

Status **Active** PolicyStat ID **9919848**



Origination 08/2017
Last Approved 06/2022
Effective 06/2022
Last Revised 06/2022
Next Review 06/2023

Owner Donna Coulter
Policy Area Customer Service

Peer Services

POLICY

It is the policy of Detroit Wayne Integrated Health Network (DWIHN) that the network of direct contractors and subcontractors provide peer services.

PURPOSE

The purpose of this policy is to guide direct contractors and subcontractors in the provision of peer services.

APPLICATION

1. The following groups are required to implement and adhere to this policy: DWIHN Board, DWIHN Staff, Contractual Staff, Clinically Responsible Service Provider (CRSP) and their subcontractors, Specialty Providers, Crisis Services Vendors, Credentialing Verification Organization (CVO)
2. This policy serves the following populations: Adults, Children, Individuals with Intellectual and/or Developmental Disabilities (I/DD), Serious Mental Illness (SMI), Serious Emotional Disturbance (SED), Substance Use Disorder (SUD), Autism
3. This policy impacts the following **contracts/service lines**: MI-HEALTH LINK, Medicaid, SUD, Autism, Grants, General Fund

KEYWORDS

STANDARDS

- A. Peer services are a Medicaid Managed Care 1915 (b) (3) waiver and Healthy Michigan service

which promotes community inclusion and participation, independence and productivity.

- B. DWIHN Providers, their direct contractors and sub-contractors shall develop and implement policies and procedures to ensure that beneficiaries are informed of the various options for peer services.
- C. Two broad categories of peer services exist:
 - 1. Peer services which includes:
 - a. Peer Support Specialists
 - b. Peer Mentors
 - c. Recovery Coaches
 - d. Parent Support Partners
 - e. Youth Peer Support Specialists
 - 2. Drop-in Centers
- D. Certified Peers:
 - 1. Peers must complete the MDHHS approved training to be certified.
 - 2. Individuals employed to become certified peers (non-certified peers) and awaiting training must be on record with DWIHN, and certified within one year of their start date.
- E. Non-certified Peers:
 - 1. Non-certified peers must work in the categories of either:
 - a. An Aide in a setting to provide community living supports; and/or
 - b. A Supports Coordinator Assistant or Case Management Assistant under the direct supervision of a Supports Coordinator and/or Case Manager.
 - 2. Each of the Non-certified Peers are to work under the supervision of a supervisor/ staff who has a credential as a Qualified Mental Health Professional (QMHP) or a Qualified Intellectual/Developmental Professional (QIDP) or Substance Abuse Treatment Specialist (SATS) or Child Mental Health Professional (CMHP).
 - a. The supervisor is responsible for ensuring the non-certified Peers are working a minimum of 10 hours per week performing community living supports as an Aide; and/or Supports Coordinator Assistant or Case Management Assistant.
 - b. The Supports Coordinator Assistant or Case Management Assistant roles and responsibilities definition is in Section 1915(b) (3) in the Medicaid Provider Manual.
- F. Drop-in Centers
 - 1. Drop-in Centers are peer-run organizations and must meet the MDHHS-enrolled criteria that follows:
 - a. The Drop-in Center is a 501c(3) non-profit.
 - b. There must be a contract between the Drop-in Center and the PIHP, or its

subcontractor, identifying the roles and responsibilities of each party.

- c. There must be evidence of a liaison appointed by the DWIHN PIHP to work with the program.
- d. The Drop-in Center must be located at a non-network provider where Staff and board of directors of the center are 100% primary consumers.
- e. Members are permitted to use drop-in centers anonymously. Participants are not required to have drop-in center services included in their person-centered plan, or as part of their services.
- f. PIHP Role:
 - i. The PIHP shall facilitate consumers' ability to handle the program's finances.
 - ii. The PIHP shall actively support consumer autonomy and independence in making day-to-day decisions pertaining to the program.
 - iii. The PIHP liaison will monitor activities at the actual site.

G. Documenting Peer Services:

- a. Medicaid covered peer services must address an individual's medical necessities, goals and objectives and documented in a person-centered plan.
- b. Documentation must include the amount, scope and duration of services.
- c. Progress notes are to be written to describe services and supports being provided.
- d. When documenting peer services, an encounter entry must be generated for each encounter. An encounter is defined as an activity which is tabulated in 15-minute intervals, documented on a service activity log as part of the treatment.
- e. Peer services must be documented and reported utilizing the appropriate reporting codes, i.e., H0046 for Peer Mentor Services.

QUALITY ASSURANCE/IMPROVEMENT

DWIHN shall review and monitor contractor adherence to this policy as one element in its network management program, and as one element of the QAPIP Goals and Objectives.

The quality improvement programs of DWIHN Providers, their contractors, and sub-contractors must include measures for both the monitoring of and the continuous improvement of the programs or processes described in this policy.

COMPLIANCE WITH ALL APPLICABLE LAWS

DWIHN staff, providers, contractors, and subcontractors are bound by all applicable local, state and federal laws, rules, regulations and policies, all federal waiver requirements, state and county contractual requirements, policies, and administrative directives, as amended.

LEGAL AUTHORITY

1. Michigan Department of Health and Human Services Medicaid Provider Manual (in effect, and as as amended), Section 17.G. H.3
2. Medicaid Managed Specialty Supports and Services Concurrent 1915(b)/(c) Waiver Program (PIHP/CMHSP contracts (in effect, and as amended)

RELATED POLICIES

[Customer Service Policy](#)

CLINICAL POLICY

NO

INTERNAL/EXTERNAL POLICY

EXTERNAL

COPY

Approval Signatures

Step Description

Approver

Date

Final Approval Policy

Eric Doeh: President and CEO

06/2022

Stakeholder Feedback

Allison Smith: Project Manager,
PMP

05/2022