Division of TennCare

Care Coordination Service Overlap

Supplemental Information

June 2022

What is Care Coordination Service Overlap (CSSO) and why is it ending?

Tennessee Health Link (THL) is an intensive care coordination service which launched in December 2016. THL replaced Level 2 Case Management and was designed to complement Intensive Community-Based Treatment (Continuous Treatment Team and Comprehensive Child and Family Team services (CTT/CCFT)). It has become evident that a duplication of services exists between THL and the Intensive Community-Based Treatment programs. Per the Centers for Medicare and Medicaid Services (CMS) guidelines, care coordination services must be medically necessary and non-duplicative.

When does it go into effect?

As of October 1, 2022, behavioral health providers will no longer be able to simultaneously enroll a member in THL and the Intensive Community-Based Service programs (i.e., CTT and CCFT). If a member is receiving CTT/CCFT, they will be excluded from THL. At this point, THL claims will deny if the member is receiving CTT/CCFT. Once CTT/CCFT ends, THL services can resume. No additional steps are needed by the THL provider for THL services to resume. See section 3.2 in the THL Provider Operating Manual for more information on program exclusions. https://www.tn.gov/content/dam/tn/tenncare/documents2/HealthLinkProviderOperatingManual.pdf

How will I know what members have duplication?

Beginning July 2022, the MCOs will send all providers an individual THL Duplication of Services Report. This document will outline all members who are enrolled in duplicative services. This report will be sent monthly until the launch date of October 1, 2022. Members will also receive a letter from their MCO notifying them that they will not be able to receive THL and CTT/CCFT simultaneously as of October 1, 2022.

Who do I contact if I have questions?

For questions regarding programmatic change, please contact Brent Robinson at brent.robinson@tn.gov. For logistical questions regarding implementation (i.e., THL Duplication of Service Report, claims) please contact your MCO representative.

Amerigroup: agptnhealthlink@amerigroup.com

BlueCare: GM_TennCareTHL@bcbst.com

UnitedHealthcare: bh_payment_reform@uhc.com

Service Comparison of Tennessee Health Link, Continuous Treatment Team and Comprehensive Child and Family Treatment

*This tool is not to be used for medical necessity determinations. Please refer to the appropriate Medical Necessity Criteria for each service.

Tennessee Health Link (THL)	Continuous Treatment Team (CTT)	Comprehensive Child and Family Treatment (CCFT)
Population: Adults and Children	Population: Adults and Children	Population: Under 21
Members identified based on: 1. Diagnosis 2. Health care utilization patterns 3. Functional need	Members identified based on: 1. Acute psychiatric problems 2. At risk for out of home placement	Members identified based on: 1. Family instability 2. Child exhibiting high risk behaviors
Services: 1. Comprehensive care management 2. Care coordination 3. Health promotion 4. Transitional care 5. Patient and family support 6. Referral to social supports	Services: 1. Intensive care coordination 2. Treatment 3. Rehabilitation services 4. Delivered in the home or community 5. Provided in the context of strong partnerships with family and other community support 6. Crisis intervention and stabilization 7. Counseling 8. Skills building 9. Therapeutic intervention 10. Advocacy 11. Educational services 12. Medication management as needed 13. School based counseling and interventions with teachers	Services: 1. High intensity 2. Time-limited 3. Provide stabilization 4. Prevent out of home placement 5. Focused on child, family and parental/guardian behaviors and interactions 6. Treatment oriented and situation-specific 7. Focus on short-term stabilization goals

Links to Medical Necessity Criteria for each MCO

Amerigroup: Adults, Child & Adolescents

BlueCare: Adults, Child, & Adolescents

UnitedHealthcare: Adults, Child, & Adolescents