



STATE OF MISSOURI
DEPARTMENT OF MENTAL HEALTH

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DATE: July 1, 2014
TO: DBH/ADA DM Providers
FROM: Laurie D. Epple, Deputy Director of Administration *LDE*
Division of Behavioral Health
SUBJECT: Clinical Outreach – ADA Disease Management Consumers

Effective July 1, 2014, providers participating in the ADA Disease Management Project (ADA DM), may bill consumer-specific clinical outreach to locate and re-engage individuals enrolled in CSTAR who are not currently involved in services. Outlined below are the details related to this billable activity:

1. It is applicable to ADA DM consumers only.
2. The code H0023-HF must be used and is billable in the consumer's CSTAR Episode of Care.
This code will be added to contracts, via the amendment process. Note that it is the consumer-specific clinical outreach code already in CSTAR with the addition of a modifier in order to accurately track and back-fill provider allocations.
3. Consumers must be in need of outreach due to non-compliance, missed appointments, and/or refusal to participate in agreed upon services designated on the treatment plan.
As required in standards, efforts should be made to contact consumers within 48 hours of any missed appointments, unless a more urgent response is warranted. Thus, prior to providing and billing clinical outreach for DM consumers, routine attempts to contact the consumer to address the non-compliance should be made and documented in the consumer record. This should include telephone calls to the consumer and collateral contacts and/or attempts to locate him/her in the community, if feasible.
4. A QSAP must verify the need for clinical outreach with a brief progress note in the consumer record.
5. During the time that clinical outreach is being provided, all activities for the identified DM consumer by the Community Support Specialist must be billed to service code H0023-HF.
6. Community support cannot be billed while clinical outreach is taking place.
7. Services must be documented in the consumer record with a progress note, including the usual components, and billed under the consumer's DMH ID number in CIMOR.

Please contact Vicki Schollmeyer at 573-751-8534 if you have questions.

LDE/dsm