



# **Parent Fact Sheet**

## **Child and Family Behavioral Health Treatment Service**

### **Also Known as MaineCare Section 65M Services**

#### **The New Service**

- This is an intensive service for children and their families.
- This is a clinical, home and community based mental health treatment service.
- This service is for children with serious emotional disorders.
- This is not designed to be a replacement for any previous service.
- This service is created by The Children’s Behavioral Health Services (CBHS)
- CBHS is part of the Maine Department of Health and Human Services (DHHS)

#### **Why a New Service?**

- Research has shown:
  - Children who receive mental health treatment in an “out of home” placement (like a residential program) often have trouble using their new skills when they are back in their own homes.
  - Children do better, for longer, when they learn new skills with their families
  - Children do better when their parents learn ways of working together to help their child.
- We believe:
  - When children’s behaviors do not get better in outpatient counseling, they should have a service that can happen more often and take place in their home and community.

#### **This Service Has:**

- **A Community and Home Based Setting.**
- **Active Parent Involvement.**
  - From the beginning to the end of treatment, parents will be very involved in the service. The service will take into account the needs of the family’s schedule.
  - Sessions typically are 2 to 10 hours a week for 1-6 months.
- **Treatment provided by a Treatment Team.**
  - The team includes at least one clinician and one certified behavioral health professional (BHP).

#### **Goals of this service:**

- To help change how the children and their families work together so they don’t need long lasting mental health services.
- To help families understand their child’s behavior and development better by looking at their child’s strengths and challenges.
- To teach families how to react differently to their child’s behaviors.
- To use more natural and community supports to help positive change last, long after the mental health services are finished.

#### **How the service will work:**

- CFBHTS will take place in the home and in the community.
- First, a clinician does an assessment with the child and family.



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- During the assessment the child and family will write a treatment plan with the provider saying what goals they want to work on and how they are going meet their goals.
- The clinician has 8 hours over 30 days, to do the assessment and plan with the family.
- A team of two professionals, a Licensed Clinician and a Certified Behavioral Health Professional (BHP) will provide the treatment.
- The service will typically last from 1-6 months.
- This team will meet with the child and family typically from 2 to 10 hours per week during those 1-6 months.
- Sometimes the child and family will meet with one person on the team and sometimes they will meet with both of them. This will be defined in the treatment plan.
- Family involvement is one of the most important parts of the service.
- The family will need to be involved in the service some portion of the time, each week. The amount of time will be defined in the treatment plan.
- Some sessions may need to include the family for the whole time.
- The family will help write the treatment plan, work on goals, and take a look at how much change is happening.
- Part of the service is to use natural supports to help the child and family meet their goals.
- Natural supports are people who are part of a child and family's life.
- They can be grandparents, aunts, uncles, cousins, neighbors, school, church, and other community members.
- Using natural and community supports can help positive change last for kids and families, long after the mental health services are finished.

#### **Missed Appointment Policy:**

- Family involvement is a core part of this service.
- It is up to the treatment team and family to develop a schedule that works for the family.
- If the family misses appointments during the time that the service is authorized, the team needs to talk about the reasons and help find ways for the missed appointments to stop.
- If the child and family miss more than 25% of their appointments without a reasonable justification the provider may have the option of closing the case.
- If the family cancels or does not keep 3 appointments in a row without a reasonable justification, the provider may have the option of closing the case.
- The provider will document their efforts to connect with the family.

#### **Who Can Get the Service?**

- Child is a MaineCare member.
- Child age 0-20.
- The child has DSM IV diagnosis or DC 0-3 diagnosis, which has lasted or is expected to last for one year.



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- The child's CGAS score is usually within the range of 31-60 and CAFAS score between 70 and 130 (the clinician determines these scores in the assessment).
- The child's behavior is causing significant problems in their home, school, or community.
- The family and the provider believe that this service will help the child and family.
- A lower level of care (like counseling in an office) has not been helpful for the child and family, or the child is being discharged from a crisis unit, residential program or hospital.

#### **How Do You Get the Service?**

- The family, case manager or another person, with the family's permission, makes a referral for the service through the Central Enrollment process.
- If the child is eligible, a match with a provider will be made.
- Matches are based on when the provider is available to start the service, where the child lives, how old the child is, whether they are a boy or girl, and what the family wants to work on.
- Parents can name provider agencies they would like to work with.
- There may be a wait for the child and family, until there is an agency with an opening in their community.
- When a match is made the provider will contact the family.
- The provider will be approved to do an assessment and develop a treatment plan with the child and family.
- Your provider will need to get approval (called an Authorization) for the service.
- After the assessment is finished, the provider will ask for the number of hours and length of time they think they need complete the goals.
- The provider and the Beacon Clinical Advisor then agree on the number of hours and the length of the service.
- The approval is based on all the information given by the provider.
- Service begins when the approval is given.
- If service needs to take longer than was approved, the provider will need to get permission to continue treatment.
- Families will be told of all approvals (authorizations) and denials by mail. Denial letters will include information about the appeal process.

#### **What If I Disagree with the What has Been Approved or Have a Problem with the Service?**

- If the family has a problem with a provider, the Department strongly encourages them to work the problem out with the provider directly.
- If a family wishes to change providers, they may do so, but they may have to wait until there is an opening with a new provider.



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- If the family disagrees with the amount of work the provider has been approved to do, they may appeal the approval.
- The family will receive a letter that explains how they may appeal a decision.
- The child and family have appeal rights that are spelled out on the Office of Administrative Hearings Website:  
<http://www.maine.gov/dhhs/hearings/adminhearings.htm>

#### **What if I have More Questions?**

- If you have more questions, please call Children's Behavioral Health Services for more information. Feel free to call the office nearest your home:
- Bangor Judy Demerchant 493-4135 or 1-800-432-7366
- Augusta Lynn Dorso 624-5263 or Jeanne Tondreau 624-5265 or 1-800866-1814
- Portland Jana Colby 822-0134 or 1-800-492-0846
- More contact information on CBHS website:  
<http://www.maine.gov/dhhs/ocfs/cbhs/provider/contact/home.html>