Impact Plus Providers

Kentucky, USA

Request for Services and Clinical Documentation Tips

* Include the DSM-IV R Diagnostic code and Diagnostic Title on all Axis I and Axis II. Ensure Axis I thru V is complete
* Completely fill out all forms and please use spell check if you are typing your documents
* Clearly indicate what services you are requesting. Clearly indicate what services you are providing
* Include the names of all responsible parties supporting the child/youth’s service plan
* Offer specific goals on the Collaborative Service Plan (treatment plan/treatment plan reviews) \**What* are the chief issues bringing the child into treatment? \*What behaviors/symptoms are you targeting?
* When psychiatric services are provided please include the provider’s rolling feedback regarding the child’s response/progress/lack of to pharmacology interventions
* On CSP what are the Target signs, symptom’s, behavior’s that you want to decrease or increase \*In the clinical information section on the Impact Plus Care Plans they are often clearly described
* Ex: “Defiant behavior has increased in frequency and intensity for the past 6 months. It is now occurring on a daily basis”
* Ex: “Child is verbally aggressive evidenced by screaming, yelling, threatening physical harm/safety of others”
* Tie/marry the clinical information/history/presenting problem to the CSP. They support each other. Presenting problem’s in the assessment should be addressed/incorporate on the CSP. Progress or lack of progress documented in the member’s progress report should be reflected in the CSP
* Describe the symptoms/behavior. If the child is Defiant/Breaking rules, being disruptive at home/in school; what behaviors are associated with the defiance? Are they using profanity, throwing things at the teacher/peers while in class? Are these major or minor rules being broken? Are these family/or society social norms/rules?
* Identify how progress is being measured. Use AEB: As evidenced by…
* Ex: Are you using an outcomes instrument, token system, stars, red, yellow, green light system, daily calendar with stickers?

Benefits of Measurable Plans

* Clear ‘road’ map for the treating provider(s), child, family, support system
* Progress or lack of progress clearly defined. Will help validate the hard work the child, family is doing to meet their goals. Gives everyone the opportunity to celebrate treatment ‘wins’ no matter how big or small the step to recovery is
* Will help you, the provider hold the child, family, system accountable when progress is not being made
* Helps demonstrate good outcomes and member care
* Allows the WellCare clinical review team to clearly identify medical necessity. Affords ease of the concurrent authorization review process
* When lack of progress is clearly defined, the family’s treatment team can course correct. This affords the opportunity to review if this child is in the right level of care for their treatment needs