



ENHANCED STRUCTURED OUTPATIENT ADDICTION PROGRAM (SOAP) FOR ADOLESCENTS

PURPOSE

Performance specifications are intended to enhance MassHealth Enrollee experience and outcomes by promoting transparency and consistency across Plans and providers. Performance specifications are expectations imposed on providers who contract for these specific and related services. Information contained in this document is based on publicly available documents, Plan expectations, your contract, and MassHealth guidance. This information should be and will look materially like any other MassHealth contracted Plan. Performance specifications, your provider manual, and other requirements can be found at providerexpress.com.

Providers contracted for this level of care or service are expected to comply with applicable regulations set forth in the Code of Massachusetts Regulations, and all requirements of these service-specific performance specifications. In addition, providers of all contracted services are held accountable to the General Performance Specifications. Where there are differences between the service-specific and General Performance Specifications, the service-specific specifications take precedence.

OVERVIEW

Enhanced SOAP for Adolescents consists of short-term, clinically intensive, structured, day and/or evening substance use disorder services for adolescents. These programs are used as a transition service in the continuum of care for: adolescents being discharged from community-based Acute Treatment Services (ATS) for Substance Use Disorders Level 3.7; adolescents, including those who are pregnant, who need outpatient services, but also need more structured treatment for substance use disorders; and adolescents being stepped down from Clinical Stabilization Services (CSS) for Substance Use Disorders Level 3.5.

Enhanced SOAPs for Adolescents provide multi-disciplinary treatment to address the sub-acute needs of adolescent Enrollees with addictions and/or co-occurring disorders, while allowing them to maintain participation in the community, work or school, and involvement in family life. Enhanced SOAP for Adolescents services is only provided in Department of Public Health (DPH)-licensed, freestanding facilities skilled in addiction recovery treatment, outpatient departments in acute care hospitals, or licensed outpatient clinics and facilities.

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

Enhanced SOAP for Adolescents specifications take precedence.

SERVICE COMPONENTS

1. The Enhanced SOAP for Adolescents provides all the required service components contained in the SOAP level of care, in addition to the following, over the course of treatment as identified in the Enrollee's treatment/recovery plan:
 - a) Referral to family therapy, if needed
 - b) Family group psycho-education/support
 - c) Case consultation with school personnel, as needed
2. The Enhanced SOAP for Adolescents provides opportunities for peer support and discussion of health, safety, relapse prevention, and developmental issues in group sessions and/or other service components.
3. The program is responsible for updating its available capacity, at a minimum once each day, seven days per week, 365 days per year on the Massachusetts Behavioral Health Access website (www.MABHAccess.com). The program is also responsible for keeping all administrative and contact information up to date on the website. The program is also responsible for training staff on the use of the website to locate other services for Enrollees, particularly in planning aftercare services.

STAFFING REQUIREMENTS

1. The Enhanced SOAP for Adolescents 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 found at providerexpress.com.
2. The Enhanced SOAP for Adolescents ensures that all other staff in the program are bachelor's-level or master's-level clinicians who have specific training and/or experience in adolescent behavior, development, clinical issues, and substance use disorder treatment with this population.

SERVICE, COMMUNITY AND OTHER LINKAGES

1. In addition to the levels of care/services identified in the corresponding section of the SOAP performance specifications, the Enhanced SOAP for Adolescents staff is familiar with all the following levels of care/services, and is able and willing to accept referrals from, and refer to, these levels of care/services when clinically indicated.
2. The Enhanced SOAP for Adolescents maintains written affiliation agreements with local providers of these levels of care that refer a high volume of Enrollees to the Enhanced SOAP and/or to which the Enhanced SOAP refers a high volume of Enrollees. Such agreements include the referral process, as well as the transition, aftercare, and discharge processes.
 - a) Youth Stabilization Service Program (also known as Enhanced Acute Treatment Services (E-ATS) for Adolescents)
 - b) Case management services provided by other state agencies, including the Department of Children and Families (DCF) and the Department of Youth Services (DYS)

PROCESS SPECIFICATIONS

Assessment, Treatment Planning, and Documentation

1. The Enhanced SOAP for Adolescents provides a minimum of one counseling/motivational interviewing session per week, and a minimum of one family group or counseling session per week.
2. Each Enrollee's treatment/recovery plan is reviewed and updated, as needed, once per week, and documented in his/her health record.
3. The Enhanced SOAP for Adolescents makes best efforts to actively engage parents/guardians/caregivers throughout the service delivery process including but not limited to the assessment, family consultation, educational groups or events, referrals for family therapy as needed, and discharge planning.

Discharge Planning and Documentation

None

QUALITY MANAGEMENT

1. The provider will develop and maintain a quality management plan that is consistent with their contractual responsibilities to Optum, and which utilizes appropriate measures to monitor, measure, and improve the activities and services it provides.
2. A continuous quality improvement process is utilized and may include outcome measures and satisfaction surveys to measure and improve the quality of care and services delivered to Enrollees, including youth and their families.
3. Clinical outcomes data must be made available to Optum upon request and must be consistent with the performance specifications of this service.
4. Providers must report any adverse incidents and other reportable events that occur to the relevant authorities.