

Children’s Review Program (CRP)

Frequently Asked Questions About Levels of Care for Therapeutic Foster Care (TFC) and Residential Treatment Facility (RTF) Programs

<i>Question</i>	Answer
<i>What is a level of care and why is a level of care required?</i>	A level of care guides placement and services for a child and determines the per diem rate that a program receives from the state. Children are assigned a level of care from 1 to 5, based on the child’s needs and level of risk. The level of care definitions and procedures are identified in 922 KAR 1:360 (https://apps.legislature.ky.gov/law/kar/922/001/360.pdf).
<i>What should I do when I get a new admission into my program to ensure I keep the child’s level of care current?</i>	Go to https://kyapp.bluegrass.org/crp/ (CRP’s Child Information System) and verify the child is listed on your program’s “Youth Information” list. The list will include due dates of information required to keep the level of care current. If the child is not on the list, contact CRP and provide them with admission information, verify whether the child’s level of care is valid, and inquire when your program needs to submit an Application for Level of Care Payment (ALP/CRP-7). If you do not have a user account set up that will allow you to log in to CRP’s Child Information System, contact Tye Reece at (859) 455-7452 (ext. 3328). Also, if you have any questions or corrections about the youth information displayed on the Youth Information page, please contact CRP.
<i>How do I maintain a child’s level of care, how often is this required, and what documentation does my program need to submit for this process?</i>	The process of maintaining a level of care when a child is in an out-of-home placement is called a <u>Utilization Review (UR)</u> which requires your submission of an ALP. TFC programs are required to submit an ALP (CRP-7) covering the last 6 months that the child was in the program. RTF programs are required to submit an ALP (CRP-7) covering the last 3 months that the child was in the program. (Please note that if a child’s first placement is in an RTF, the program will submit an ALP covering the first three months and then another ALP at the end of the next three months. A level is only assigned on the second of the three months covered. Thereafter, the youth will be on a 3-month cycle while in RTF placement.) TFC and RTFs may submit materials for a <u>Utilization Review</u> up to 30 days prior to the <u>Utilization Review</u> date. The most recent Child and Adolescent Needs and Strengths Assessment (CANS) Report completed during the <u>Utilization Review</u> reporting period should be submitted with each ALP. When the CANS Report is not available, one of the other approved tools may be submitted. All tools must include child-related information from the reporting period and provide information relevant to assigning a level of care.

Question	Answer
<p><i>(CONTINUED)</i></p> <p><i>How do I maintain a child's level of care, how often is this required, and what documentation does my program need to submit for this process?</i></p>	<p>Other Approved Tools (When CANS Report is not available):</p> <ul style="list-style-type: none"> • Assessment/Biopsychosocial • Discharge Information from previous placement (Must include information about child's progress and service needs.) • DJJ/Court information • DPP-1294B • IEP/Educational Information • Medically complex information (including the Individual Health Plan) • Psychological Evaluation • Psychiatric hospital/PRTF information (e.g., discharge summary, treatment recommendations) • Treatment Plan (Must include information about the child's progress on treatment goals.) <p>Children who are 18 years old or who will be turning 18 before their next Utilization Review is due do not require that a CANS Report (or other tool) be submitted with the ALP.</p> <p>Within 5 business days of receipt of complete materials, programs will receive an updated level of care via the CRP-2 Notice of Level of Care Payment Authorization which identifies the effective date of change for a level (if applicable), and the due date for the next Utilization Review.</p>
<p><i>How can TFC staff get trained on how to complete the ALP?</i></p>	<p>Training on how to complete the ALP (CRP-7) for accurate level assignment can be found through the TRIS site (https://learn.trc.eku.edu/moodle/login/index.php). The <i>ALP Completion for Accurate Level Assignment</i> document compliments this training and is available on CRP's website (https://newvista.org/sites/default/files/ALP-CRP-7_FormInstructions.pdf).</p>
<p><i>What happens if my program's documentation is submitted late?</i></p>	<p>If an ALP (CRP-7) is submitted late for a Utilization Review and the level of care increases or decreases, the program can be impacted financially. See 922 KAR 1:360, Section 11, "Utilization Review and Authorization of Payment" for details regarding this impact.</p> <p>In addition, CRP provides a monthly report to the Cabinet identifying programs' timely compliance with the submission of reports.</p>
<p><i>What happens if I do not get a level of care back from Children's Review Program within 5 business days of submitting a report?</i></p>	<p>There are several possibilities for why your program has not received an updated level of care (CRP-2 form). The most common issue is that the materials submitted for the Utilization Review were incomplete. This may be due to a missing required item, missing pages from a document, the CRP-7 having sections not fully completed or missing, etc. If there is an issue in processing the Utilization Review materials received, CRP will notify your program.</p> <p>Other reasons that you may not have received an updated level of care include: 1) CRP did not receive materials; or 2) The Notice of Level of Care Payment Authorization (CRP-2 form) did not transmit successfully from CRP to your program. Prior to calling CRP about not receiving an updated level of care on a youth, please go to our web application and check the Youth Information page (at https://kyapp.bluegrass.org/crp/) to see if a level of care has already been updated for the youth.</p>

Question	Answer
<p><i>What if a child admitted does not have a level of care (and has never had a level of care)?</i></p>	<p>If the child has never been assigned a level of care before (known as an Initial level of care), the DCBS Worker will need to submit an 886A and one of the approved tools to CRP to assign a level of care. Once this has occurred, the child will be placed on a Utilization Review cycle.</p> <p>Programs are expected to complete ALPs for youth in their care on the cycle required for their program type regardless of whether an Initial level of care has been assigned. Contact CRP to obtain the projected date of a Utilization Review if a child does not have a current level of care. Programs should submit an ALP (CRP-7), so that when the DCBS Worker does obtain the Initial level of care, the program's paperwork will still be considered timely.</p> <p>An 886 (Private Child Care Client Inter-Agency Referral Form) which contains the child's Initial level of care is only submitted to the DCBS Billing Clerk. A program may request a copy of this form from CRP for billing inquiry purposes or in order to request a Redetermination.</p>
<p><i>Since children under the age of 4 do not require a level of care, what do I need to do when a child turns 4 years old in my program?</i></p>	<p>Once a child turns 4 years old in your program, a level of care is required. It is suggested that 30 days prior to the child's 4th birthday that the program contact the child's DCBS Worker and ask the DCBS Worker to submit materials for an Initial level of care to be assigned. The program may assist in the process by offering a copy of one of the tools that the DCBS Worker can submit with the Initial level of care, and by providing information that can be included on the 886A.</p>
<p><i>Can children under 4 years old have a level of care assigned?</i></p>	<p>Although it is not required, children under 4 years old can have a level of care assigned if they meet at least one of the following conditions:</p> <ol style="list-style-type: none"> 1) Child is designated medically complex by CHFS. (All children designated medically complex are required to have a level of care assignment, regardless of age, when they are admitted to a TFC or RTF.) 2) Child has significant behavioral or mental health issues. <p>If either of these conditions may exist, the program should contact the child's DCBS Worker and discuss obtaining a level of care.</p>
<p><i>What happens if a child admitted has had a previous level of care that has expired? How do I get a level for this child and get back on a Utilization Review cycle?</i></p>	<p>For any child who has had a previous level assigned that has expired, a Reassignment is required. This basically updates the child's level of care status so that it is current. Unlike the Initial level of care assignment, TFCs or RTFs have the opportunity to obtain the level of care without involving the DCBS Worker. This is called a PCC Reassignment (PCC stands for "Private Child Caring", which is used in a general way to refer to both TFC and RTF programs). However, it is considered best practice to notify the DCBS Worker to avoid duplication of effort and to promote collaboration when a PCC Reassignment is being done. Programs only have a 30-day window of opportunity after a child's placement to do a PCC Reassignment (see 922 KAR 1:360 for further details).</p> <p>In order to complete a PCC Reassignment, your program can do any of the following:</p> <ol style="list-style-type: none"> 1) Submit a fully completed ALP (CRP-7) along with a CANS Report or one of the other approved tools (see page 2) OR 2) Submit the 1st page of the ALP, a copy of an 886A (completed in the last 30 days), and a CANS Report or one of the other approved tools; OR 3) Submit the 1st page of the ALP and a copy of your program's psychosocial assessment. <p>When submitting an ALP or a portion of the ALP for a PCC Reassignment, programs should make sure to write the words "PCC Reassignment" at the top of the first page of the ALP.</p> <p>For a PCC Reassignment, both the DCBS Billing Clerk and the program will receive a copy of the CRP-6 Notice of Level of Care Payment Authorization Reassignment with the youth's level of care.</p>

Question	Answer
<p>(CONTINUED)</p> <p><i>What happens if a child admitted has had a previous level of care assigned that has expired? How do I get a level for this child and get back on a Utilization Review cycle?</i></p>	<p>If the child has been placed in your program more than 30 days, the DCBS Worker will need to do the Reassignment. The DCBS Worker will need to submit an 886A and one of the approved tools to CRP to assign a level of care. Once materials are received and a level of care has been assigned, the child will be placed on a Utilization Review cycle. An 886 form with the current level of care is generated and submitted to the DCBS Billing Clerk – just as with the Initial level of care.</p>
<p><i>What happens if a Utilization Review is due for a child who has recently been admitted to my program?</i></p>	<p>It is possible that you may have a child admitted to your program who has a Utilization Review (UR) due within 30 days of their placement in your program. The Utilization Review may even be due on the day you admit the child. Because programs will have had little time to get to know the child in these cases, Utilization Review protocols have been amended. If a Utilization Review is due for a child who has been placed in your program for less than 30 days, your program can do any one of the following:</p> <ol style="list-style-type: none"> 1) Submit a fully completed ALP (CRP-7) along with a CANS Report or one of the other approved tools (see page 2); OR 2) Submit the 1st page of the ALP, a copy of an 886A (completed in the last 30 days), and a CANS Report or one of the other approved tools; OR 3) Submit the 1st page of the ALP and a copy of your program’s psychosocial assessment.
<p><i>What if the level of care does not appear accurate for a child or the child’s needs and behaviors have changed since the last level of care review?</i></p>	<p>Programs can request what is called a Redetermination when a child’s level of care does not appear accurate or the child’s needs and behaviors have changed since the last level of care review. (See Redetermination/Appeal Process for Levels of Care, attached). A Redetermination can be requested at any time for a child with a valid level of care. However, before requesting a Redetermination, please review the level of care definitions located in 922 KAR 1:360 to see if the child in fact meets a different level of care criteria.</p> <p>To request a Redetermination:</p> <ul style="list-style-type: none"> • Write a letter or provide other documentation to the Children’s Review Program that includes details about behaviors, services, supervision, or other needs that indicate that a child’s level may need to change. Please identify whether you are requesting an increase or decrease in the level of care. • Complete the Request for Redetermination section on the most recent form with the level of care. If you do not have this form, contact CRP. <p>Both of these documents must be submitted in order for a Redetermination to be processed. Redeterminations are completed within 3 business days of receipt of all required materials. Once the Redetermination has been processed, CRP will submit the CRP-4 Notice of Level of Care Redetermination to the program and to the DCBS Billing Clerk identifying whether the requested level of care has been denied or confirmed.</p>
<p><i>How can my program improve on our services and service documentation?</i></p>	<p>Children’s Review Program staff enter Quality Improvement issues (https://newvista.org/crp/providers/quality-improvement-qi-issues) into the CRP web application to help programs improve on their services and service documentation. Authorized users for a program can log into the CRP web application and review the Quality Improvement issues identified for their program.</p>

<i>Question</i>	Answer
<i>Who do I need to contact if I have questions?</i>	<p>CRP's Office Phone Number: 859.455.7452</p> <p>For general questions and questions about the ALP (CRP-7) paperwork submitted or level of care forms, contact: Angela Hawkins (ext. 3321) Mary Alexander (ext. 3347) Debbie Edwards (ext. 3323)</p> <p>For questions about Quality Improvement issues, issues related to an assigned level of care, or other administrative issues, contact: Alan Hounshell, MA (ext. 3343) Roni Giberson, Ph.D. (ext. 3325) Jody Burrus, MA, LPCC (ext. 3324)</p>
<i>Where/how do I send my documentation?</i>	<p>Secure Email: crploc@newvista.org</p> <p>Fax: 859.225.3565</p> <p>Mail: Children's Review Program, 1351 Newtown Pike, Bld. #3, Lexington, KY 40511</p>
<i>What are some additional resources that would be helpful?</i>	<p>CRP Web address: http://www.newvista.org/crp/</p> <p>Behavioral Health Screening and Assessment (CANS): Lizzie Minton (lizzie.minton@ky.gov).</p>