



INTENSIVE OUTPATIENT PROGRAM (IOP) FOR ENROLLEES WHO ARE DEAF AND HARD OF HEARING (DHOH)

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

Intensive Outpatient Programs for Enrollees who are Deaf and Hard of Hearing (IOPs for DHOH) provide clinical services comparable to those within an IOP, including clinical expertise and intervention specifically pertaining to Enrollees who are deaf and hard of hearing.

The following Intensive Outpatient Program for Enrollees who are Deaf and Hard of Hearing (IOP for DHOH) performance specifications are a subset of the IOP performance specifications. As such, IOP for DHOH providers agree to adhere to both the IOP performance specifications and to the IOP for DHOH performance specifications contained within. Where there are differences between the IOP and the IOP for DHOH performance specifications, these IOP for DHOH specifications take precedence.

SERVICE COMPONENTS

1. IOP for DHOH services meet the special needs of Enrollees who demonstrate symptomatology consistent with a DSM-5 diagnosis, inclusive of psychosocial and contextual factors and disability, as applicable, and who are deaf or hard of hearing. Psychiatric, substance use, or co-occurring disorders that require intensive structured interventions may be served through IOP services.
2. The provider has live telephone answering services with operational TTY capacity, video relay, video remote interpreting (VRI), or other current, appropriate technology, to respond to the Enrollees both during and after business hours.

STAFFING REQUIREMENTS

1. The provider 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 provider manual, found at providerexpress.com.
2. Program staff members are trained in deaf culture and in meeting the clinical needs of individuals who are deaf and hard of hearing.
3. Program staff members can communicate with individuals who are deaf and hard of hearing appropriate to their individual needs, including but not limited to American Sign Language (ASL).

SERVICE, COMMUNITY AND OTHER LINKAGES

None

PROCESS SPECIFICATIONS

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.