TUFTS Health Plan

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Non-24-Hour Diversionary Services: Enhanced Structured Outpatient Addiction Program (SOAP) for Members who are Experiencing Homelessness Performance Specifications

These performance specifications apply to the following Tufts Health Plan products:

- ☐ Tufts Health Plan Commercial[1]
- ☐ Tufts Medicare Preferred HMO (a Medicare Advantage product)[2]
- ☐ Tufts Medicare Preferred PPO (a Medicare Advantage product)[3]
- ☒ Tufts Health Plan Senior Care Options (SCO) (a dual-eligible product)[2]

These performance specifications apply to the following Tufts Health Public Plans products:

- ☐ Tufts Health Direct (a Massachusetts Qualified Health Plan (QHP) (a commercial product)
- ☒ Tufts Health Together (a MassHealth MCO Plan and Accountable Care Partnership Plans)
- ☐ Tufts Health RITogether (a Rhode Island Medicaid Plan)
- ☒ Tufts Health One Care (a dual-eligible product)

Providers contracted for this level of care or service will be expected to comply with applicable regulations set forth in the Code of Massachusetts Regulations and all requirements of these service-specific performance specifications. Additionally, providers contracted for this service and all contracted services are held accountable to the General performance specifications, located online at tuftshealthplan.com in the Provider Resource Center. The requirements outlined within these service-specific performance specifications take precedence over those in the General performance specifications.

Additionally, providers must meet all Department of Public Health/Bureau of Substance Addiction Services (DPH/BSAS) contractual and regulatory requirements within 105 CMR 164.000 *Licensure of Substance Use Disorder Treatment Programs.*

The following Enhanced Structured Outpatient Addiction Program (SOAP, ASAM Intensive Outpatient Program) for Members Experiencing Homelessness performance specifications are a subset of the SOAP performance specifications. As such, Enhanced SOAP for Members Experiencing Homelessness providers agree to adhere to both the SOAP performance specifications and to the Enhanced SOAP for Members Experiencing Homelessness performance specifications contained within. Where there are differences between the SOAP and Enhanced SOAP for Members Experiencing Homelessness performance specifications, these Enhanced SOAP for Members Experiencing Homelessness specifications take precedence.

DEFINITION

Enhanced SOAP for Members Experiencing Homelessness consists of short-term, clinically intensive, structured, day and/or evening substance use disorder services for Members experiencing homelessness. These programs may be used as a transition service in the continuum of care or directly accessed from the community and other levels of care.

Enhanced SOAPs for Members Experiencing Homelessness Services are provided to members who are not experiencing and/or are not at risk of experiencing acute or severe withdrawal symptoms because of their substance use. Members receiving SOAP (ASAM Intensive Outpatient Program) do not require the clinical intensity or supervision of a 24-hour diversionary level of care, nor can they be effectively treated in a less intensive outpatient level of care. Admission is appropriate for members who meet diagnostic and dimensional admission criteria specified in accordance with the American Society of Addiction Medicine Criteria®.

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[1] Commercial products include HMO, POS, PPO, and CareLink℠ when Tufts Health Plan is the primary administrator.

[2] Tufts Medicare Preferred and Tufts Health Plan SCO are collectively referred to in this payment policy as Senior Products.

[3] Tufts Medicare Preferred and Tufts Health Plan SCO are collectively referred to in this payment policy as Senior Products.

Exclusion criteria must be based on clinical presentation and must not include automatic exclusions based on stable medical conditions, medications prescribed including Medication for Addiction Treatment (MAT)/ Medication for Opioid Use Disorder (MOUD), compliance with medications, lack of prescription refills, or previous unsuccessful treatment attempts.

Members in Enhanced SOAP meet continued stay criteria for the clinical services offered by the program until the goals from the individualized plan have been met, and/or members psychosocial well-being has stabilized, or the member requires a higher level of care. Enhanced SOAP for Members Experiencing Homelessness Services is only provided in Department of Public Health (DPH/BSAS)-licensed, freestanding facilities skilled in addiction recovery treatment, outpatient departments in acute-care hospitals, or licensed outpatient clinics and facilities.

COMPONENTS OF SERVICE

1. The Enhanced SOAP (ASAM Intensive Outpatient Program) for Members Experiencing Homelessness complies with all provisions of the corresponding section in the General Performance Specifications.
2. The provider complies with requirements of the Department of Public Health (DPH) Bureau of Substance Addiction Services (BSAS) 105 CMR 164 *Licensure of Substance Use Disorder Treatment Programs*, including reporting requirements.
3. The program is responsible for updating its available capacity, one time per week on the Massachusetts Behavioral Health Access website. The program is responsible for keeping all administrative and contact information up to date on the website. The program is responsible for training staff on the use of the website to locate other services for members, particularly in planning aftercare services.
4. In addition to the service components required in the SOAP level of care, the Enhanced SOAP for Members Experiencing Homelessness is required to provide the following:
    a. Resources and assistance in accessing supportive programs, such as meal programs, food pantries, food stamps (i.e., Supplemental Nutrition Assistance Program), clothing, etc.
    b. Connecting members to Community Support Programs for Homeless Individuals (CSP-HI) and other housing-specific resources
5. The Enhanced SOAP for Members Experiencing Homelessness assists Members with arranging and/or utilizing community-based transportation resources (e.g., public transportation resources, PT-1 forms, etc.). All efforts are documented in the member's health record.
6. The Enhanced SOAP for Members Experiencing Homelessness completes a housing assessment and housing needs are noted in the treatment/recovery plan. The Enhanced SOAP for Members Experiencing Homelessness must provide coordination of or linkage to housing services, and specifically connects the Member with Community Support Programs, including CSP for chronically homeless individuals (CSP-HI) providers. All efforts to assist members with housing are documented in the Member's health record.
7. The Enhanced SOAP for Members Experiencing Homelessness assists the Member in accessing medical services. All such activities are documented in the Member's health record.
    a. If the Member has not undergone a complete physical examination within the past six months, the Enhanced SOAP for Members Experiencing Homelessness is responsible for assisting the member in scheduling an appointment with their primary care clinician (PCC). Such efforts including any contact with the member's PCC are documented in the Member's health record.
    b. If the member does not have a PCC, the Enhanced SOAP for Members Experiencing Homelessness follows the requirements delineated in the General Performance Specifications.
    c. When needed, the Enhanced SOAP for Members Experiencing Homelessness assists members in making appointments at local walk-in medical service centers.
    d. When indicated, the Enhanced SOAP for Members Experiencing Homelessness encourages the Member to undergo HIV, hepatitis, and TB testing.

STAFFING REQUIREMENTS

1. If the program is experiencing a hardship in meeting these specifications, BSAS has a process for waiving regulatory and contractual requirements. The waiver process is described in the Department of Public Health (DPH) Bureau of Substance Addiction Services (BSAS) 105 CMR 164. The provider is responsible for informing the payer of any waivered requirements if the waiver is approved. Providers are additionally responsible for communicating hardships that are not regulatory in nature to payers.
2. The Enhanced SOAP (ASAM Intensive Outpatient Program) for Members Experiencing Homelessness complies with all provisions of the corresponding section in the General performance specifications.

3. The Enhanced SOAP for Members Experiencing Homelessness complies with the staffing requirements of the applicable licensing body, the staffing requirements in the plan service specific performance specifications, and the credentialing criteria outlined in the plan Provider Manual.
4. Enhanced SOAP for Members Experiencing Homelessness staff have knowledge of the local resources for Members who are homeless within their community as well as the unique medical, behavioral health, legal, safety, vocational, financial, and transportation needs faced by this population.
5. Ongoing, in-service trainings that address working with individuals who are homeless are documented and provided for all Enhanced SOAP for Members Experiencing Homelessness staff.

PROCESS SPECIFICATIONS

Assessment, Treatment/ Recovery Planning, and Documentation

1. The Enhanced SOAP (ASAM Intensive Outpatient Program) for Members Experiencing Homelessness complies with all provisions of the corresponding section in the General Performance Specifications.
2. In addition to the requirements outlined in the SOAP performance specifications, the Enhanced SOAP for Members Experiencing Homelessness documents in each Member's treatment/recovery plan their utilization of the services that specifically address the needs of individuals who are homeless.
3. Ensure that Behavioral Health Clinical Assessments conducted by Behavioral Health Providers are in writing, dated and signed, and include, at a minimum, the following:
    - Clinical formulation, rationale for admission or continuance of care, discussion of any possible diversionary or lower levels of care, recommendations, and strengths.

Discharge Planning and Documentation

1. The Enhanced SOAP (ASAM Intensive Outpatient Program) for Members experiencing homelessness must ensure that Members have access to organizations providing housing support as part of discharge planning. Such efforts are documented in the Member's health record.

SERVICE, COMMUNITY AND COLLATERAL LINKAGES

1. The Enhanced SOAP (ASAM Intensive Outpatient Program) for Members Experiencing Homelessness complies with all provisions of the corresponding section in the General Performance Specifications.
2. The Enhanced SOAP for Members Experiencing Homelessness connects members with organizations that can assist Members in securing permanent and supportive living arrangements to foster their recovery, and documents all efforts and referrals made in the member's health record.

QUALITY MANAGEMENT (QM)

1. Enhanced SOAP (ASAM Intensive Outpatient Program) providers must have a quality management plan inclusive of a continuous QI process to evaluate care provided and review adherence to policies and procedures within the program. Data may be collected via satisfaction surveys, electronic medical records, and other formats to inform the QI process.
2. Providers must report Enterprise Service Management (ESM) data to BSAS, as directed by BSAS and/or EOHHS.
3. The provider must submit required notifications to BSAS per 105 CMR 164.000: *Licensure of Substance Use Disorder Treatment Programs* and EHS, and managed care plans as appropriate

DOCUMENT HISTORY

- January 2024: Tufts Health One Care (a dual-eligible product) name change.
- June 2023: Updates based on performance specifications provided by MassHealth