

Quality Improvement

QuickTip

#1

Treatment Plan Suggestions All Levels of Care: 0709-01

CBHNP thoroughly reviews the request packet for information that pertains to the requested level of care. This includes behaviors, symptoms, diagnosis, and progress or regression from the evaluation. In addition, the treatment plan goals and interventions are reviewed to evaluate the appropriateness of the goal and intervention to the diagnosis of the Member. The treatment plan progress and update is reviewed to evaluate how the Member is performing on his goals. This must relate back to measurable criteria for measurable outcomes. Many treatment plan goal updates do not include measurable data to evaluate the Member's progress or regression. In addition, the treatment plan goal update often indicates progress in treatment not substantiating the need for the continuation of the services or increase in services.



The information given to CBHNP often does not substantiate the need for the requested level of care. If a grievance is filed due to a denial based on a lack of information or inadequate information and CBHNP reviews the treatment plan that was submitted during the grievance meeting, often times the clinician is clearer about documenting the need for the requested service.

Administrators or Directors might consider tracking denials of clinicians in your program as a good quality indicator. You can track the number of denials a given clinician has and then review the treatment plans that were submitted. This will provide concrete information to assess the need for additional training and supervision.