

# Connect Nevada: Strengthening Youth, Empowering Families

## Frequently Asked Questions, version 1.0

### Background

Beginning Feb. 1, 2024, Magellan Healthcare will coordinate and manage the new Connect Nevada: Strengthening Youth, Empowering Families program for children and youth, ages 3 through 20, who are at risk of out of home placement related to a behavioral health condition. Connect Nevada will provide High Fidelity Wraparound (HFW) services, intensive home-based therapies, emergency and planned respite services, and youth peer support.

- At the initiation of the program, Magellan staff will provide the HFW and intensive care coordination (ICC) services to youth.
- Community-based providers will be contracted as independent assessors.
- Magellan will contract with providers who offer intensive home-based therapies that focus on relevant, state approved evidence-based practices such as multisystemic therapy (MST), multidimensional family therapy (MDFT), functional family therapy (FFT), parents as teachers (PAT), parent child interactive therapy (PCIT), family centered treatment (FCT), and family check-up.
- Magellan will contract with providers who offer respite or youth peer support services.

Children and youth do not need to have insurance to qualify for the program. Families with youth in the program, or families who contact the program, will be referred to Nevada PEP for family peer services.

Magellan will manage the Connect Nevada program in partnership with Nevada Division of Child and Family Services (DCFS), along with other state and county agencies that work with or impact the lives of Nevada's youth. Connect Nevada will also coordinate with the existing Wraparound in Nevada (WIN) program, which will continue to be operated by DCFS.

Magellan is interested in contracting with providers who serve children, youth and families, for the services listed above. In addition, we would like to partner with all providers to focus on continuity of care for those receiving behavioral health services, perhaps through other insurers, who may benefit from access to the services provided under Connect Nevada. We believe a broader ICC/HFW program will remove the family case management burden and allow you to re-introduce child and youth services into their mix.

## Frequently Asked Questions

Provider Question	Answer
Can youth who do not have a caregiver still receive services?	Yes. The standards for fidelity to the High Fidelity Wraparound model do require youth to have a caregiver. However, Magellan will provide similar intensive care coordination services to youth who may not have a caregiver. These services will employ the principles of HFW even though they will not meet the requirements for the HFW model.
How will this program work with youth who are already in therapy?	<p>HFW is designed to supplement the services a child or youth might be receiving, to provide support to the youth and family/caregiver that can allow a therapist to focus on clinical needs.</p> <p>Any youth who is part of the HFW will be asked to include their therapist in the Child and Family Team. As long as the youth consents, the therapist will be invited to and encouraged to attend regular Child and Family Team meetings, allowing the therapist to be advised of strengths, needs and overall progress within HFW.</p>
How will Magellan interface with the state’s WIN program? Will the WIN program still operate, or will Connect Nevada replace WIN?	The DCFS WIN program will remain as a vital tool for youth and families in Nevada. Together, DCFS and Magellan are building interfaces, including streamlined referral processes between the two programs. At the initiation of Magellan’s Connect Nevada services, Magellan’s team will focus on areas of the state where WIN does not currently have staff. The collaboration will continue to grow and develop so that together we can serve as many children and youth as possible.
What is the role of an independent assessor?	An independent assessor provides a comprehensive clinical assessment, which has integrated either the Child and Adolescent Strengths and Needs (CANS) assessment (for ages 6-20) or the Early Childhood Services Intensity Instrument (ECSII). The independent assessor role allows for conflict-free case management to be provided to the youth and family.
Will Magellan contract with my agency if I already provide wrap around services?	<p>At the outset of the contract, Magellan was asked by the DCFS to provide all HFW services through its own employees. This will ensure a targeted and structured beginning to these services, building fidelity to the HFW model and clear outcomes reporting.</p> <p>Contracting with outside entities to provide HFW in the future remains an option as the program progresses.</p> <p>Magellan will contract with providers who offer wraparound services for assessments and other services under the contract.</p>

When does the Connect Nevada program begin?	Feb. 1, 2024
What is eligible?	<p>Children and youth, ages 3 through 20, who meet one of the following criteria:</p> <ul style="list-style-type: none"> <li>• At risk of custody relinquishment due to their behavioral health needs.</li> <li>• Medicaid (fee-for-service) enrolled or eligible and under or uninsured children and youth with serious behavioral health needs who are in or at-risk of out-of-home placement.</li> <li>• Medicaid (fee-for-service) enrolled or eligible and under- and uninsured children and youth who currently meet medical necessity criteria for a psychiatric residential treatment facility (PRTF) or psychiatric hospital level of care or are placed in a residential treatment facility.</li> <li>• Medicaid (fee-for-service) enrolled or eligible and under and uninsured children and youth who meet assessment criteria determined by an independent assessor.</li> </ul> <p>Youth who do not meet these criteria or who choose not to be involved in HFW, may still be eligible for services under this program.</p>
What are the covered services?	<ol style="list-style-type: none"> <li>1. ICC/HFW: <ul style="list-style-type: none"> <li>• High Fidelity Wraparound</li> <li>• Intensive care coordination</li> <li>• Targeted case management</li> </ul> </li> <li>2. Intensive home-based treatment that focuses on relevant, state approved evidence-based practices such as multisystemic therapy (MST), multidimensional family therapy (MDFT), functional family therapy (FFT), parents as teachers (PAT), parent child interactive therapy (PCIT), family centered treatment (FCT), and family check-up</li> <li>3. Emergency and planned respite</li> <li>4. Youth peer support</li> </ol> <p>Other services are not covered at this time but may be added as the program expands in the future.</p>
What type of providers can deliver services?	Licensed qualified mental health professionals (e.g., clinical professional counselor, etc.) can deliver assessments and intensive home-based treatment. Unlicensed staff can deliver respite and youth peer support.
Do the IHBT evidence-based services require training and certification?	<p>Yes.</p> <p>Depending on the EBP, the training can be anywhere from several days to several months. All providers of EBP must be certified by the respective EBP training/certification entity.</p>

<p>Who provides peer support?</p>	<p><i>Peer support providers</i> deliver peer support in person, by phone, or via telehealth, to individuals or groups.</p> <p><i>Family peer support partners</i> are individuals who have had experience as a caregiver of a youth with special needs, and preferably a youth with behavioral health needs; navigating child-serving systems; and who are trained to provide peer support, system navigation, and other types of assistance to families who have youth with serious or complex behavioral health needs.</p> <p><i>Youth peer partners</i> are individuals, ages 18 to 26, who have lived experience with behavioral health needs and with navigating child-serving systems, and have been trained to provide peer support, system navigation and other assistance to youth.</p>
<p>Is telehealth an option or must services be provided in-person?</p>	<p>Yes, telehealth is an option. Providers must comply with the state telehealth standards as defined in the provider agreement as well as complete Magellan’s telehealth attestation.</p>
<p>How is respite defined in this program?</p>	<p>Respite can be planned or offered during emergencies or times of crisis. Emergency respite is defined as immediate temporary/short-term care for children and youth when families are facing a crisis and no other safe childcare options are available. Emergency respite services include linking families to long-term community-based services and supports. Both emergency and planned respite will be provided using a self-directed model, and existing and/or new community-based providers.</p>
<p>How can I request a contract?</p>	<p>Contracts and credentialing applications were mailed to providers on Nov. 6, 2023. If you did not receive a contract, please email your name and contact information to <a href="mailto:NevadaProvider@MagellanHealth.com">NevadaProvider@MagellanHealth.com</a>.</p>
<p>How do I return my credentialing and contract documents?</p>	<p>All signed credentialing and contract documents can be returned to Magellan via secure (encrypted) email to <a href="mailto:NevadaProvider@MagellanHealth.com">NevadaProvider@MagellanHealth.com</a>, via fax at 1-888-656-1121 or mail to Magellan Healthcare, Attn: Network Services, 14100 Magellan Plaza, Maryland Heights, MO 63403.</p>
<p>How do youth get referred to the program?</p>	<p>Referrals can come from any source, including state agencies, primary care providers, residential facilities, family member, etc. Magellan prioritizes a “no wrong door” approach to services.</p>
<p>Will Magellan pay claims?</p>	<p>Yes, Magellan will pay claims for services billed by providers covered under the Connect Nevada program.</p> <p><b>Exception:</b> If the youth is eligible for Medicaid, the provider should bill Medicaid if the service being provided is covered by Medicaid.</p>

	<p>Providers who provide services to Connect Nevada youth and family that are not covered by the Connect Nevada program should continue to bill the payer who authorized the services.</p> <p>Claims must be filed within 90 days of the date of service and corrected claims within 60 days of receipt of the EOB/EOP.</p>
Who funds these services?	The services covered under Connect Nevada are paid for by ARPA funding, which was appropriated during the 2022 Interim Finance Committee session to support Children’s Behavioral Health. Other funding sources may also be applied. Medicaid can currently be used to fund assessments for youth who qualify.
Are the services covered by or replacing Medicaid?	Connect Nevada is a standalone program. Magellan was awarded the contract to set up and manage the system of care for these services.
Will Magellan authorize behavioral health services?	Yes, Magellan will authorize behavioral health services covered under Connect Nevada.
What is the service area?	Service will begin in Clark and Elko counties. As the program grows, it will be expanded regionally to eventually serve youth and families statewide.
Will I receive training?	Magellan will provide training to providers prior to Feb. 1, 2024, as well as ongoing training after this date. Training dates and information will be shared with providers via email. Resources, training events and other information will also be posted on the website, <a href="http://www.MagellanofNevada.com">www.MagellanofNevada.com</a> .