



*State of New Jersey*  
*Department of Human Services*  
*Children's System of Care Initiative*

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**TO:** All Providers of Mental/Behavioral Health Services – **For Action**  
All Other Providers – **For Information Only**  
Health Maintenance Organizations – **For Information Only**

**SUBJECT:** Frequently Asked Questions About The Children's System of Care Initiative (CSOCI)

**EFFECTIVE:** Immediately

**PURPOSE:** The purpose of this newsletter is to summarize and clarify information related to the Children's System of Care Initiative (CSOCI), based on questions that have been received from the provider community and others about the Initiative.

**BACKGROUND:** The CSOCI was developed by the Department of Human Services to reform the delivery of mental health services and other formal and informal community resources and services to children and young adults. Previous Newsletters have been sent to providers discussing this Initiative; however, feedback has been received that some providers still have questions related to the CSOCI.

**ACTION:** This Newsletter addresses the questions that have been asked most frequently. All providers are encouraged to read the attached list of questions and answers and share this information as needed.

**RETAIN THIS NEWSLETTER BEHIND THE NEWSLETTER TAB  
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## **FREQUENTLY ASKED QUESTIONS ABOUT THE CHILDREN'S SYSTEM OF CARE INITIATIVE (CSOCI)**

### **What is the Children's System of Care Initiative?**

The Children's System of Care Initiative (CSOCI) is a Department of Human Services' initiative, developed with the collaborative efforts of the Divisions of Youth and Family Services, Mental Health Services and Medical Assistance and Health Services to improve mental health services for the children of New Jersey. The CSOCI will be phased in over the next several years and will eventually serve as a referral source and initial starting point for mental health services to all children in New Jersey who require access to publicly funded services. Initially we are providing services to those children who are most affected by the presence of serious emotional or behavioral disturbances and have already been separated from, or risk separation from, their families and communities.

### **Who is eligible for CSOCI services?**

CSOCI services are available to children and adolescents up to age 18 and to those young adults between the ages of 18 and 21 who were enrolled in the CSOCI and receiving services prior to their 18<sup>th</sup> birthday and are transitioning into the adult serving system.

### **How is a child referred for CSOCI services?**

During the transition period, children and young adults are referred to the CSOCI by a service agency they are currently involved with. This may include one or more of the following: the Division of Youth and Family Services, the Division of Mental Health Services, the Juvenile Justice Commission, the family court system, the probation department, or the Department of Human Services CSOCI Management Team. As the CSOCI expands, other avenues for referral will become available. Once enrolled in the CSOCI, the child or young adult will receive a CSOCI Identification Card.

### **What is a CSOCI identification card?**

A CSOCI Identification card is a card similar to a standard Medicaid/NJ FamilyCare Identification card, except that the card is BLUE in color. These cards are issued to all children and young adults who are enrolled in the CSOCI.

- ♣ If a beneficiary is a Medicaid/NJ FamilyCare beneficiary **and** enrolled in the CSOCI, then the 12-digit identification number on both cards will be identical and it will indicate that the beneficiary is eligible for "Service Package E" (CSOCI).

- If a beneficiary is enrolled in the CSOCI **only**, the 12-digit eligibility identification number will begin with "3560" as the first 4 digits and it will indicate that the beneficiary is eligible for "Service Package E" (CSOCI).

### **How can a provider confirm that a beneficiary is enrolled in the CSOCI?**

Providers should check the CSOCI identification card that the child presents and utilize the MEVS or REVS systems to check on the eligibility status of a specific beneficiary. If the beneficiary is enrolled in the CSOCI, you will hear a message that says that the beneficiary is eligible for "Service Package E" in addition to any other program (Medicaid/NJ FamilyCare) for which the individual is eligible. The combination of the programs is the beneficiary's complete coverage. Thus, a beneficiary covered under NJ FamilyCare Plan – D and the CSOCI, is eligible to receive additional mental health services not covered as part of NJ FamilyCare Plan – D coverage.

### **What services does a CSOCI identification card cover?**

These services include traditional mental health services and new services that are part of the Individualized Service Plan (ISP) developed by the Child/Family Team of the Care Management Organization (CMO).

The services that are listed on the CSOCI identification card are listed below. The services that are in **bold** are the services that are billable to Unisys, the Division's current fiscal agent. The other services below are authorized and reimbursed through the CMO. All services must be provided as part of an approved ISP.

The services covered are:

- **Screening, Evaluation & Diagnostic Services**
- Multi-System Assessment
- **Care Management**
- **Selected Psychiatric Hospital Inpatient Services**
- Other individualized support and wraparound services available through the CMO
- Parental Support Services
- Crisis Stabilization Beds
- **Group Home Care**
- **Community Psychiatric Residential Care**
- **Individual, Group and Family Therapy**
- **Medication Management**
- **JCAHO-Accredited Inpatient Psychiatric Care Facilities**
- **Partial Care/Partial Hospitalization**
- Intensive In-Home Services
- Behavioral Assistance Services
- Mobil Crisis Emergency Services

### **Can the CSOCI identification card be used by the beneficiary to receive any other services from Medicaid/NJ FamilyCare providers?**

NO. The CSOCI identification card does not indicate eligibility for, and may not be used to obtain, services other than those provided under CSOCI. Beneficiaries must

continue to use their Medicaid/NJ FamilyCare card and/or their HMO identification card for all other covered services as provided by the Medicaid/NJ FamilyCare plan in which they are enrolled.

**Are the other family members also entitled to "Service Package E" if they are receiving Medicaid/NJ FamilyCare benefits?**

NO. The CSOCI identification card authorizes mental health services to be provided **only** to the beneficiary whose name is listed on the card.

If more than one beneficiary in a family unit is receiving CSOCI services, then each child will have an individual CSOCI identification card in addition to their Medicaid/NJ FamilyCare identification card.

**Are Medicaid/NJ FamilyCare benefits reduced by enrollment in the CSOCI?**

NO. CSOCI eligibility does not reduce services. CSOCI enrollment provides necessary mental health services that may not be available to the beneficiary under those other program(s) and supplements the available mental health services of those program(s). For example: A NJ FamilyCare Plan – D beneficiary is limited to 20 visits per year of outpatient mental health services. If that beneficiary is also enrolled in the CSOCI, there is no limit to the number of visits, as long as the treatment was included in the approved ISP developed by the Child/Family Team.

**What is a Care Management Organization (CMO)?**

A Care Management Organization (CMO) is an independent, community-based organization that combines advocacy, service planning and delivery, and care coordination into a single, integrated, cross-system process. The CMO works with the child and the family to assess, design, implement and manage child-centered and family-focused individual service plans (ISPs) for beneficiaries whose needs are complex, requiring intensive care management techniques that cross multiple service systems.

The CMOs focus their efforts on a subset of the general CSOCI population, specifically addressing the special needs of those children and young adults with the most serious emotional or behavioral disturbances, who are involved with multiple child-serving systems.

**How is a child referred for CMO services?**

A child is referred for CMO services by one of the child's current child serving system contacts (DYFS, DMHS, JJC caseworker, probation officer, family court judge, etc.) who feels that the child's emotional and behavioral disturbances indicate the need for the intensive services provided by a CMO.

The Contracted Systems Administrator (CSA) accepts the referrals and authorizes the CMO services to be provided to the child, adolescent or young adult.

Parents seeking services for their children should contact their current mental health professional or other service system partner (probation officer, juvenile justice staff, DYFS worker, etc.) for referral information.

### **What areas of the State are covered by CMO providers?**

As of June 2002, CMO services are available in 7 of the 21 counties in New Jersey: Atlantic/Cape May, Bergen, Burlington, Mercer, Monmouth and Union. CMO services in the rest of the counties will be phased in over the next several years.

### **What is an Individualized Service Plan (ISP)?**

An ISP is a comprehensive plan of treatment for the child enrolled in a CMO. The plan is required to address all areas of the child's life. The goals of the ISP focus on stabilizing and sustaining family and community life by delivering the needed traditional and non-traditional mental health services and social supports that the child and his or her family need to maintain or return the child to his or her home.

### **Who develops and implements the ISP for the child?**

To complete a comprehensive ISP, the CMO is responsible for developing a child/family team, in conjunction with the family member or caregiver.

The plan is intended to be the result of a collaborative effort of all individuals who have an interest in the welfare of the child, so there is no maximum limit for the number of people allowed on a Child/Family Team. Members of the team may include, but are not limited to, teachers, doctors, counselors, ministers or clergy, other positive community members, family members, friends, neighbors and/or anyone else that the family wants included in the team.

### **Can the family refuse CMO services?**

YES. The parent or legal guardian of a child has the right to refuse any treatment for that child.

### **Can the CMO refuse to provide services to a child?**

NO. All CMOs are required to admit the child on a "no eject/no reject" basis; this means that a CMO cannot reject a child that is referred to them by an authorized source and that a child cannot be "kicked out" of a CMO once he or she is enrolled. The ISP contains a plan to maintain enrollment for the child, adolescent or young adult receiving the CMO services on a "no eject/no reject" basis until the defined outcomes and discharge criteria specified in the ISP are met.

**Can a child be enrolled in the CSOCI without being enrolled in a CMO?**

No, not yet. As of the date of this Newsletter, all children who are in the CSOCI are enrolled in, or have been discharged from, a CMO. This is being done as the CSOCI is implemented throughout the State because the DHS and other CSOCI partners are concentrating on providing services to the children who present the most urgent need for services. As the CSOCI continues to be developed and implemented statewide, service will eventually be expanded to include those children who are not in need of the intensive services offered by the CMO.

**How does a provider know which CMO the beneficiary is receiving services from?**

A child receives services from the CMO in the county in which the child resided prior to placement into an institutional placement or resided at the time the system partner referred the child into the CSOCI.

If a provider has not been contacted by a CMO to provide services, and they receive the Service Package E message on the REVS/MEVS system, they are not authorized to provide services to that beneficiary.

**Cape May/Atlantic Counties**

Cape/Atlantic Integrated Network for Kids (I.N.K.)  
200 South Shore Road -- Unit 4  
Mamora, NJ 08223

Alan DeStefano, Executive Director  
PHONE: (609)-390-4448

**Burlington County**

Partners for Kids and Families  
122 Burrs Road  
Mt. Holly, NJ 08060

Sue Ryan, Executive Director  
PHONE: (609) 518-6800

**Bergen County**

Bergen's Promise  
389 Main Street, Suite 213  
Hackensack, NJ 07601

Dean Pastras, Executive Director  
PHONE: (201)-498-9501

**Mercer County**

Capital County Children's Collaborative  
100 Overlook Drive, 2<sup>nd</sup> Fl.  
Princeton, NJ 08540

Deborah Megaro, Executive Director  
PHONE: (800)-605-7288

**Monmouth County**

Monmouth Cares, Inc.  
100 Highway 36 East, Ste. 1-E  
West Long Branch, NJ 07764

Kathy Collins, Executive Director  
PHONE: (732) 222-8008

**Union County**

Families & Community Together  
(FACT)  
3 Monroe Street  
Union, NJ 07083

Richard Hlavacek, Executive Director  
PHONE: (908) 686-9090

**Note:** The CMOs for the other counties are being developed as the CSOCI is phased in throughout the State.

**How does a provider enroll in the CSOCI?**

Literally, a "CSOCI Provider" means: a Medicaid/NJ FamilyCare-enrolled provider who is rendering services to a child enrolled in the CSOCI.

***A CSOCI provider is a MEDICAID provider.***

Mental health providers that are enrolled as Medicaid/NJ FamilyCare providers are already eligible to provide those services to a child enrolled in the CSOCI. This includes all provider types authorized by the Medicaid/NJ FamilyCare program to render mental health services, including, but not limited to, physicians, hospitals, nurse practitioners, mental health clinics, psychologists, residential treatment centers and group homes.

**How does a provider receive reimbursement for traditional mental health services provided to a CSOCI-enrolled beneficiary?**

When contacted by a CMO to provide a Medicaid/NJ FamilyCare-reimbursable service, providers submit the appropriate claim to Unisys, the DMAHS fiscal agent for CSOCI-related claims. Providers should follow standard billing procedures as explained in their manuals and billing supplements, including entering the prior authorization number for the service provided to them by the CMO in the appropriate field of the claim, if appropriate.

**REMEMBER:** Just having a CSOCI identification card does not authorize the service or guarantee reimbursement. Providers must contact the CMO in the child's service area to ensure that a service is eligible for reimbursement and authorized by the beneficiary's Individualized Service Plan (ISP).

Providers with specific billing questions should contact Provider Services at:  
**1-800-776-6334**

**Are there other ways to receive reimbursement?**

YES. The Care Management Organization (CMO) may contact providers to render services that are not reimbursable through the Unisys system. In this case, the provider will be reimbursed directly from the CMO and shall not bill the Medicaid/NJ FamilyCare program.

**How are disputes over reimbursement to be addressed?**

If the provider is having a problem obtaining reimbursement from Unisys, they are to follow the established procedures related to grievances and fair hearings in N.J.A.C. 10:49 and their individual provider manuals.

If a provider is having a problem obtaining reimbursement from a CMO for a service that they contracted with the CMO to provide, the provider must deal directly with the CMO to resolve the problem in accordance with the agreements and/or contracts between the provider and the CMO.

Under no circumstances should the beneficiary or any member of the beneficiary's family be charged, in whole or in part, for any services provided, other than any copayment as required by the NJ FamilyCare plan in which they are enrolled.

### **What is a Contracted Systems Administrator (CSA)?**

The CSA provides technical and administrative support for the CSOCI, including electronic recordkeeping, information management, financial tracking and care utilization management. The management and quality improvement functions of the CSA help to promote the best practices and ensure that the most comprehensive and effective mental health services are delivered to the beneficiaries. The CSA is responsible for gathering and organizing data for the Department of Human Services (DHS) and its Divisions to use in tracking and monitoring the success of the CSOCI. However, the DHS retains control over all service dollars and full authority and management responsibility for all CSOCI operations.

### **Who is the CSA in New Jersey?**

The DHS has contracted with ValueOptions, a nationally known organization, to serve as the CSA for the CSOCI. ValueOptions' New Jersey service center is centrally located in Mercer County, facilitating a close working relationship with the DHS, its Divisions, and Unisys, the fiscal agent for Medicaid/NJ FamilyCare.

### **What is a CSOCI Newsletter?**

A CSOCI Newsletter serves the same function and is similar in format to a regular Medicaid Newsletter, except for the brightly colored banner on the top of the first page which says "State of New Jersey, Department of Human Services, Children's System of Care Initiative." The primary function of the CSOCI Newsletter is to communicate necessary information to providers. CSOCI Newsletters will be distributed to those providers who render services to children, adolescents and young adults who are receiving CSOCI services. Primarily, this will include mental health providers; however, there may be times when all providers receive a CSOCI newsletter, if the subject would be of interest to everyone (this issue for example). CSOCI Newsletters should be retained for future reference.

These Newsletters, like the traditional Medicaid Newsletters, are available on the Unisys website: [www.njmmis.com](http://www.njmmis.com).

### **Still curious?**

For more detailed information related to the CSOCI, including the latest developments and some of our success stories, please visit our website at [www.njkidsoc.org](http://www.njkidsoc.org).