

Massachusetts: Important information for you

We want to share details on Behavioral Health Child and Adolescent Services that are part of your plan. Your plan documents outline the treatment provided for these services.

Intermediate care and outpatient services

- In-home behavioral services must be provided where the child lives. They include:
 - Watching a child's behavior in the home and/or community setting
 - Doing a behavioral assessment
 - Creating a behavior plan
 - Having the child's parent or caregiver put the behavior plan into practice
 - Providing therapy that address actions that get in the way of a child's successful functioning. This includes:
 - Supervising and coordinating of interventions to address specific behavioral goals or acts, including developing a crisis-response plan
 - Short-term counseling and assistance
- In-home therapy must be provided where the child lives. It includes:
 - Therapeutic clinical intervention such as:
 - A structured and consistent therapeutic relationship between a licensed clinician, a child, and the child's family to treat the child's mental health needs. This includes improvement of the family's ability to provide effective support for the child and promotion of healthy functioning of the child within the family.
 - Creation of a treatment plan
 - Use of proven psychotherapeutic methods, working with the family or a part of the family to enhance:
 - Problem solving
 - Limit setting
 - Communication
 - Emotional support
 - Other family or individual functions
 - Ongoing therapeutic training and support services that carry out a treatment plan in accordance with therapeutic clinical intervention, including but not limited to:
 - Teaching the child to understand, direct, interpret, manage and control feelings and emotional responses to situations
 - Assisting the family in supporting the child and addressing the emotional and mental health needs of the child
- Mobile crisis intervention is a short-term, face-to-face therapy for a child having a behavioral health crisis. It occurs at the child's location. It is offered 24 hours a day, 7 days a week. It must:
 - Provide these services:
 - Identify, assess, treat and stabilize a situation
 - Reduce the immediate risk of danger to the child or others
 - Make referrals and contacts to the right level of behavioral health care services and support
 - Be consistent with the child's risk management or safety plan, as needed
 - Do crisis assessment, which may result in creating or updating a crisis safety plan
- Intensive care coordination provides case management services to children and teens with serious emotional issues as well as conditions that occur at the same time. It should meet the complete medical, behavioral and social needs of a child or teen and their family. Services may be provided in office, home or other settings, as clinically appropriate. They include:
 - An assessment

- A personalized care plan
- Referrals to the right levels of care
- Monitoring of goals
- Working with other services, social supports and state groups
- Community-based acute treatment (CBAT): for children and adolescents. These mental health services are provided 24 hours a day in a safe and secure setting. It also provides intensive therapeutic services. These include, but are not limited to:
 - Daily monitoring of drugs
 - Psychiatric assessment
 - Nursing availability
 - Specialized services (as needed)
 - Individual, group and family therapy
 - Case management
 - Family assessment and meeting
 - Discharge planning
 - Psychological testing, as needed
- Intensive community-based treatment (ICBAT) for children and adolescents provides the same services as CBAT but is more intense. This includes:
 - More frequent psychiatric and psychopharmacological testing and treatment
 - More intensive staffing and services

ICBAT programs can:

- Admit those with more acute symptoms than CBAT
- Treat those with clinical needs like inpatient mental health services but can be safe in an unlocked setting
- Admit directly from the community as an option to inpatient hospitalization
- Not be used as a step-down placement after discharge from a locked, 24-hour setting.
- Family support and training services provided to a parent or other caregiver of a child to improve their capacity to ameliorate or resolve the child's emotional or behavioral needs. The service must be provided where the child resides. This includes:
 - The child's home
 - A foster home
 - A therapeutic foster home
 - Another community setting

Family support and training addresses one or more goals on the youth's behavioral treatment plan and may include:

- Educating parents/caregivers about the youth's behavioral health needs and resiliency factors
- Teaching parents/caregivers how to navigate services on behalf of the child
- Teaching parents/caregivers how to identify formal and informal services and supports in their communities, including parent support and self-help groups
- Therapeutic mentoring services provided to a child that are designed to support or improve deficits in their age-appropriate social functioning. Services must be provided where the child resides.

This includes:

- The child's home
- A foster home
- A therapeutic foster home
- Another community setting

Therapeutic mentoring services include supporting, coaching and training the child in:

- Age-appropriate behaviors
- Interpersonal communication

- Problem solving
- Conflict resolution
- Relating appropriately to other children, adolescents and adults

Therapeutic mentoring is a skill building service addressing one or more goals of the child's behavioral health treatment plan. Therapeutic mentoring may also be delivered in the community, to allow the child to practice desired skills in appropriate settings.

For details on any benefit maximums and the cost sharing under your plan:

- Refer to your plan documents
- Visit **Aetna.com**
- Call the Member Services number on your ID card

The benefits outlined in your health plan govern if they differ from this information