

Family Support Provider

Training and Billing Options

Services designed to provide a support system for parents of children and youth up to age 17 with serious emotional disorders. Activities are directed and authorized by the child/youth's individualized treatment plan.

MO HealthNet: Community Psychiatric Rehabilitation Program Manual

H0038 HA FAMILY SUPPORT

The eligible provider must be a family member (other than the identified caretaker/legal guardian of the child receiving the services) of a child or youth who had or currently has a behavioral or emotional disorder, has a high school diploma or equivalent and supervised by a qualified mental health professional as defined in 9 CSR 20-4.030.

Training Requirements

Family Support Provider Face-to-Face training participants must review the online FSP 101 Webinar and complete the exam. Login to Relias E-Learning ---> Course title: MOCMHC-familysupport

Billing Options

Billing Option 1:

Family Support Provider (FSP) and the Family Support Provider Supervisor must have completed the face-to-face FSP training approved by or provided by the department.

Billing Option 2: (also reference additional requirements)

FSP can bill for services provided if:

- A. The **Direct Supervisor** has attended the DMH face-to-face training and
- B. The FSP has not attended the face-to-face training but has completed the FSP101 webinar and completed the exam
- C. FSP **must** attend the next face-to-face FSP training approved by or provided by the department to continue to bill

Billing Option 2 – Additional Requirements

- During the initial two months of employment, bi-weekly phone consultation/support for the FSP and the FSP Supervisor, the Statewide Family Support Coordinator (SFSC) and the area Chief of Children's Community Operations (CCCO)
- The provider agency is responsible for notifying the SFSC and CCCO to set up bi-weekly calls
- After the initial two months, monthly phone consultation/support with SFSC, CCCO, FSP, and FSP Supervisor. Every attempt will be made to schedule these calls during the normal times for supervision
- It is the responsibility of the provider agency to keep record of completion for the required FSP training(s) and clearly document required phone consultation/support calls based on the above criteria in the personnel record(s)
- Additional technical assistance and support as needed between scheduled calls.

Limitations:

No more than 32 units per day and 96 units per month can be billed per participant. Family Support cannot be billed if the only service being provided is transportation.

Key service functions include, but are not limited to the following:

- Providing information and support to the parent/caregiver so they have a better understanding of their child/youth's needs and exploring options to be considered as part of their treatment
- Assisting the parent/caregiver in understanding the planning process and the importance of their voice in the development and implementation of the individualized treatment plan
- Providing support to empower the parents/caregivers to be a voice for their child/youth and family in the planning meeting
- Working with the family to highlight the importance of individualized planning and the strengths-based approach
- Assisting the family in understanding the roles of the various providers and the importance of the "team" approach

- Discussing the benefit of natural supports within their family and community
- Introducing methods for problem solving and developing strategies to address issues that need work
- Providing support and information to parents/caregivers of Transition Age Youth related to the shift from being the decision maker to being the support to the youth as they become more independent
- Connecting families to community resources
- Empowering parent/caregivers/youth to become involved in activities related to planning, development, implementation and evaluating programs and services
- Connecting parents/caregivers/youth to others who have had similar lived experiences to increase their support system

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