

State of Vermont

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**TO: Designated Agency and Specialized Services Agency CRT Directors
Dillon Burns, Vermont Care Partners**

FROM: Emma Harrigan, Director of Quality Management



DATE: January 11, 2017

**RE: Some Changes in the Application Process for Special Services Funding (SSF)
and Other SSF Information**

DMH is streamlining the process for applying for pre-approval of Special Services funding for unmet health needs of Community Rehabilitation and Treatment (CRT) clients. Please note the following changes that will be effective from January 1, 2017, going forward:

- Pre-approvals will now be effective for ninety days.
- All work or purchases must be initiated within that 90-day time frame. If pre-approved treatment is not initiated within the 90-day period, the agency will need to submit a new application for pre-approval.
 - If an extension beyond 90 days is necessary, contact Melinda Murtaugh (802-241-0109 or Melinda.murtaugh@vermont.gov). Extensions will be granted on a case-by-case basis.
- Pre-approval forms will be authorized quarterly (for example, all applications between January 1 and March 31, 2017, will be authorized on April 1; those between April 1 and June 30 will be authorized on July 1; and so on as the year progresses)
 - Exceptions will be made for emergencies and other urgent care; contact Melinda Murtaugh

Clients who have already initiated dental treatment based on pre-approvals before January 1, 2017, may continue until the completion of the approved treatment plan. Requests for payment for services rendered under an approved treatment plan will continue to be processed as they are received.

When members of your CRT staff use these forms, please be sure that they are aware of the following guidelines. These priorities and guidelines for authorizing payments can also be found within the CRT Provider Manual, Section 7.2 CRT Special Services Fund.

- These funds are for CRT clients only.
- The limit for dental services per client, per state fiscal year (July 1-June 30), is \$3,000.
- Funds are to be used only for expenditures for which no other funding source is available (an exception may be made for CRT clients with dental coverage from sources other than Medicaid).
- It is expected that alternative resources will be explored and denied prior to a request for special services funding.



Additional requirements and expectations include the following:

- The form for a "Community Rehabilitation & Treatment Services (CRT) Special Services Funding Request" should be filled out for every such request, regardless of the nature of the request
- The form for "CRT Special Services Funding Authorization/Invoice Form (Other Than Dental Care) is required only for requests that do not involve dental care (second page of attached form)
- Please be sure to provide the name of the staff member making the request for funding along with his/her telephone number
- Except for emergencies, requests for special services funding should be made in advance of any dental work or purchases of eyeglasses or other items to meet a client's needs
- An ADA Dental Claim Form should accompany requests for special services funding for dental work
- Dentists should fill out the ADA form and return it to the designated agency for processing with the request for special services funding
- Information provided should be complete and accurate

Finally, in order to assure prompt payment of all services rendered, dentists should use the same Dental Claim Form that they used initially to request special services funding, filling in the dates of service for each procedure, and returning the form to Pamela Shover at the departmental address in Waterbury. For faster processing, dentists may fax the form to (802) 241-0100. New forms reflecting the changes to special services funding are attached.

Thank you for your prompt attention to these changes. I hope you will find that these changes simplify the process for applying for special services funding and payments to providers. Please call Melinda Murtaugh at (802) 241-0109 or email her at Melinda.Murtaugh@vermont.gov if you have any questions.

Please feel free to send copies of this memorandum and its attachments to assure that all members of your staff have the information they need to apply for Special Services funding for CRT clients. The documents will also be posted on the Department of Mental Health's Web site at <http://www.mentalhealth.vermont.gov>.