billing Process Attachment #3.

The Governing Board will approve administrative expenses as agreed upon with a provider or through a warrant list approved at their regularly scheduled meeting. The CEO will send the approved warrant list and invoices, along with the board minutes showing approval for payment, to the fiscal agent. Refer to Flow Chart- Administrative Costs Billing Process, Attachment #4.

The Fee for Service Billing Process involves the following steps:

1. After a service is provided locally, the invoice, along with dates of service, consumer name, specific service (COA), units of service and amount due, will be submitted to the Community Services Director in the same county for review.
2. The Coordinator of Disability Services checks CSN to ensure there is a funding authorization to match the invoice.
3. If the invoice is correct, it is entered into CSN and submitted for payment at the local level.
4. If the invoice is not complete or correct, it is sent back to the provider to be corrected and resubmitted for payment.
5. Each county will pay individual invoices based on their internal county policy.

The Regional Service Billing Process involves the following steps:

1. After a service is provided, the invoice, along with a utilization report if required, will be submitted to the CEO of the region for review.
2. If the invoice is correct, the CEO will provide a warrant list with invoices to the Governing Board for approval and put the data/payment into CSN.
3. If the invoice is incorrect or missing information, it is returned to the provider for corrections.
4. The CEO will send the Fiscal Agent the warrant list and invoices after the Governing Board meeting showing the approval to be paid from the regional funding pool.
5. The Governing Board will receive and approve financial reports on a regular basis.

The Governing Board will receive quarterly and annual budget reports from CSN in order to monitor the region's budget. In addition to an annual audit being conducted on the region's expenses/revenue, the region will submit the Annual Report to the Department of Human Services showing revenues, administrative and service expenses.

Accounting System and Financial Reporting:

The accounting system and the financial reporting requirements to the Iowa Department of Human Services conforms to Iowa Administrative Code 441- 25.13(2) (331.391) and includes all the non-Medicaid mental health and disability expenditures funded by the Region. Information is separated and identified in the most recent Uniform Chart of Accounts approved by the State County Finance Committee including, but not limited to, the following: revenues, expenses for administration and services.

Contracting/Rate Agreements:

The Region may contract with MH/DS providers whose base of operation is in the Region or they may use a rate agreement. The Region may also honor contracts/rate agreements with other Regions and may also have a contract/rate agreement with providers not based in the Region. A contract/rate agreement may not be required for a one-time or "as needed" service.

The Region will examine ways to develop financial incentives based on performance outcomes. Funding shall be provided for appropriate, flexible, cost effective community services and supports to meet the individual's needs in the least restrictive environment as possible. The Region recognizes

the importance of individualized planning for the services and the supports to empower all individuals to reach their fullest potential.

An individual, who may be eligible for other publicly funded services and supports, must apply and accept such funding and support. Failure to do so will render the individual ineligible for regional funds unless the Region is mandated by a state or federal law to pay for said services.

Individuals, who are in need of and are awaiting approval and receipt of assistance under other programs, may be considered eligible for up to sixty (60) days, if all other eligibility criteria are met.

The Region shall be responsible for funding only the services and the supports authorized in accordance with the process described in the Plan, within the constraints of the budgeted dollars. The Region shall be the payer of last resort and regional funds shall not replace other available funding.

Data Reporting and Other Information Technology Requirements:

The Region will be using the Community Services Network (CSN) software package for data collection and billing.

CSN includes the following functionality: Client Management, Provider Management, Service Authorization, Electronic Claims Filing and Processing, Case Management, Billing and Reporting, Financial and Budgeting, Entity Profiles, User Profiles, Extensive Role Based Security, Ad-Hoc Reporting, State Compliance Reporting and Electronic Clearing House. Currently 98 counties and approximately 40 case management agencies use CSN to manage their business. There are over 500 users and over 200,000 clients in the system.

The Region and each County will be able to review data and claims by Chart of Account. Each County will submit their expenditures (Warehouse Reports) in the State COA format at the end of the year to the fiscal agent. The CEO and fiscal agent will combine the expenditures for regional reporting purposes.

E. Enrollment Process:

Application and Enrollment

Individuals residing in the Region, or their legal representative, in reference to Iowa Administrative Code 441-25.21(1)b, may apply for funding for services by contacting the designated county office or may contact one of the designated access points (found in this document under Service System Management and in the Annual Service and Budget Plan) to complete an application. All applications shall be forwarded to the office located in the county where the individual resides for determination of eligibility for funding.

The application shall be used by all designated access points. If a language or other barrier exists, the access point shall contact an appropriate person to assist the individual in the intake process or contact the local county office to make such arrangements. The completed application shall be forwarded by the access point to the local county office by the end of the business day.

The designated staff of the local office shall review the application within ten (10) business days to determine if all necessary information is present and complete on the application. If the application is

incomplete, it shall be returned to the individual with a request for additional information. Failure to respond within thirty (30) calendar days with the necessary information and/or to provide a fully completed application may result in a delay or denial of funding.

Residency

If an individual has complied with all requested information, their access to services shall not be delayed while awaiting a determination of legal residence. The Region shall notify any region of a client that is physically located in one (1) of the Eastern Iowa MH/DS Region counties that appears to have residency in that region prior to approving services that are not emergent in nature.

“County of residence” means the county in this state in which, at the time a person applies for or receives services, the person is living and has established an ongoing presence with the declared, good faith intention of living in the county for a permanent or indefinite period of time. The county of residence of a person who is a homeless person is the county where the homeless person usually sleeps. A person maintains residency in the county in which the person last resided while the person is present in another county receiving services in a hospital, a correctional facility, a halfway house for community-based corrections or substance-related treatment, a nursing facility, an intermediate care facility for persons with an intellectual disability, or a residential care facility, or for the purpose of attending a college or university. (Iowa Code 331.394(1) a)

Exception to Policy

An Exception to Policy may be considered in cases when an individual is adversely affected by the regional eligibility guidelines. To request an “Exception to Policy”, the individual or the individual’s legal representative shall submit the following information to the local county office within thirty (30) calendar days from the date of the Notice of Decision.

- Individual’s first and last name
- Physical and mailing address
- Current services the individual is receiving
- Type of service being requested
- The policy for which the exception is being requested
- Reason why the exception should be granted

The Management Team/CEO will review the exception and a response will be given to the individual, the individual’s legal representative, and, when appropriate, the designated county staff within ten (10) business days. Decisions on exceptions shall be used in the annual report to identify future changes in policy.

Confidentiality

The Region is committed to respecting individual privacy. To that end, all persons, including county designated staff, Governing Board of Directors, and others with legal access to individual information, will have an obligation to keep individual information confidential. Information will only be released in accordance with the Health Insurance Portability and Accountability Act, hereafter known as HIPAA, and other federal and state laws and in accordance with professional ethics and standards. Protected Health Information, hereafter referred to as PHI, will be released only when it is in the best interest of the individual to whom the information pertains to or when required by law.

PHI may be released without written permission of the individual or their guardian for medical or psychological emergencies, inspections by certifying or licensing agencies of the state or federal government, or when required by law to report criminal wounds/child abuse/dependent adult abuse.

Individual files will be maintained in a secure location for seven (7) years following termination of service to the individual.

Procedures to assure PHI include:

- An individual or their legal representative written consent will be obtained prior to release of any PHI, unless an emergency as stated above.
- Information or records released will be limited to only those documents needed for a specific purpose.
- Individual, or a legal representative, will be allowed to review and copy the individual record.
- Individual and related interviews will be conducted in private settings.
- All discussion and review of an individual's status and/or records by designated county staff, and others will be conducted in private settings.
- All paper and computer files will be maintained in a manner that prevents public access to them.
- All PHI disposed of will be shredded.
- Steps will be taken to assure that all fax, email, and cellular phone transmissions are secure and private.
- Staff will receive initial and ongoing training concerning confidentiality and staff will sign a statement agreeing to confidentiality terms.
- Access to PHI will be by designated staff.
- A Privacy Officer for the Region will be appointed annually on a calendar year basis.

In order to determine eligibility for regional funding, to perform ongoing eligibility review, and to provide service coordination and monitoring, individuals or their legal representatives will be asked to sign release forms. Failure of individuals to sign or authorize a release of information will not be an automatic reason for denial; however, designated county staff's inability to obtain sufficient information to make an eligibility determination may result in denial of regional funding.

F. Eligibility:

General Eligibility:

It is the expectation of the Region, in accordance with Iowa Administrative Code 441-25.21(1) c that an uninsured individual requesting assistance will need to apply for health insurance as required by the Affordable Care Act. In the event an individual did not apply for ACA in a timely manner, an application for funding can still be made to the local county office where the individual resides. In the event the individual's monthly gross income meets the Iowa Wellness and Market Place Choice (DHS) income guidelines, the individual will be assisted in the application process.

If an individual has access to private health insurance but refuses to purchase coverage, the Coordinators of Disability Services will refer the individual to a "Navigator" or a "Certified Application

Counselor” regulated by the ACA, to assist the individual to understand Market Place Choices and to explore the availability of possible tax credits and the use of premium tax credit adjustments. If the individual continues to refuse to enroll during open enrollment periods or during times of life changing events, their application for funding will be denied.

CDS staff shall review the application to determine if the individual meets eligibility:

1. The individual is at least eighteen years of age and a resident of this state or;
2. An individual who is 17 years of age, is a resident of this state, and is receiving publicly funded children’s services may be considered eligible for services through the regional service system during the three (3) month period preceding the individual’s eighteenth birthday in order to provide a smooth transition from children’s to adult services or;
3. An individual under the age of 18 years and a resident of the state may be considered eligible for those mental health services made available to all or a portion of the residents of the region of the same age and eligibility class under the county management plan of one or more counties of the region applicable prior to formation of the region. Eligibility for services is limited to availability of the regional service system funds without limiting or reducing core services, and if a part of the approved regional service system management plan.

Financial Eligibility:

The individual must comply with financial eligibility requirements as stated in Iowa Administrative Code 441-25.16 (2).

Income Guidelines: (Iowa Administrative Code 331.395.1)

- a. An individual with gross income at or below 150% of the current Federal Poverty Guidelines.
- b. An individual with gross income above 150% to 300% may be eligible for regional funding with a copayment (Sliding Fee Schedule-Attachment #5) as specified in this Plan.

The income eligibility standards specified in this Plan shall not supersede the eligibility guidelines of any other federal, state, county, or municipal program. The income guidelines established for programs funded through Medicaid (Waiver programs, Habilitation Services, etc.) shall be followed if different than those established in this manual.

In determining income eligibility, the average gross monthly income for the past three (3) months will be considered. However, recent employment and/or income changes may be considered by the Coordinators of Disability Services in determining income eligibility. An individual is expected to provide proof of income (including pay stubs, income tax return, etc.) as requested.

Resources Guidelines: (Iowa Administrative Code 441-25.16(2))

An individual must have resources that are equal to or less than \$2000 in countable value for a single person household or \$3000 in countable value for a multi- person household or follow the most recent federal supplemental security income guidelines.

The value of all countable resources, both liquid and non-liquid, shall be included in the eligibility determination except as exempted in this sub-rule:

- a. A transfer of property or other assets within five (5) years of the time of application with the result of, or intent to, qualify for assistance may result in the denial or the discontinuation of funding.
- b. The following resources shall be exempt:
 - (1) The homestead, including equity in a family home or farm that is used as the individual household's principal place of residence. The homestead shall include all land that is contiguous to the home and the buildings located on the land.
 - (2) One (1) automobile used for transportation.
 - (3) Tools of an actively pursued trade.
 - (4) General household furnishings and personal items.
 - (5) Burial account or trust limited in value as to that allowed in the Medical Assistance Program.
 - (6) Cash surrender value of life insurance with a face value of less than \$1,500 on any one (1) person.
 - (7) Any resource determined excludable by the Social Security Administration as a result of an approved Social Security Administration work incentive.
- c. If an individual does not qualify for federally funded or state funded services or other support, but meets all income, resource, and diagnostic eligibility requirements, the following types of resources shall additionally be considered exempt from consideration in eligibility determination:
 - (1) A retirement account that is in the accumulation stage.
 - (2) A medical savings account.
 - (3) An assistive technology account.
 - (4) A burial account or trust limited in value as to that allowed in the Medical Assistance Program.
- d. An individual who is eligible for federally funded services and other support must apply for and accept such funding and support.

Diagnostic Eligibility:

The individual must have a diagnosis of Mental Illness, Intellectual Disability, Developmental Disability or Brain Injury:

- a. **Mental Illness:**

Individuals who at any time during the preceding twelve-month period have had a mental health, behavioral, or emotional disorder or, in the opinion of a mental health professional, may now have such a diagnosable disorder. The diagnosis shall be made in accordance with the criteria provided in the most recent diagnostic and statistical manual of mental disorders published by the American Psychiatric Association, and shall not include the manual's "V" codes identifying conditions other than a disease or injury. The diagnosis shall also not include substance-related disorders, dementia, antisocial personality, or developmental disabilities, unless co-occurring with another diagnosable mental illness.

b. Intellectual Disability:

Individuals must meet the following three (3) conditions:

1. Significantly sub average intellectual functioning: an intelligence quotient (IQ) of approximately 70 or below on an individually administered IQ test (for infants, a clinical judgment of significantly sub average intellectual functioning). The diagnosis shall be made in accordance with the criteria provided in the most recent diagnostic and statistical manual of mental disorders published by the American Psychiatric Association, and shall not include the manual's "V" codes identifying conditions other than a disease or injury.
2. Concurrent deficits or impairments in present adaptive functioning (i.e., the individual's effectiveness in meeting the standards expected for the individual's age by the individual's cultural group) in at least two (2) of the following areas: communication, self-care, home living, social and interpersonal skills, use of community resources, self-direction, functional academic skills, work, leisure, health, and safety.
3. The onset is before the age of 18.

c. Developmental Disability:

Developmental Disability means a severe, chronic disability that:

1. Is attributable to a mental or physical impairment or **combination of mental and physical impairments**.
2. Is manifested before age 22.
3. Is likely to continue indefinitely.
4. Results in substantial functional limitations in three or more of the following areas of major life activity: self-care, receptive and expressive language, learning, mobility, self-directions, capacity for independent living and economic self-sufficiency.

d. Brain Injury:

Brain injury means clinically evident damage to the brain resulting directly or indirectly from trauma, infection, anoxia, vascular lesions or tumor of the brain, not primarily related to degenerative or aging process, which temporarily or permanently impairs a person's physical, cognitive, or behavioral functions.

Reasons For Funding Denial:

An individual may be denied funding. The following are reasons for denial include but are not limited to:

1. Not a resident of Iowa
2. Over Income Guidelines
3. Over Resource Guidelines
4. Does not meet diagnostic criteria
5. Refusal to utilize private insurance or enroll/apply for health insurance
6. Refusal to apply and accept other publicly funded services if eligible
7. Failure to provide necessary information or a completed application

Assistance to Other than Core Populations:

The Region, in accordance with Iowa Administrative Code 441-25.21(1)q, will pay for other population groups, those with a diagnosis of a developmental disability and/or brain injury, who were receiving services paid by the counties prior to forming a region. Those services included: sheltered workshop, transportation and residential services. The funding for those services will continue to be available as long as it does not limit or reduce core services funding.

Notice of Decisions/Timeframes and Notice of Eligibility for Assessment:

Once a fully completed application is received in the Region's local Community Services office, a Coordinator of Disability Services shall determine if the individual meets the general eligibility criteria of: age, residency, diagnostic and financial eligibility. Eligibility determination and referrals for emergent and necessary services shall not exceed ten (10) business days.

The Notice of Decision informs eligible individuals and/or their legal representatives and service providers of the approval or denial of mental health funding, the reason for the action, what the share of the cost is, if any, and appeal rights if the individual is dissatisfied with the action specified in the NOD. The NOD also specifies the services, provider, types of services; units of services approved and shall be issued within ten (10) days.

Service and Functional Assessment:

The standardized functional assessment methodology shall be designated by the Director of the Iowa Department of Human Services and completed within ninety (90) days from the date of the application. The results will support the need for services including the type and frequency of service in the individual's case plan.

If a functional assessment is required it will be completed within ninety (90) days. Once an individual's functional assessment is received, individuals will be referred for services to a provider of choice and issued a NOD specifying the services, provider, type of services; units of services approved, and shall be issued within ten (10) days of receiving an individual's Functional Assessment.

If there is a situation where there is not a standardized functional assessment, the request for service funding shall include information supporting the need for service. Additional information may be required on a case by case basis.

Service Funding Authorization:

The Notice of Decision shall inform the individual of the action taken on the application, the reason for the action if the request is denied, the service provider, the services and the units of services approved. The individual shall be sent a copy of the Region's appeal process and informed they have the right to appeal the decision.

Eligible individuals who request or accept the service may be referred to a Targeted Case Manager, Integrated Health Home Care Coordinator or designated county staff for service coordination.

Re-Enrollment:

Individuals must reapply for services on at least an annual basis or if circumstances change.

Co-Payments for Services:

Any co-payments or other client participation required by any federal, state, or regional program in which the individual participates shall be required to be paid by the individual. Such co-payments include, but are not limited to:

- Client participation for maintenance in a Residential Care Facility through the State Supplementary Assistance Program.
- The financial liability for institutional services paid by counties as provided in Iowa Code 230.15.
- The financial liability for attorney fees related to commitment as provided by Iowa Code 229.19.

Co-payments in this section are related to services to target populations as defined in Iowa Code 331.397. No co-payment shall be assessed to individuals with income equal to or less than 150% of the federal poverty level, as defined by the most recently revised poverty income guidelines published by the U.S. Department of Health and Human Services.

Individuals with income over the established guidelines may be eligible for services on a sliding fee scale. A co-payment is required for those individuals with incomes between 151%-300% of poverty. This amount is collected by the provider agency, except for mental health commitment costs.

G. Appeals Process:

The appeal process references Iowa Administrative Code 441-25.21(1)l.

Non Expedited Appeal Process

Every individual, whether they have been granted assistance or not, shall be informed of the decision by the Coordinator of Disability Services (CDS) through a written Notice of Decision and of their right to appeal such decision. The Notice of Decision shall be generated from the local Community Services office.

An individual or the individual's legal representative, hereafter known as the "individual", may appeal the decisions of the Region or any of its designees.

How to Appeal:

- I. **The Written Appeal** - An appeal by the individual shall be made to the CDS within ten (10) business days from the date of receipt of the Notice of Decision. The request shall include:
 - The individual's current mailing address and telephone number.
 - A statement for the reason of the appeal.

If the appeal is filed late, it cannot be considered. Assistance in completing a written appeal, hereafter known as “reconsideration”, will be provided upon request by contacting the CDS office.

- II. **The Reconsideration** - The CDS, from the local office that sent the Notice of Decision, shall review the individual’s request for reconsideration. After reviewing the provided information, the CDS may need to contact the individual or, with consent, other sources for additional information.

Following a review of all information and all relevant facts, a written decision will be issued to the individual by the CDS within five (5) business days of receipt of the written reconsideration and mailed by certified delivery to the last available address.

- III. **State Administrative Law Judge (ALJ)** - If a resolution is not agreed upon through the informal reconsideration process, the individual will need to contact the State ALJ at the Department of Inspections and Appeals, Iowa Code 10A.801, within 10 (ten) business days of the receipt of the written reconsideration to request the appeal to be heard in a contested case proceeding. The individual may contact another person to assist with the appeal. This could be an attorney, an organizational representative or a friend. The local office can assist the individual in contacting the State ALJ office.

The local office shall not pay legal fees for the individual. If the individual cannot afford legal representation, he/she may contact:

Legal Services of Iowa at 1-800-532-1275 or <http://www.iowalegalaid.org>
or Disability Rights Iowa at 1-800-779-2502.

Expedited Appeals Process

The appeal process references Iowa Administrative Code 441-25.21(2)l.

The process is to be used when the decision of the CDS in the local Community Services office concerning an individual varies from the type and amount of service identified to be necessary for the individual in a clinical determination made by a mental health professional and the mental health professional believes that the failure to provide the type and amount of service identified could cause an immediate danger to the individual’s health and safety.

This appeals process shall be performed by a mental health professional who is either the Administrator of the Division of Mental Health and Disability Services of the Iowa Department of Human Services or the Administrator’s designee.

How to Appeal:

- I. The request for the expedited review shall be filed within five (5) business days of receiving the notice of decision by the regional administrator. The request must be in writing and be supported by written documentation from the mental health professional that made the clinical determination stating how the Notice of Decision on services could cause an immediate danger to the person’s health or safety.
- II. The expedited review shall be performed by a mental health professional who is either the Administrator of the Division of Mental Health and Disability Services of the Department of Human Services or the Administrator’s designee.

- III. The expedited review shall be performed within two (2) business days of the time the request is filed. The reviewer can request submission of additional information and the review shall be performed within two (2) business days of the time that adequate information is received.
- IV. The Administrator or designee shall issue an order, including a brief statement of findings of fact, conclusions of law, and policy reasons for the order, to justify the decision made concerning the expedited review. If the decision concurs with the contention that there is an immediate danger to the individual's health or safety, the order shall identify the type and amount of service, which shall be provided for the individual. The Administrator or designee shall give such notice as is practicable to individuals who are required to comply with the order. The order is effective when issued.

The decision of the Administrator or designee shall be considered a final agency action and is subject to judicial review in accordance with Iowa Administrative Code 17A.19.

H. Provider Network Formation and Management:

The Region, in accordance with Iowa Administrative Code 441-25.21(1)j, shall have a network of service providers, including traditional and non-traditional providers, to meet the continuum of service needs of individuals. The Region will have contracts with licensed and accredited providers to provide each service in the required core services domains. The Region retains the right to select service providers to be a part of the regional provider network.

To be included in the Region's network, a traditional provider must meet at least one (1) of the following criteria:

- Currently licensed, accredited or certified by the State of Iowa, or
- Currently enrolled as a Medicaid provider, or
- Have a current accreditation by a recognized state or national accrediting body (Joint Commission on Accreditation of Health Care Organization-JCAHO; Council on Rehabilitation Facilities-CARF; etc...) and
- Currently have a contract or rate agreement with the Region or another Iowa region
- Criteria will be waived for commitment related costs by attorneys or sheriffs.
- If the Region does not have a contract for needed services with an established provider, a request from a Non-Traditional Provider may be considered.

All providers included in the Region's provider network who are subject to licensure or accreditation and shall meet all applicable standards and criteria. Current network providers that lose their licensure and/or accreditation or are in jeopardy of losing their licensure will no longer be eligible to receive Plan funding. The providers will use evidence based practices that the region has independently verified as meeting established fidelity to evidenced based service models required in Iowa Administrative Code IAC 441.25.4(3).

The Region will have service providers who are trained to provide effective services to individuals with two or more of the co-occurring conditions listed in Iowa Administrative Code 441.25.4(1). The service providers will also be trained to provide effective trauma informed care as described in Iowa

Administrative Code 441.25.4(2). The Region's current provider network is included in the Annual Service and Budget Plan.

New providers, including non-traditional providers, may be added to the provider network if it is determined either a particular individual will benefit from the service or the provider will provide service(s) that will enhance the service system. New network providers shall be approved through the following process:

1. A referral or a request for a new network provider may be made by an individual, an individual's legal representative, a consumer's case manager or a social worker, or directly by a provider. All requests to become a member shall be directed to the CEO.
2. The provider's application shall be screened by the Management Team/CEO. A Provider may be asked to meet for an interview or provide additional information.
3. The CEO shall inform the provider in writing of the acceptance or the denial.
4. Meet the contracting standards via the Regions contractual template.
5. New network providers shall receive an appropriate orientation and training concerning the Region's Plan.

The Region shall manage the provider network to ensure individual needs are met. The Region shall ensure an adequate number of providers are available to avoid waiting lists by contracting with outpatient mental health providers, Community Mental Health Centers, at least one (1) reasonably close inpatient psychiatric hospital and other providers of services.

I. Quality Management and Improvement:

The Region, in accordance with Iowa Administrative Code 441-25.21(1)e, shall have a quality improvement process that provides for ongoing and periodic evaluation of the service system, and of the providers of services and the supports in the system. Stakeholders, with emphasis on individual input, shall be involved in the development and the implementation of the quality improvement program.

System Evaluation:

The system evaluation shall include, but is not limited to:

1. The evaluation of individual satisfaction, including empowerment, quality of life and individual's needs;
2. The number and disposition of individual appeals and the implementation of corrective action plans based on these appeals;
3. Cost-effectiveness;
4. Access to service;
5. Life in the community;
6. Person centeredness;
7. Health and wellness;
8. Quality of life and safety;
9. Family natural supports; and
10. Additional outcomes and performance measures as outlined by the Department of Human Services.

Annually, the Management Team/CEO shall assess the Region's performance, develop a list of areas that need improvements and provide a report to the Governing Board of Directors. The Management Team/CEO shall participate in developing a performance plan that includes measurable goals and action steps with a process of collecting the data. Based on the data, the areas needing improvement shall be addressed. The Management Team/CEO shall evaluate the areas of improvement and determine if further action is needed for documentation and reporting in the annual report.

Quality of Provider Services:

The services and the supports evaluation shall include, but not be limited to:

1. The evaluation of the quality of provider services and supports based on an individual's satisfaction and achievement of desired outcomes;
2. The cost-effectiveness of the services and the supports developed and provided by the individual providers.
3. The number and disposition of appeals of provider actions and the implementation of corrective action plans based on these appeals.
4. The evaluations shall ensure services and supports are provided in accordance with provider contracts.

Methods Utilized for Quality Improvement:

1. The direct interaction and feedback from individuals, families, providers, case managers, designated county staff, and other stakeholders.
2. A needs assessment, satisfaction surveys, and other written questionnaires.
3. The establishment and the maintenance of a data collection and a management information system oriented to the needs of the individuals, the providers, and other programs or facilities.
4. Changes and trends in the disability services system shall be tracked and reported to the Iowa Department of Human Services to provide the following information for each individual served:
 - demographic information
 - expenditure data
 - data concerning the services and other supports provided to each individual, as specified in the administrative rule adopted by the commission.
5. The Region collects data using the Iowa Association of Counties Community Services Network (CSN), a data management system to connect counties and agencies with a shared system which captures and reports standardized information for lowans accessing the community services system while abiding by HIPAA, State, and Federal Laws. CSN has the data capacity to exchange information in compliance with reporting requirements including DHS established client identifier, demographic information, expenditure data concerning the services and other support provided to each individual, as specified by the department.
6. The Region will follow the process outlined in the Outcome and Performance measures Committee Report of December 14, 2012. The Region will initially use the statistical data from CSN to develop reports that will help to establish measures. Next, a determination will be made about what additional data should be collected, where the data will come from and what the cost is to collect the data. The Report suggests the information should come from providers and regional statistical data as well as from service recipients and their families, requiring development of surveys. The Region will partner with DHS leadership in this area in order to standardize the data that is being collected to make it meaningful statewide as well as regionally.

J. Service Provider Payment Provisions:

Each service provider shall, as described in Iowa Administrative Code 441-25.21(1)k, provide monthly billing invoices and other information requested of the provider for utilization review. The monthly billings shall include the following information:

- The name of each individual served;
- The number of units of service delivered to each individual served;
- When requested, attendance records;
- The unit rate and the total cost of the units provided to each individual. Co-payments or other charges billed to other sources are to be shown as deductions on the billing;
- The amount of the copayment or the deductible owed;
- The amount of the difference between the insurance and the contracted hospital rate; and
- The actual amount to be charged to the Region/county for each individual for the dates of service.

Designated county staff shall review the billings and the additional utilization information in comparison with the service funding authorizations. Non-emergency services delivered without a service funding authorization shall be deducted from the billing.

All eligible bills shall be paid within sixty (60) days of the receipt of the required documentation unless unforeseen circumstances exist.

Bills received more than sixty (60) days after the close of the fiscal year in which the services were provided shall not be considered for payment unless there is a statutory obligation. The fiscal year for the Region is July 1 to June 30. Services paid out of the regional pool will be reviewed by the CEO and the Fiscal Agent for payment approval.

It is the policy of the Region that if another county, region, or the State determines residency in error or approves services for individuals who do not have residency in their region, the Region will assume payment when written notification is received of the error. The Region's Coordinators of Disability Services shall authorize services for the individuals according to the policies and procedures set forth in this manual. If the Region-determines residency in error and/or approves services for individuals who are not residents of the region, the Region will notify the other region or the State of the error. The Region will work with the other region or State to accept residency and to assume payment responsibility when written notification was received.

If parties cannot agree on residency determination, the Region shall follow the dispute resolution process outlines in Iowa Code 331.394(5).

K. Waiting List Criteria:

The Region, in accordance with Iowa Administrative Code 441.25.21(1)r, may implement a waiting list if encumbered expenses for a given fiscal year exceed the Regional funds available. Core Services for targeted populations shall be considered “priority services”. The Region will implement a waiting list for individuals receiving Additional Core Services, first for non-priority populations, defined as Developmental Disability and Brain Injury, and then, if needed, for priority populations of Mental Illness and Intellectual Disability.

If an individual’s name is placed on a waiting list, the individual shall be informed through a Notice of Decision. The Notice will identify the approximate date the service may be available to the individual. If unable to estimate, the NOD shall state such and will update the individual at least every sixty (60) days as to the status of their service request.

The waiting list shall be centrally maintained by the CEO. The Region will notify the Department of Human Services when a waiting list is implemented.

Any waiting list that may exist shall be reviewed annually when planning for the future budgeting needs and the future development of services.

L. Amendments:

The manual has been approved by the Governing Board of Directors and is subject to approval by the Director of the Iowa Department of Human Services under Iowa Administrative Code 441-25.21(1)3.

Amendments to this Policy and Procedures Manual (Plan) shall be reviewed by the Regional Advisory Committee who shall make recommendations to the Governing Board of Directors. After approval by the Governing Board of Directors, any amendments shall be submitted to the Department of Human Services for approval at least forty-five (45) days before the planned date of implementation. Amendments to the Plan will not be implemented until approved by the Director of the Iowa Department of Human Services in consultation with the state commission.

M. Glossary:

DEFINITIONS

Access Point -- a provider, public, or private institution, advocacy organization, legal representative, or educational institution where staff are trained to complete applications and guide individuals to needed services.

Applicant -- an individual who applies to receive services and supports from the service system.

Assessment and Evaluation -- a service as defined in Iowa Administrative Code 441-25.1.

Assistive Technology Account -- funds in contracts, savings, trust or other financial accounts, financial instruments, or other arrangements with a definite cash value set aside and designated for the purchase, lease, or acquisition of assistive technology, assistive technology services, or assistive technology devices. Assistive technology accounts must be held separately from other accounts. Funds must be used to purchase, lease, or otherwise acquire assistive technology services or devices for a working individual with a disability. Any withdrawal from an assistive technology account other than for the designated purpose becomes a countable resource.

Chief Executive Officer (CEO) -- the individual chosen and supervised by the Governing Board who serves as the single point of accountability for the Iowa Administrative Code 83.81

Choice -- the individual or legal representative may choose the services, supports, and goods needed to best meet the individual's goals and accepts the responsibility and consequences of those choices.

Clear Lines of Accountability -- the structure of the Governing Board's organization makes it evident that the ultimate responsibility for the administration of the non-Medicaid funded mental health and disability services lies with the Governing Board and that the Governing Board directly and solely supervises the organization's CEO.

Community -- an integrated setting of an individual's choice.

Coordinator of Disability Services -- designated county staff, formerly known as Central Point of Coordination (CPCs) or Community Services Directors as defined in Iowa Code 331.390.3.b.

Countable Resources -- means all liquid and non-liquid assets owned in part or in whole by the individual household that could be converted to cash for support and maintenance and that the individual household is not legally restricted from using for support and maintenance.

County of Residence -- means the county in this state in which, at the time a person applies for or receives services, the person is living and has established an ongoing presence with the declared, good faith intention of living in the county for a permanent or indefinite period of time. The county of residence of a person who is a homeless person is the county where the homeless person usually sleeps. A person maintains residency in the county in which the person last resided while the person is present in another county receiving services in a hospital, a correctional facility, a halfway house for community-based corrections or substance-related treatment, a nursing facility, an intermediate care facility for persons with an intellectual disability, or a residential care facility, or for the purpose of attending a college or university.

Empowerment -- the service system ensures the rights, dignity, and ability of individual's and their families to exercise choice, take risk, provide input, and accept responsibility.

Exempt Resource -- a resource disregarded in the determination of eligibility for publicly funded assistance and in the calculation of client participation amounts

Household -- for an individual who is 18 years of age or over it is defined as; the individual, the individual's spouse, and any children, step-children, or wards under the age of 18 who reside with the individual. For an individual under the age of 18, the household is defined as the individual, the individual's parent(s), step-parents or guardians, and any children, step-children, or wards under the age of 18 of the individual's parents (or parent) step-parents, or guardians who reside with the individual.

Income -- all gross income received by the individual's household, including but not limited to wages, income from self-employment, retirement benefits, disability benefits, dividends, annuities, public assistance, unemployment compensation, alimony, child support, investment income, rental income, and income from trust funds.

Individual -- persons seeking or receiving services in a regional service system.

Individualized Services -- services and supports tailored to meet the personalized needs of the individual.

Legal Representative -- a person designated by Iowa law to act on the individual's behalf in specified affairs to the extent prescribed by law.

Liquid Assets -- assets that can be converted to cash in 20 days. These include but are not limited to cash on hand, checking accounts, savings accounts, stocks, bonds, cash value of life insurance, certificates of deposit, and other investments.

Managed Care -- a system that provides the coordinated delivery of services and supports that are necessary and appropriate, delivered in the least restrictive settings and in the least intrusive manner. Managed care seeks to balance three (3) factors: achieving high-quality outcomes for participants, coordinating access, and containing costs.

Managed System -- a system that integrates planning, administration, financing, and service delivery. The system consists of the financing or governing organization, the entity responsible for care management, and the network of service providers.

Medical Savings Account -- an account exempt from federal income taxation pursuant to Section 220 of the United States Internal Revenue Code (26 U.S.C. §220) as supported by documentation provided by the bank or other financial institution. Any withdrawal from a medical savings account other than for the designated purpose becomes a countable resource.

Mental Health Professional -- as defined in Iowa Code section 228.1.

Non-Liquid Assets -- assets that cannot be converted to cash in 20 days. Non-liquid assets include, but are not limited to, real estate, vehicles, motor vessels, livestock, tools, machinery, and personal property.

Non-Traditional Provider—referred to as using a “non-mainstream” approach to providing services in place of a “conventional” approach to providing services.

Population -- as defined in Iowa Code 331.388.

Provider -- an individual, firm, corporation, association, or institution which provides or has been approved to provide medical assistance, is accredited under Chapter 24, holds a professional license to provide the services, is accredited by an national insurance panel, or holds other national accreditation or certification.

Regional Services Fund -- the mental health and disability regional services fund created in Iowa Code section 225C.7A.

Regional Service System Management Plan -- the regional service system plan developed pursuant to Iowa Code 331.393 for the funding and administration of non-Medicaid funded mental health and disability services including an annual service and budget plan, a policy and procedure manual, and an annual report and how the region will coordinate with the Department in the provision of mental health and disability services funded under the medical assistance program.

Resources -- all liquid and non-liquid assets owned in part or in whole by the individual household that could be converted to cash for support and maintenance and that the individual household is not legally restricted from using.

Retirement Account -- any retirement or pension fund or account listed in Iowa Code section 627.6(8)“f”.

Retirement Account (in the accumulation stage) -- a retirement account into which a contribution was made in the previous tax year. Any withdrawal from a retirement account becomes a countable resource.

Service System-- refers to the mental health and disability services and supports administered and paid from the regional services fund.

State Case Status -- the standing of an individual who has no county of residence.

State Commission -- MHDS Commission as defined in Iowa Code 225C.5.

System of Care -- the coordination of a system of services and supports to individuals and their families that ensures they optimally live, work, and recreate in integrated communities of their choice.

N. Attachments:

1. Service Providers within the Region: Chart "A".

<u>Provider Name</u>	<u>Address</u>	<u>City</u>	<u>State</u>	<u>Zip code</u>	<u>Services Provided</u>
A Plus Home Health Care	890 43rd Ave.	Moline	IL	61265	Home Health Aide
Abbe Center for CMH	520 11th St. NW	Cedar Rapids	IA	52405	Outpatient Therapy Medication Management
ARC of Southeast Iowa	2620 Muscatine Ave.	Iowa City	IA	52240	Residential Supported Employment
Bear Creek Therapy	229 S. Main St., Suite 1	Maquoketa	IA	52060	Outpatient Therapy
Bridgeview CMHC	638 S. Bluff Blvd.	Clinton	IA	52732	Outpatient Therapy Medication Management Community Support Integrated Health Home Crisis Stabilization
Candlelight Services LLC	3901 Marquette St.	Davenport	IA	52806	Transportation
Cedar County Case Management	400 Cedar St.	Tipton	IA	52772	Targeted Case Management
Cedar County Community Services	400 Cedar St.	Tipton	IA	52772	Service Coordination Outreach
Crossroads/Cedar Employment Opportunities	401 W. 9th St.	Tipton	IA	52772	Vocational
Clinton County Case Management	PO Box 2957	Clinton	IA	52732	Targeted Case Management
Clinton County Community Supports	PO Box 2957	Clinton	IA	52732	Service Coordination Guardianship Outreach
Clinton MTA	1320 S. 2nd St.	Clinton	IA	52732	Transportation
CMHC of Mid-Eastern Iowa	505 E. College St.	Iowa City	IA	52240	Outpatient Therapy Medication Management Integrated Health Home
Community Health Care	500 W. River Dr.	Davenport	IA	52801	Health Home Medication
Compassion Counseling Inc.	2435 Kimberly Rd., Suite 145	Bettendorf	IA	52722	Outpatient Therapy Medication Management
Compassion Counseling Inc.	3500 Oakview Dr. Ste. C	Muscatine	IA	52761	Outpatient Therapy Medication Management
Consumer Designed Services	124 E. 2nd St.	Muscatine	IA	52761	Residential
Cornerstone Wellness	1523 S. Bluff Blvd.	Clinton	IA	52732	Outpatient Therapy Medication Management
Counseling for Healing Center	22834 Hwy. 64	Maquoketa	IA	52060	Outpatient Therapy
Crossroads Inc.	1424 Houser St.	Muscatine	IA	52761	Vocational Residential
DAC, Inc.	1710 E. Maple St.	Maquoketa	IA	52060	Vocational Residential Representative Payee

Delaware/Dubuque/Jackson Regional Transit Authority	7600 Commerce St.	Dubuque	IA	52002	Transportation
DHS Targeted Case Management	3817 W. Locust St.	Davenport	IA	52804	Case Management
Family Counseling and Psychology Center	2485 Tech Drive	Bettendorf	IA	52722	Outpatient Therapy
Family Foundations of Iowa	2435 Kimberly Road Suite 155	Bettendorf	IA	52722	Outpatient Therapy
Family Resources	2800 Eastern Ave.	Davenport	IA	52803	Outpatient Therapy Integrated Health Home
Family Resources	119 Sycamore St.	Muscatine	IA	52761	Outpatient Therapy Medication Management Integrated Health Home
First Med Pharmacy	1227 E. Rusholme St.	Davenport	IA	52803	Medications
Genesis Medical Center	1401 W. Central Park Ave.	Davenport	IA	52804	Emergency Room Inpatient Crisis Stabilization Referral
Genesis Psychology Associates	4455 E. 56 th St.	Davenport	IA	52807	Outpatient Therapy Medication Management
Globetrotters Transportation/Virgie White	1430 W. 8th St.	Davenport	IA	52802	Transportation
Goodwill of Northeast Iowa	2121 Holiday Dr.	Dubuque	IA	52002	Vocational
Goodwill of the Heartland	1410 S. 1st Ave.	Iowa City	IA	52240	Vocational
Handicapped Development Center	3402 Hickory Grove Rd.	Davenport	IA	52806	Residential Vocational Respite
Hillcrest Mental Health Center	117 S. Olive St.	Maquoketa	IA	52060	Outpatient Therapy Medication Management Integrated Home Health Crisis Stabilization
HyVee Drugstore	510 E. 6 th St.	Muscatine	IA	52761	Medication
HyVee Grocery	2600 2 nd Ave.	Muscatine	IA	52761	Medication
Jackson County Case Management	201 W. Platt St.	Maquoketa	IA	52060	Targeted Case Management
Jackson County Mental Health Dept.	201 W. Platt St.	Maquoketa	IA	52060	Service Coordination Outreach
Jackson County Regional Health Center	700 W. Grove St.	Maquoketa	IA	52060	Emergency Room Crisis Stabilization Referral
Liberty Counseling	1912 Middle Rd., Suite 300B	Bettendorf	IA	52722	Outpatient Therapy
Lutheran Services in Iowa	315 Iowa Ave. Ste. C	Muscatine	IA	52761	Residential Outpatient Therapy Community Support
Lutheran Services in Iowa	315 5 th Ave. South	Clinton	IA	52732	Crisis Stabilization
Mercy Medical Center-Clinton	1410 N. 4 th St.	Clinton	IA	52732	Inpatient Crisis Stabilization Emergency Room Referral

Midwest Building Services Inc.	2720 Ripley St.	Davenport	IA	52803	Home and Vehicle Modification
Muscatine Community Services	315 Iowa Ave.	Muscatine	IA	52761	Service Coordination Case Management Guardian/Conservator Outreach Representative Payee
Muscatine City Transit	1459 Washington St.	Muscatine	IA	52761	Transportation
New Dawn Counseling	2821 Highway 22	Muscatine	IA	52761	Outpatient Therapy
New Choices Inc.	2501 18 th St., Suite 201	Bettendorf	IA	52722	Residential Home Health
New Choices Inc.	2213 Grand Ave.	Muscatine	IA	52761	Residential Home Health
New Choices Inc.	2320 N. 2 nd St.	Clinton	IA	52732	Residential Home Health
Optimae Life Services	3500 Harmony Ct.	Muscatine	IA	52761	Outpatient Therapy Representative Payee Residential Home Health
Pathways Living Center Inc.	P.O. Box 1896	Clinton	IA	52732	Outpatient Therapy Residential
REM	616 1 st Ave. N.	Mt. Vernon	IA	52314	Residential
River Bend Transit	7440 Vine Street Court	Davenport	IA	52806	Transportation
Scott County Community Services	600 W. 4 th St.	Davenport	IA	52801	Service Coordination Outreach Guardian/Conservator Representative Payee
Skyline Center	2600 N. 4th St.	Clinton	IA	52732	Residential Vocational Home Health
Systems Unlimited	114 W. 5 th St.	Tipton	IA	52772	Residential Vocational
Unity Point Clinic	1518 Mulberry Ave.	Muscatine	IA	52761	Emergency Room Crisis Stabilization Referral Outpatient Therapy Medication Management Home Health
Unity Point Trinity Hospital	4600 3rd St.	Rock Island	IL	61265	Emergency Room Crisis Stabilization Referral Inpatient
Trinity/Unity Point Robert Young Mental Health Center	4600 3rd St.	Rock Island	IL	61265	Outpatient Therapy Medication Management Integrated Health Home Crisis Stabilization

Vera French Community Mental Health Center	1441 W. Central Park Ave.	Davenport	IA	52804	Outpatient Therapy Medication Management Outreach Residential Community Support Program Integrated Health Home Crisis Stabilization
Wagner Pharmacy	220 5th Ave. S.	Clinton	IA	52732	Medication
Wester Drug	315 E. 2 nd St.	Muscatine	IA	52761	Medication

County Services Agreement: Attachment #1.

Eastern Iowa Mental Health/Disability Services Region
County Services Agreement
For
Fiscal Year 2015

The Eastern Iowa Mental Health/Disability Services Governing Board is the Regional Administrative Entity, as defined in Iowa Code Section 331.388(4) and is the authorizing governing board for county services. The counties that make up the Eastern Iowa MH/DS Region perform the day to day service administration on behalf of the regional government. This agreement delegates the responsibility and funding for those services provided at the county level for Fiscal Year 2015 as outlined in the regional budget, annual service plan, and management plan adopted by the regional board to the counties. This Service Agreement entered into effective July 1, 2014 to June 30, 2015 by and between The Eastern Iowa Mental Health/Disability Services Governing Board and _____ County. Funding for these services may be a combination of property taxes, equalization funds and state payment program funds from the State of Iowa.

_____ County agrees to perform all administrative functions related to the oversight of the services and provide staff to review all applications for financial, clinical/service needs and residency eligibility. The county will be responsible to complete all documentation and data collection required for state reporting of all expenditures.

At the end of the fiscal year, an audit will be performed at the county level to determine funds spent in the fiscal year and the remaining fund balance. Excess fund balance as determined by the Eastern Iowa MH/DS Regional Governing Board will be sent to the region 30 days after the county audit is received.

Each party shall hold harmless from and indemnify the other party against all claims, suits, actions, costs, attorney fees, expenses, damages, judgments, or decrees, incurred by reason of any person or persons or property being damaged or injured by any employee or official of the party, whether by negligence or otherwise. This paragraph does not constitute a waiver of any defense, privilege, or immunity that either party would have against any claim, suit, or other action.

_____ County and the Governing Board acknowledges and agrees to comply with all applicable state and federal laws and regulations protecting the confidentiality of individual records, including Health Insurance Portability and Accountability Act of 1996 (HIPAA), corresponding Standards for Privacy of Individually Identifiable Health Information regulations and Security Standards for Protection of Electronic Protected Health Information.

_____ County shall comply with all applicable Federal and State laws prohibiting discrimination against persons on account of race, sex, color, age, religion, national origin, disability, ability to pay or any other protected class.

IN WITNESS WHEREOF, The Eastern Iowa Mental Health/Disability Services Governing Board and _____ County, have executed this Agreement as of the date first above written.

The Eastern Iowa Mental Health/Disability
Services Governing Board

_____ County

By: _____
Governing Board Chair

By: _____
Chairman, _____ County Board
Of Supervisors

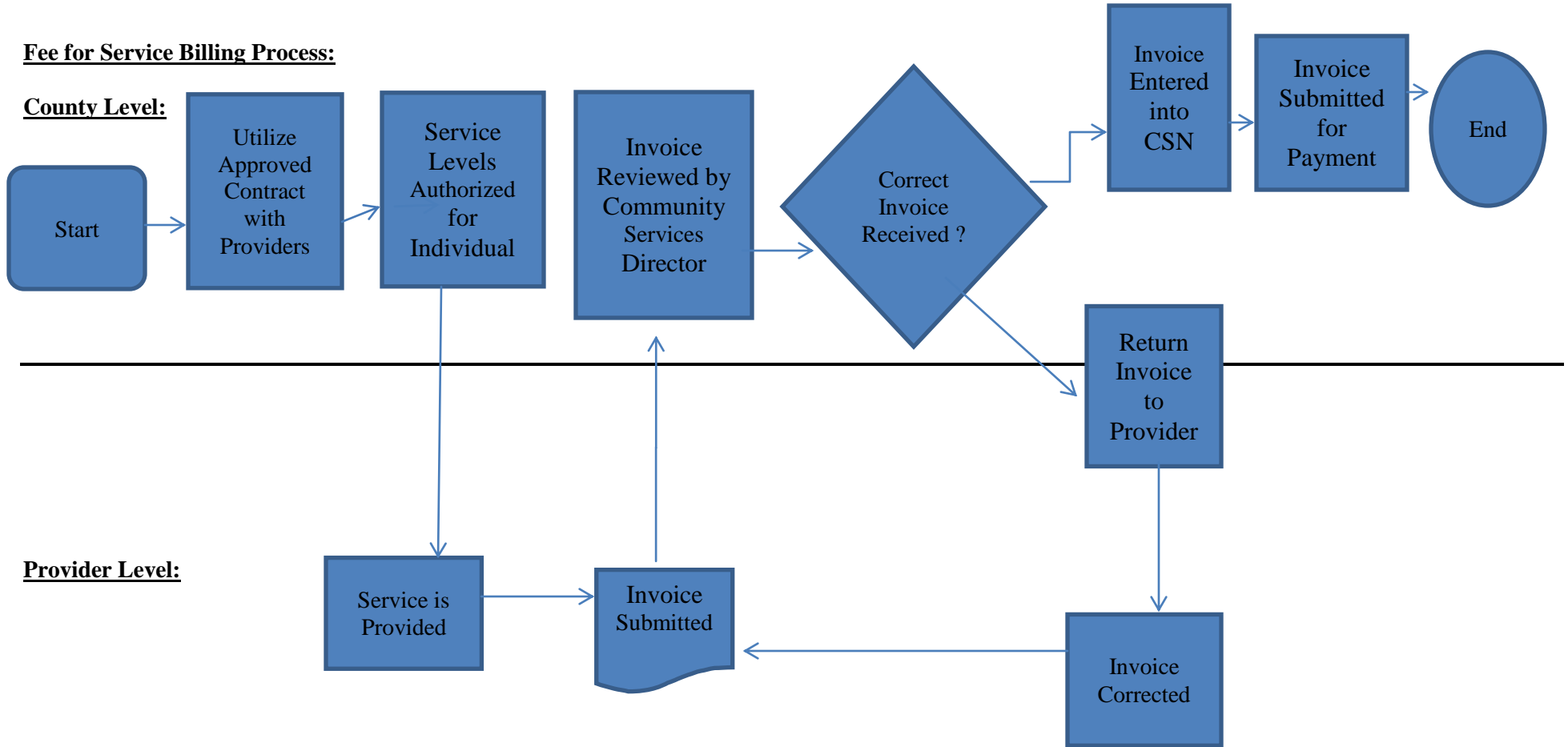
Date: _____

Date: _____

Flow Chart-Fee for Service Billing Process: Attachment #2.

Fee for Service Billing Process:

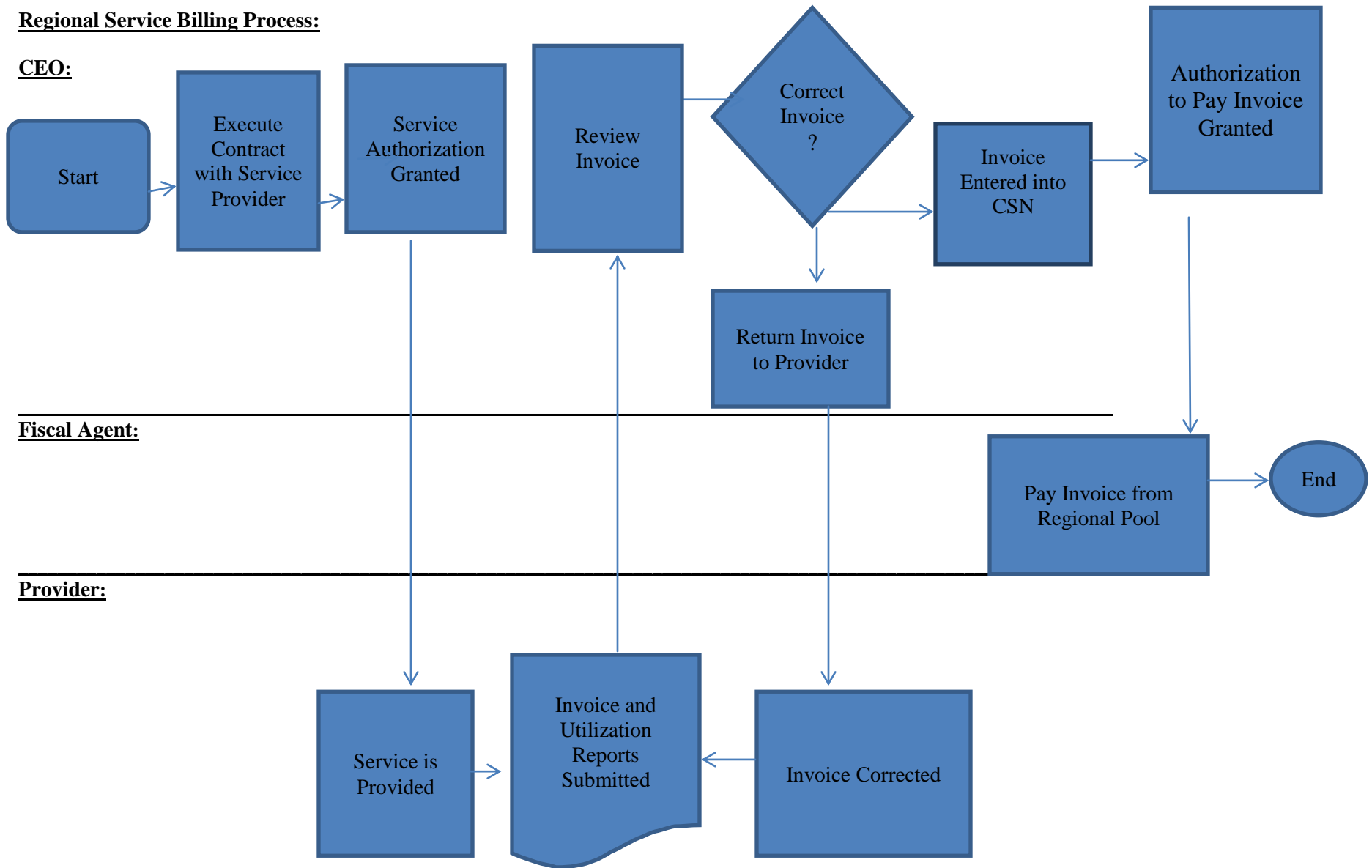
County Level:



Flow Chart-Regional Services Billing Process: Attachment #3.

Regional Service Billing Process:

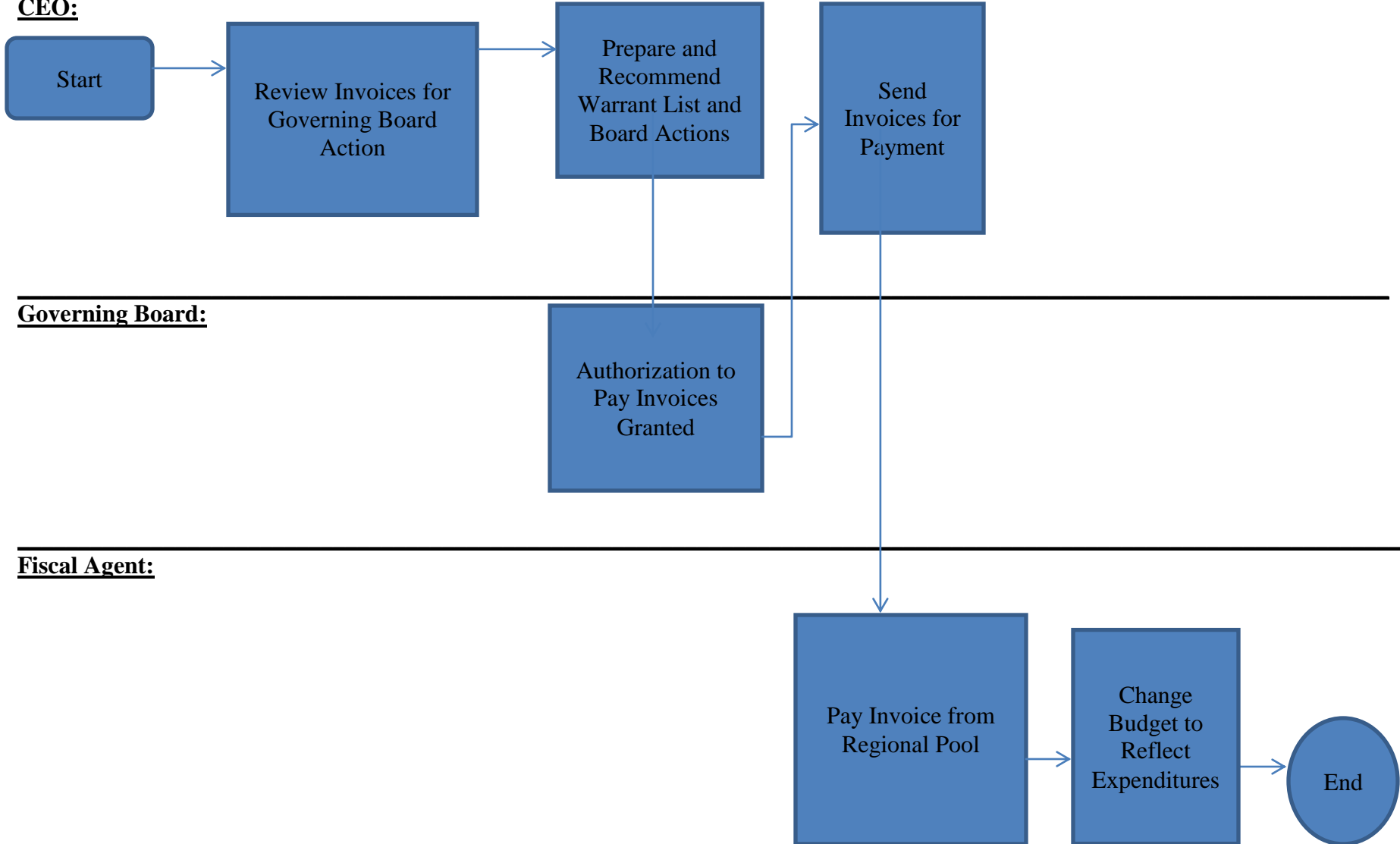
CEO:



Flow Chart-Administrative Costs Billing Process: Attachment #4.

Administrative Costs Billing Process:

CEO:



MONTHLY FEDERAL POVERTY LEVEL GROSS INCOME GUIDELINES

MONTHLY Income Thresholds by Sliding Fee Discount Pay Class and Percent of Poverty

Poverty Level*	100%	150%	175%		200%		225%		250%		300%		>300%
Family Size		≤ Below	15% Copay		30% Copay		45% Copay		60% Copay		75% Copay		ineligible
1	\$973	\$1,459	\$1,460	\$1,702	\$1,703	\$1,945	\$1,946	\$2,188	\$2,189	\$2,431	\$2,432	\$2,918	\$2,919
2	1310.83	\$1,966	\$1,967	\$2,294	\$2,295	\$2,622	\$2,623	\$2,949	\$2,950	\$3,277	\$3,278	\$3,933	\$3,934
3	\$1,649	\$2,474	\$2,475	\$2,886	\$2,887	\$3,298	\$3,299	\$3,711	\$3,712	\$4,123	\$4,124	\$4,948	\$4,949
4	1987.5	\$2,981	\$2,982	\$3,478	\$3,479	\$3,975	\$3,976	\$4,472	\$4,473	\$4,969	\$4,970	\$5,963	\$5,964
5	\$2,326	\$3,489	\$3,490	\$4,070	\$4,071	\$4,652	\$4,653	\$5,233	\$5,234	\$5,815	\$5,816	\$6,978	\$6,979
6	2664.17	\$3,996	\$3,997	\$4,662	\$4,663	\$5,328	\$5,329	\$5,994	\$5,995	\$6,660	\$6,661	\$7,993	\$7,994
7	\$3,003	\$4,504	\$4,505	\$5,254	\$5,255	\$6,005	\$6,006	\$6,756	\$6,757	\$7,506	\$7,507	\$9,008	\$9,009
8	3340.83	\$5,011	\$5,012	\$5,846	\$5,847	\$6,682	\$6,683	\$7,517	\$7,518	\$8,352	\$8,353	\$10,023	\$10,024
Each Additional person, add	\$338	\$508	\$592		\$677		\$761		\$846		\$1,015		

⁸Based on: CMCS/CAHPG/DEEO 2014 Poverty Guidelines. Discount Percentages are changed on an annual basis effective July 1st to be included with the Annual Plan. ([HTTP://ASPE.HHS.GOV/POVERTY](http://ASPE.HHS.GOV/POVERTY))

ANNUAL FEDERAL POVERTY LEVEL GROSS INCOME GUIDELINES

ANNUAL Income Thresholds by Sliding Fee Discount Pay Class and Percent of Poverty

Poverty Level*	100%	150%	175%		200%		225%		250%		300%		>300%
Family Size		≤ Below	15% Copay		30% Copay		45% Copay		60% Copay		75% Copay		ineligible
1	\$11,670	\$17,505	\$17,506	\$20,423	\$20,424	\$23,340	\$23,341	\$26,258	\$26,259	\$29,175	\$29,176	\$35,010	\$35,011
2	\$15,730	\$23,595	\$23,596	\$27,528	\$27,529	\$31,460	\$31,461	\$35,392	\$35,393	\$39,325	\$39,326	\$47,190	\$47,191
3	\$19,790	\$29,685	\$29,686	\$34,632	\$34,633	\$39,580	\$39,581	\$44,528	\$44,529	\$49,475	\$49,476	\$59,370	\$59,371
4	\$23,850	\$35,775	\$35,776	\$41,738	\$41,739	\$47,700	\$47,701	\$53,663	\$53,664	\$59,625	\$59,626	\$71,550	\$71,551
5	\$27,910	\$41,865	\$41,866	\$48,843	\$48,844	\$55,820	\$55,821	\$62,797	\$62,798	\$69,775	\$69,776	\$83,730	\$83,731
6	\$31,970	\$47,955	\$47,956	\$55,947	\$55,948	\$63,940	\$63,941	\$71,933	\$71,934	\$79,925	\$79,926	\$95,910	\$95,911
7	\$36,030	\$54,045	\$54,046	\$63,053	\$63,054	\$72,060	\$72,061	\$81,068	\$81,069	\$90,075	\$90,076	\$108,090	\$108,091
8	\$40,090	\$60,135	\$60,136	\$70,158	\$70,159	\$80,180	\$80,181	\$90,202	\$90,203	\$100,225	\$100,226	\$120,270	\$120,271
Each Additional person, add	\$4,060	\$6,090	\$7,105		\$8,120		\$9,135		\$10,150		\$10,023		

*Based on: CMCS/CAHPG/DEEO 2014 Poverty Guidelines. Discount Percentages are changed on an annual basis effective July 1st to be included with the Annual Plan.
([HTTP://ASPE.HHS.GOV/POVERTY](http://ASPE.HHS.GOV/POVERTY))