



**MATERNITY SUPPORT SERVICES  
& INFANT CASE MANAGEMENT  
Provider Guide**

July 1, 2014

Washington State  
Health Care Authority

## About this guide<sup>1</sup>

This publication takes effect July 1, 2014, and supersedes earlier guides to this program.

Washington Apple Health means the public health insurance programs for eligible Washington residents. Washington Apple Health is the name used in Washington State for Medicaid, the children's health insurance program (CHIP), and state-only funded health care programs. Washington Apple Health is administered by the Washington State Health Care Authority.

## What has changed?

Subject	Change	Reason for Change
No change at this time		

## How can I get agency provider documents?

To download and print agency provider notices and provider guides, go to the agency's [Provider Publications](#) website.

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<sup>1</sup>This publication is a billing instruction.

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# Resources Available

Topic	Resource
Becoming a provider or submitting a change of address or ownership	HCA Family Services Program Manager 360-725-1293 Email: <a href="mailto:FirstSteps@hca.wa.gov">FirstSteps@hca.wa.gov</a>
Obtaining prior authorization, limitation extensions, or exception to rule	Fax all documents along with requests 1-866-668-1214
Policy or program oversight for Maternity Support Services	HCA Family Services Program Manager 360-725-1293 Email: <a href="mailto:FirstSteps@hca.wa.gov">FirstSteps@hca.wa.gov</a>
Policy or program oversight for Infant Case Management	HCA Family Services Program Manager 360-725-1293 Email: <a href="mailto:FirstSteps@hca.wa.gov">FirstSteps@hca.wa.gov</a>
General information, provider directory	View the <a href="#">First Steps</a> website.
Additional Medicaid resources	<a href="#">Resources Available.</a>
Definitions	Refer to WAC <a href="#">182-533-0315</a> and the <a href="#">Medical Assistance Glossary</a> .
Department of Health (DOH) credentialing requirements	<a href="#">Professional Credentialing Requirements.</a>
Health Benefit Exchange	<a href="http://wahealthplanfinder.org">wahealthplanfinder.org</a>
Women, Infants, and Children (WIC) Nutrition program	<a href="#">WIC website</a> and the <a href="#">DOH WIC site</a> .
Agency Provider Notices, Medicaid Provider Guides, and other publications	<a href="#">Provider Publications</a>

# Program Overview

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## What is First Steps?

(See [WAC 182-533-0300](#))

Under the Maternity Care Access Act (RCW 74.09.800), the Medicaid agency established First Steps to provide access to services for eligible women and their infants. Maternity Support Services (MSS) and Infant Case Management (ICM) are two components of the First Steps program:

- **Medical Services**, including:
  - ✓ Full medical coverage (per [WAC 182-505-0115](#))
  - ✓ Prenatal care
  - ✓ Delivery
  - ✓ Post pregnancy follow-up
  - ✓ One year of family planning services post pregnancy for eligible women
  - ✓ One year of full medical care for newborns (per [WAC 182-505-0210](#))
- **Enhanced Services**, including:
  - ✓ Maternity Support Services (MSS)
  - ✓ Infant Case Management (ICM)
  - ✓ Childbirth Education (CBE)
- **Expedited (quicker) access to alcohol and drug assessment and treatment services**
- **Other (ancillary) services** including:
  - ✓ Expedited medical eligibility determination
  - ✓ Nonemergency medical transportation services, such as to or from medical appointments
  - ✓ Interpretive services

# How can I verify a patient's eligibility?

Providers must verify that a patient has Washington Apple Health coverage for the date of service, and that the client's benefit package covers the applicable service. This helps prevent delivering a service the agency will not pay for.

Verifying eligibility is a two-step process:

**Step 1. Verify the patient's eligibility for Washington Apple Health.** For detailed instructions on verifying a patient's eligibility for Washington Apple Health, see the *Client Eligibility, Benefit Packages, and Coverage Limits* section in the agency's current [ProviderOne Billing and Resource Guide](#).

If the patient is eligible for Washington Apple Health, proceed to **Step 2**. If the patient is **not** eligible, see the note box below.

**Step 2. Verify service coverage under the Washington Apple Health client's benefit package.** To determine if the requested service is a covered benefit under the Washington Apple Health client's benefit package, see the agency's [Health Care Coverage—Program Benefit Packages and Scope of Service Categories](#) web page.

**Note:** Patients who are not Washington Apple Health clients may submit an application for health care coverage in one of the following ways:

1. By visiting the Washington Healthplanfinder's website at: [www.wahealthplanfinder.org](http://www.wahealthplanfinder.org)
2. By calling the Customer Support Center toll-free at: 855-WAFINDER (855-923-4633) or 855-627-9604 (TTY)
3. By mailing the application to:  
Washington Healthplanfinder  
PO Box 946  
Olympia, WA 98507

In-person application assistance is also available. To get information about in-person application assistance available in their area, people may visit [www.wahealthplanfinder.org](http://www.wahealthplanfinder.org) or call the Customer Support Center.

# What are Maternity Support Services and Infant Case Management?

Maternity Support Services (MSS) delivers enhanced preventive health and education services and brief interventions to eligible pregnant women. Services are provided as early in a pregnancy as possible, based on the client's individual risks and needs.

Infant Case Management (ICM) improves the welfare of infants by providing their parent(s) with information and assistance for necessary medical, social, educational, and other services through the infant's first year.

Goals of MSS/ICM include:

- Increasing:
  - ✓ Early access and ongoing use of prenatal and newborn care
  - ✓ Initiation and duration of breastfeeding
- Decreasing:
  - ✓ Maternal morbidity and mortality
  - ✓ Low birth-weight babies
  - ✓ Premature births
  - ✓ Infant morbidity and mortality rates
  - ✓ Health disparities
  - ✓ The number of unintended pregnancies
  - ✓ The number of repeat pregnancies within two years of delivery
  - ✓ Tobacco/nicotine use during pregnancy and pediatric exposure to second-hand smoke

## Are managed-care-plan clients eligible?

(See [WAC 182-538-060](#), [182-538-095](#), and [182-538-063](#))

Yes. Clients enrolled in agency-contracted managed care plans are eligible for MSS/ICM outside of their plan. However, the Medicaid agency reimburses for MSS/ICM through its fee-for-service system. Bill the Medicaid agency directly. To verify eligibility when the client is enrolled in a Medicaid agency-contracted managed care plan, view the managed care enrollment on the client benefit inquiry screen of ProviderOne.



# Maternity Support Services

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(See [WAC 182-533-0310](#))

## Purpose

The purpose of Maternity Support Services (MSS) is to:

- Improve and promote healthy birth outcomes. Services are delivered by an MSS interdisciplinary team to eligible pregnant and post pregnant women and their infants.
- Help clients to access:
  - ✓ Prenatal care as early in pregnancy as possible.
  - ✓ Health care for eligible infants.

## Who is eligible for MSS?

(See [WAC 182-533-0320](#))

To be eligible for MSS, a client must be:

- Pregnant or less than 60 days post pregnancy.
- Covered under a categorically needy, medically needy, or state-funded medical program with Washington Apple Health.
  - If the client is pregnant, check ProviderOne to determine if the client is currently covered under a covered Benefit Package. If not, she may submit an application for full coverage. See note in *How can I verify a patient's eligibility*.

See the Medicaid agency's [ProviderOne Billing and Resource Guide](#) for instructions on how to verify a client's eligibility. Refer to the [Scope of Categories of Healthcare Services Table](#) for a current listing of Benefit Packages.

Clients who do not agree with an eligibility decision by the Medicaid agency have a right to a fair hearing under [Chapter 182-526 WAC](#).

# Who is eligible to provide MSS?

(See [WAC 182-533-0325](#))

Maternity support service providers may include community clinics, local health departments, hospitals, and private clinics.

## General requirements

MSS/ICM services may be provided only by a provider that is currently enrolled and approved as an eligible provider with the Medicaid agency.

The approved provider must also:

- Meet the requirements in [Chapter 182-502 WAC](#) and [WAC 182-533-0325](#).
- Comply with [Section 1902\(a\)\(23\) of the Social Security Act](#) regarding the client's freedom to choose a provider. By law, all clients are free to choose any approved MSS/ICM provider, regardless of where they receive prenatal, post pregnancy, or pediatric medical care. Clients cannot be limited to MSS/ICM providers in a given county or clinic, even if the client receives all other Medicaid agency-covered services through that county or clinic.
- Comply with [Section 1915\(g\)\(1\) of the Social Security Act](#) regarding the client's voluntary receipt of services.
- An approved provider must inform the eligible client of the *option* to receive MSS/ICM and *must not force* the client to receive MSS services for which the client might be eligible.
- Ensure that professional staff providing MSS services:
  - ✓ Meet [staff qualifications](#) and complete an [orientation](#) to ensure the overall quality and continuity of client care.
  - ✓ Follow the requirements under [Chapter 182-533 WAC](#) and this guide.
- Screen each client for risk factors.
- Refer a client who may need a chemical dependency assessment to a provider who is contracted with the [Division of Behavioral Health and Recovery](#) (DBHR) through the Department of Social and Health Services (DSHS).

**Note:** See the [directory of DBHR-certified chemical dependency service providers](#). Contracted providers are designated with an asterisk.

- Screen clients for ICM eligibility and document screening results in the [client's chart](#).

- Conduct [case conferences](#) as described in this guide.
- Develop and implement an individualized [care plan](#) for each client.
- Initiate and participate in [care coordination](#) activities throughout the maternity cycle, with at least the MSS interdisciplinary team members, the client's prenatal care provider, and the Women, Infants, and Children (WIC) Nutrition office. (See [Resources Available](#) in this guide.)
- Comply with [documentation requirements](#).
- Maintain and make available to the Medicaid agency upon request: clinical supervision plans, consultation plans, staff training plans, current and historical personnel rosters, and clients' charts and records covering the last 6 years. (See [WAC 182-502-0020](#).)
- Create and maintain a system to track units used in service delivery. (See [First Steps](#))
- Deliver [MSS covered services](#) as described in [WAC 182-533-0330](#).
- Appoint a designated person (usually a First Steps Coordinator) to periodically view the [First Steps website](#) for updates and information regarding the program.

**Note:** MSS providers are mandatory reporters. If you are concerned that child abuse or neglect has occurred or is occurring, you must notify CPS by calling 800-363-4276.

## Locations services may be delivered

The provider and client together determine the most appropriate place for services to be delivered.

The Medicaid agency pays for an MSS visit when the services are provided in any of the following places:

- The provider's office or clinic.
- The client's residence.
- An alternate site other than the client's residence. (The reason for using an alternate site for visitation instead of the home must be documented in the client's record.)

## MSS subcontractors

An individual or service organization that has a written contract with a qualified MSS provider also may provide MSS and ICM services to eligible clients. Providers must:

- Keep a copy of the written subcontractor agreement on file. (See [staff-specific content](#) in documentation requirements.)
- Ensure that an individual providing MSS/ICM services meets the minimum regulatory and educational qualifications required of an MSS/ICM provider.
- Ensure that the subcontractor satisfies the requirements of [Chapter 182-532 WAC](#) and these billing instructions.
- Maintain professional, financial, and administrative responsibility for the subcontractor.
- Bill for services using the provider's assigned billing number. (See [covered services](#).)
- Reimburse the subcontractor for MSS/ICM services provided under the written agreement.

## What are the staff requirements for MSS?

(See WAC 182-533-0327)

To ensure the overall quality and continuity of client care, each provider must fulfill orientation and staff requirements and provide required program services.

## Orientation requirements

Providers must ensure that their staff follow the requirements under [Chapter 182-533 WAC](#) and this provider guide. During orientation, professional staff must read:

- [Chapter 182-533 WAC](#).
- This Provider Guide.
- [The First Steps Resource Guide](#).
- [Prenatal and Post Pregnancy Screening Guides](#) (Risk Factor support documents).
- [Prenatal and Post Pregnancy Risk Factor Matrix](#) (Risk Factor definitions and outcome measures).
- [Prenatal and Post Pregnancy Clarifications](#) (Clarification notes).

The date each employee completed the orientation must be [documented](#) and made available to the Medicaid agency upon request.

## **The MSS interdisciplinary team**

The provider's qualified staff must participate in an MSS interdisciplinary team consisting of at least a community health nurse, a certified registered dietitian, a behavioral health specialist, and, at the discretion of the provider, a community health worker.

- The interdisciplinary team must work together to address risk factors identified in a client's care plan.
- Each qualified staff member must act within her/his area of expertise and must address the client's needs identified during the maternity cycle.
- Team members must participate in a [case conference](#) at least once prenatally for clients who are entering MSS during pregnancy and are eligible for the maximum [level of service](#). Using clinical judgment and the client's risk factors, the provider may decide which interdisciplinary team members to include in case conferencing.

## Staff qualifications

MSS providers must use qualified professionals as specified in the table below. For more information about DOH’s qualifications for licensed and credentialed staff, including continuing education, see the online DOH [Health Care Professional Credentialing Requirements](#) website.

Type of Professional Staff	Qualifications and Other Requirements
<b>Behavioral Health Specialists</b>	<p>Currently credentialed or licensed in the State of Washington by the Department of Health Chapters <a href="#">246-809</a>, <a href="#">246-810</a>, and <a href="#">246-924</a> WAC as one of the following:</p> <ul style="list-style-type: none"> <li>• Licensed mental health counselor</li> <li>• Licensed independent clinical social worker</li> <li>• Licensed social worker</li> <li>• Licensed marriage and family therapist</li> <li>• Licensed psychologist</li> <li>• Associate mental health counselor</li> <li>• Associate independent clinical social worker</li> <li>• Associate social worker</li> <li>• Associate marriage and family therapist</li> <li>• Certified counselor</li> </ul>
<b>Certified Dietitians</b>	<p>Currently registered with the Commission on Dietetic Registration and certified by the Washington State Department of Health under Chapter <a href="#">246-822 WAC</a></p>
<b>Community Health Nurses</b>	<p>Currently licensed as registered nurses in the State of Washington by the Department of Health under <a href="#">Chapter 246-840 WAC</a></p>
<b>Community Health Workers</b>	<ul style="list-style-type: none"> <li>• Have a high school diploma or equivalent</li> <li>• Have a minimum of one year of health care and/or social services experience</li> <li>• Complete a training plan by their provider</li> <li>• Carry out all activities under the direction and supervision of a professional member or supervisor of the MSS interdisciplinary team</li> </ul>

**Note:** The Medicaid agency will not pay for maternity support services provided by student interns. The Medicaid agency considers claims for services provided by nonqualified staff as erroneous claims and will recover any resulting overpayment.

## Requirements for tribes and certain counties

All tribes and any county with fewer than 55 Medicaid births per year must meet all MSS program requirements in this chapter, *with the exception of* providing services by an MSS interdisciplinary team. Instead of an interdisciplinary team, the tribes and these counties must have at least one of the following:

- A behavioral health specialist
- A registered dietitian
- A community health nurse

All of these clinical staff must meet the [staff qualifications](#) detailed within this guide, and must complete the [orientation requirements](#), whether delivering direct services or supervising MSS/ICM staff. When a client's needs are outside the scope of practice of the clinician, appropriate referrals and consultations must be attempted and documented.

## What are the MSS program components?

(See [WAC 182-533-0325](#) and [182-533-0330](#))

Program components for MSS include screening, assessments, case conferences, care plans, case management, and care coordination. These services must be [documented](#) in the client's records.

### Screening

Screening is required for each client. The screening process is a method for systematically identifying and documenting risk factors and client need.

Once a risk factor or need is identified, a behavioral health specialist, community health nurse, or registered dietitian may need to assess the client further to determine the client's [level of service](#). Screening is not an in-depth assessment for risk factors.

There are two screening guides. Both the *MSS Prenatal Screening Guide* and the *MSS Post Pregnancy Screening Guide* are reference documents where sample screening questions can be found. Both screening guides are located on the [First Steps website](#).

## Assessment

Assessment or evaluation beyond screening may be necessary. Assessment should expand beyond screening in the content area being evaluated. All types of assessment must be documented in the client's chart by date.

## Case conference

Case conferencing is used by members of the MSS interdisciplinary team to communicate and consult with each other and, when possible, with other health care providers, social services providers, and the client. The purpose of case conferences is to optimize client's care by addressing risk factors that may lead to poor birth outcomes for the client. Case conferences may be done in person, by phone, or through secure technological applications.

At least one prenatal MSS interdisciplinary team case conference is required for clients who are entering MSS during pregnancy and are eligible for the maximum [level of service](#). The provider may decide, based on the client's risk factor(s), which interdisciplinary team members to include in case conferencing.

## Care plan

Based on the results of an MSS screening and assessment, the provider must develop and implement an individualized care plan for each client. The care plan contains information specific to the client's identified risk factors and is used to prioritize those risk factors and guide interventions.

An effective care plan includes:

- Assessment
- Planning
- Intervention
- Rationale
- Evaluation

The care plan should be updated throughout the maternity cycle.

[MSS interdisciplinary team members](#) must be involved in developing the care plan for clients eligible for maximum service levels. A list of the team members involved in developing the care plan must be kept in the client's file.



## Case management

Case management is a collaborative process of assessment, care planning, facilitation, care coordination, evaluation, and advocacy for options and services to meet the infant's and pregnant woman's health and social service needs.

A key aspect of case management is making referrals for pregnant women to:

- Medical care
- Women, Infants, and Children (WIC) Nutrition program
- Childbirth Education(CBE) services
- Within Reach/ParentHelp123
- Quitline for tobacco/nicotine use
- Family planning providers
- Treatment for chemical dependency, mental health problems, or domestic violence, as needed
- Other services and community resources as needed

## Care coordination

Providers must coordinate with each other throughout the eligibility period to ensure that care is delivered in a logical, connected, and timely manner.

At a minimum, care coordination must occur within the [MSS interdisciplinary team](#), with the client's prenatal care provider, and the WIC office. Communication with other community resources working with the client may be necessary to provide appropriate needed care.

Providers must coordinate with other MSS/ICM providers. When seeing a client for the first time, providers must ask if the client is being seen by another MSS/ICM provider. If so, the agencies must coordinate to decide who is following the client before screening can occur.

If a provider transfers a client to another provider, the client screening and chart information must also be transferred. This will ensure continuity of care and reduce service duplication.

Care coordination may include any of the following:

- Conducting face-to-face meetings
- Making phone calls
- Transferring a client's screening tools and care plans

**Note:** Providers are required to manage the available units of service to meet the client's needs throughout the maternity cycle. See [levels of service](#) for details about minimum and maximum units of service available for clients.

## What documentation is required for MSS?

(See [WACs 182-502-0020](#) and 182-533-0328)

All providers must satisfy the documentation requirements in WAC 182-502-0020 and these billing instructions, regardless of whether the provider creates the documents by hand or electronically. All documentation must be maintained for at least six years, must be submitted to the Medicaid agency upon request, and must be made available during on-site visits and chart reviews.

### Charting overview

Each provider must maintain a client record for each client that concisely states the services provided and shows how those services support the number of units billed. The client record must also clearly demonstrate the risk-factor progression from identification to final client outcome.

### Client-specific records

Each client record must be stored in a single file that contains the following:

- The MSS Prenatal Screening Tool, form [13-874](#), and the MSS Post-Pregnancy Screening Tool, form [13-873](#).
- Assessment records.
- Case conference records, which must include dates and the team members involved, and whether or not the care plan was updated based on the case conference(s).
- Care coordination records.

- Care plan records. The care plan must reflect an overview of the client's identified risk factor(s) and anticipated intervention(s). For risk factors that are identified and not addressed, an explanation of why the risk factor(s) were not addressed must be included in the chart. The care plan must identify all the individuals who participated in the plan.
- Client data, including:
  - ✓ The client's name
  - ✓ The date of birth
  - ✓ Contact information (address and phone number(s))
  - ✓ Race (and if applicable, ethnicity and/or tribal affiliation)
  - ✓ The client's primary spoken language
  - ✓ The client's ProviderOne Client ID and effective date
- Client outcome and discharge data.

Providers are required to determine and record all of the following client data:

- ✓ The date and reason for the discharge from MSS
- ✓ Outcomes related to any identified MSS targeted risk factors
- ✓ Weeks of gestation when prenatal care began
- ✓ The date family planning was discussed and whether a birth control method was initiated
- ✓ Infant weight and gestational weeks at time of birth
- ✓ Client-initiated breastfeeding, if applicable:
  - Was it exclusive?
  - Was the client still breastfeeding at discharge?
- ✓ The date the client was screened for depression and results of screening, if applicable
- ✓ Results of an ICM screening, if completed during the MSS eligibility period, with ICM services documented as:
  - Provided

- Deferred, because the client/family is receiving case management services as part of another program
  - Declined by the client
- ✓ Final client outcomes that are recorded in a one summary report/document
- Consent to care document signed and dated by the client indicating whether the client consented or refused care.
- Contact log. Client records must have a chronology of contacts made with or regarding the client. Contact may be in person, in writing, or by phone. The contact log must include the following:
  - ✓ The date of the contact
  - ✓ A brief description of the nature of the contact
  - ✓ The name of the person making the contact
  - ✓ The name of the person or agency who was contacted
- A “Freedom of choice” document provided for each client to read and sign. The declaration must inform the client that she is:
  - ✓ Not required to participate in MSS/ICM.
  - ✓ Free to choose any MSS/ICM provider to receive MSS regardless of where she lives or receives health care and/or [WIC services](#).
- A “Release of information” form. MSS services are considered health care services and are covered under HIPAA regulations. The agency-specific “release of information” form is a provider form that must be signed by the client. The form must comply with [RCW 70.02.030](#).
- A signature log and copies of staff’s legal signatures. All client charts must contain a signature log, with printed names and titles of all provider staff giving care, in addition to a copy of their legal signatures. If staff initials are used in the chart, a legible sample must be included on the signature log.
- Visit records and notes for each MSS visit that include:
  - ✓ The date of the visit
  - ✓ The time the visit started and ended
  - ✓ The location of the visit – home, office, alternate site

- ✓ Any intervention provided
- ✓ Client progress related to risk factors in the care plan and addressed during the visit
- ✓ The reason for not addressing a prioritized risk factor at visit
- ✓ Any follow-up required from the previous visit
- ✓ Next steps
- ✓ The signature of the person providing MSS services

## Staff-specific records

Providers also must keep the following documentation for all professional staff and subcontractors:

- Supervision records for community health workers
- Continued education verification
- Current credentials for professional staff
- Proof professional staff completed an orientation
- Subcontracting documents, as specified under [WAC 182-533-0325\(3\)](#)

## What services are covered under MSS?

(See [WAC 182-533-0330](#) and [182-533-0345](#))

The Medicaid agency covers maternity support services (MSS) provided by an MSS [interdisciplinary team member](#). Covered services include:

- In-person [screening](#) of risk factor(s) related to pregnancy and birth outcomes
- Brief assessment when indicated
- Education related to improving pregnancy and parenting outcomes
- Brief counseling
- Interventions for risk factors identified in the [care plan](#)
- Basic health messages

- [Case management](#)
- [Care coordination](#)
- Infant case management (ICM) screening

The Medicaid agency pays for these services on a fee-for-service basis if MSS is:

- Provided to a client who meets the [eligibility requirements](#) in [WAC 182-533-0320](#).
- Provided to a client on an individual basis in a face-to-face encounter.
- Provided by a provider who meets the [MSS provider requirements](#).
- Documented correctly in the client’s chart (see [MSS documentation requirements](#)).
- Billed using the eligible client’s ProviderOne Client ID.
- Billed using the correct procedure codes and modifiers identified in this guide. (See the [MSS coverage table](#).)
- Billed using the provider’s billing NPI and taxonomy code 171M00000X.

The Medicaid agency pays the provider for providing MSS services to eligible clients, not the provider’s subcontractor who provides MSS services. (See more about [subcontracting](#).)

**Note:** Travel expenses, documentation time, phone calls, and mileage are built into the reimbursement rate for MSS. If the client becomes pregnant within 12 months of the end of her previous pregnancy, enter the new “Due Date” in field 19 on the [CMS-1500 claim form](#) for new MSS services.

## Levels of service

The Medicaid agency may determine the maximum number of units allowed per client when directed by the legislature to achieve targeted expenditure levels for payment in any specific biennium. (The maximum number of MSS units allowed per client is published in these billing instructions.)

- Providers must bill for services delivered fee-for-service in 15-minute increments. See [WAC 182-533-0345](#).
- If two or more of the MSS provider’s staff meet with a client at the same time, only one of them can bill for a given 15-minute block of time spent with the client. For example, if a registered nurse and a registered dietitian visit a client together for 45 minutes, a maximum of 3 units is billable for this visit.

- No more than six units per client may be billed for one date of service.
- If the client’s level of service increases, she is eligible for more units. For example, she may move from basic to expanded services if additional qualifying risk factors are identified.
- Clients enrolled in MSS prenatally must be screened during post-pregnancy to assess whether an increase in level of service is needed due to new risk factors.
- If all available units are used during the prenatal period, staff must document the following:
  - ✓ The client’s circumstances and the reason that all units were used prenatally.
  - ✓ Actions taken to link the client to other related services (such as medical care and WIC) that address post-pregnancy needs.

Level of service and allowable units during the entire maternity cycle		Required Services
Client Enrolled in MSS During Prenatal Period	Basic = 7 units	<a href="#">Screening</a> , <a href="#">Care Coordination</a> , <a href="#">Case Management</a> , BasicHealth Messages, and Other Messages based upon client need.
	Expanded = 14 units	<a href="#">Screening</a> , <a href="#">Care Coordination</a> , <a href="#">Case Management</a> , BasicHealth Messages, <a href="#">Clinical Assessment</a> , and Interventions.
	Maximum = 30 units	<a href="#">Screening</a> , <a href="#">Care Coordination</a> , <a href="#">Case Management</a> , BasicHealth Messages, <a href="#">Clinical Assessment</a> , Interventions, and <a href="#">Case Conference</a> .
Level of service and allowable units during the post pregnancy eligibility period		Required Services
Client Enrolled in MSS Post-Pregnancy Period Only (client did not receive any MSS during the prenatal period)	Basic = 4 units	<a href="#">Screening</a> , <a href="#">Care Coordination</a> , <a href="#">Case Management</a> BasicHealth Messages, and Other Messages based upon client need.
	Expanded = 6 units	<a href="#">Screening</a> , <a href="#">Care Coordination</a> , <a href="#">Case Management</a> , BasicHealth Messages <a href="#">Clinical Assessment</a> , and Interventions.
	Maximum = 9 units	<a href="#">Screening</a> , <a href="#">Care Coordination</a> , <a href="#">Case Management</a> , BasicHealth Messages, <a href="#">Clinical Assessment</a> , Interventions, and <a href="#">Case Conference</a> .

## Limitation extension requests

The provider may request authorization for a limitation extension to exceed the number of allowed MSS units of service under WAC [182-501-0169](#).

- A limitation extension request must be preauthorized.
- Limitation extension requests:
  - ✓ Must be submitted with:
    - The General Information for Authorization, form 13-835, as the first page (DO NOT use a coversheet).
    - The Limitation Extension Request (Maternity Support Services and/or Infant Case Management), form 13-884, as the second page.
    - The complete MSS chart, which includes the [care plan](#).
  - ✓ Must be completed according to the directions on the forms.
  - ✓ Must be faxed to 1-866-668-1214.

**Note:** Federally Qualified Health Centers (FQHCs) must follow billing guidelines found in the Medicaid agency's [Federally Qualified Health Center \(FQHC\) Medicaid Provider Guide](#).

## What services are not covered?

(See [WAC 182-533-0340](#))

The Medicaid agency covers only those services listed in [WAC 182-533-0330](#). Requests for noncovered services are evaluated under [WAC 182-501-0160](#).



# MSS Coverage Table

Procedure Code	Diagnosis Code	Modifiers	Short Description	Comments
<b>Maternity Support Services</b>				
T1002	V22.2	HD	RN services, up to 15 minutes	1 unit = 15 minutes during an MSS community health nursing visit
T1002	V22.2	HD TF	RN services, up to 15 minutes	1 unit = 15 minutes during an MSS community health nursing visit for clients screening in with risk factors at expanded level
T1002	V22.2	HD TG	RN services, up to 15 minutes	1 unit = 15 minutes during an MSS community health nursing visit for clients screening in with risk factors at maximum level (high risk)
S9470	V22.2	HD	Nutritional counseling, dietitian visit	1 unit = 15 minutes during an MSS dietitian visit
S9470	V22.2	HD TF	Nutritional counseling, dietitian visit	1 unit = 15 minutes during a MSS dietitian visit for clients screening in with risk factors at expanded level
S9470	V22.2	HD TG	Nutritional counseling, dietitian visit	1 unit = 15 minutes during a MSS dietitian visit for clients screening in with risk factors at maximum level (high risk)
96152	V22.2	HD	Behavioral health specialist	1 unit = 15 minutes during an MSS behavioral health visit
96152	V22.2	HD TF	Behavioral health specialist	1 unit = 15 minutes during an MSS behavioral health visit for clients screening in with risk factors at expanded level

Procedure Code	Diagnosis Code	Modifiers	Short Description	Comments
<b>Maternity Support Services</b>				
96152	V22.2	HD TG	Behavioral health specialist	1 unit = 15 minutes during an MSS behavioral health visit for clients screening in with risk factors at maximum level (high risk)
T1027	V22.2	HD	Family training and counseling for child development (community health worker)	1 unit = 15 minutes during an MSS community health worker visit
T1027	V22.2	HD TF	Family training and counseling for child development (community health worker)	1 unit = 15 minutes during an MSS community health worker visit for clients screening in with risk factors at expanded level
T1027	V22.2	HD TG	Family training and counseling for child development (community health worker)	1 unit = 15 minutes during an MSS community health worker visit for clients screening in with risk factors at maximum level (high risk)

**Note:** To receive reimbursement, tribal programs must use the procedure code and modifier above and one of these *additional* modifiers based on the client's demographic information.

Client demographic	Additional Modifier
American Indian or Alaska Native	UA
Nonnative person	SE

# Infant Case Management

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(See [WAC 182-533-0360](#))

## Purpose

The purpose of Infant Case Management (ICM) is to improve the welfare of infants by providing their parents with information and assistance to access medical, social, educational, and other services. Families that meet criteria for ICM will be offered services focused on referrals and linkage to community resources and client advocacy. Clients who did not receive [Maternity Support Services \(MSS\)](#) may be eligible for ICM services.

For the purposes of ICM, a parent is any person who resides with an infant, provides the infant's day-to-day care, and is one or more of the following:

- The infant's natural or adoptive parent(s)
- A person other than a foster parent who has been granted legal custody of the infant
- A person who is legally obligated to support the infant

## Who is eligible for ICM?

(See [WAC 182-533-0370](#))

To be eligible for ICM, the infant must:

- Be covered under categorically needy, medically needy, or state-funded medical programs with Washington Apple Health.
- Meet the age requirement for ICM, which is the day after the maternity cycle ends, through the last day of the month of the infant's first birthday.
- Reside with at least one [parent](#) who needs assistance accessing medical, social, educational, and/or other services to meet the infant's basic health and safety needs.
- Not be receiving any case management services funded through Title XIX Medicaid that duplicate ICM services.

For instructions on how to verify a client's eligibility, see the agency's ProviderOne Billing and Resource Guide. Refer to the Scope of Coverage Chart for a current listing of benefit packages. Clients who do disagree with an eligibility decision by the agency have a right to a fair hearing under [Chapter 182-526 WAC](#).

## Eligibility when the infant’s mother becomes pregnant during the ICM eligibility period

If the infant’s mother becomes pregnant during the ICM eligibility period and she is eligible for MSS, the infant and the infant’s mother are no longer eligible to receive ICM services. The MSS eligibility period begins when the mother learns she is pregnant. [Maternity Support Services](#) for the new pregnancy are billed using [MSS procedure codes](#).

## Eligibility when the infant is placed outside the home

If the infant does not live with a [parent](#), the infant is not eligible for ICM services. If the infant is returned to a parent during his/her ICM eligibility period, the provider may determine [eligibility](#) for ICM.

### Examples

- A child is placed outside the home in foster care. Children’s Administration (CA) provides Targeted Case Management (TCM) and is the legal custodian of the child. This child is no longer eligible for ICM.
- A child has an open CPS case and is still in his/her parents’ home. ICM could be delivered to the family in the home without the concern of duplicate billing.
- Grandparents have legal custody of the infant. The infant may be eligible for ICM, provided that the infant meets the eligibility criteria to receive services.

## Who is eligible to provide ICM?

(See [WAC 182-533-0375](#))

### General requirements

Infant case management (ICM) services may be provided only by a qualified infant case manager who is employed by a provider meeting the requirements in [WAC 182-533-0325](#).

Approved providers must:

- Meet the requirements in [Chapter 182-502 WAC](#) and [WAC 182-533-0325](#).
- Comply with [Section 1902\(a\)\(23\) of the Social Security Act](#), which requires that all clients must be free to choose any approved MSS/ICM provider regardless of where they receive prenatal, post pregnancy, or pediatric medical care. Clients cannot be limited to MSS/ICM providers in a given county or clinic, even if the client receives all other Medicaid agency-covered services through that county or clinic.

- Comply with [Section 1915\(g\)\(1\) of the Social Security Act](#), which requires that an approved provider must inform the eligible client of the option to receive MSS/ICM and must not force the client to receive MSS/ICM services for which the client and/or the client's infant might be eligible.
- Screen clients for ICM eligibility and document screening results in the [client's chart](#).
- Employ staff who meet [staff qualifications](#) and complete a required [orientation](#) to ensure the overall quality and continuity of client care.
- Comply with all [documentation requirements](#).
- Maintain clinical supervision plans, consultation plans, staff training plans, current and historical personnel rosters, and client's charts and records. These documents must be made available to the agency upon request.
- Providers must retain these records for at least 6 years. (See [WAC 182-502-0020](#).)
- Create and maintain a system to track units of service delivered. (See [First Steps](#).)
- Deliver [ICM covered services](#) as described in [WAC 182-533-0380](#).
- Appoint a designated person (usually a First Steps Coordinator) to periodically review the [First Steps website](#) for updates and information regarding the program.

**Note:** ICM providers are mandatory reporters. If you are concerned that child abuse or neglect has occurred, or is occurring, you must notify CPS by calling 800-363-4276.

# Staff qualifications

ICM services must be provided by an infant case manager who is employed by an approved [provider](#). The infant case manager must meet at least one of the following sets of qualifications.

Qualifications for an Infant Case Manager		
<p>1. Be a current member of the <a href="#">MSS interdisciplinary team</a> who qualifies as a community health nurse, behavioral health specialist, or registered dietitian.</p>	<p>and</p>	<p>Meet <a href="#">MSS staff requirements</a> and <a href="#">WAC 182-533-0327</a>.</p>
<p>2. Have a bachelor’s or higher degree in a social service-related field, such as social work, behavioral sciences, psychology, child development, or mental health.</p>	<p>and</p>	<p>Have at least one year of full-time experience working in one or more of the following areas:</p> <ul style="list-style-type: none"> <li>• Community services</li> <li>• Social services</li> <li>• Public health services</li> <li>• Crisis intervention</li> <li>• Outreach and referral programs</li> <li>• Other related fields</li> </ul>
<p>3. Have an associate of arts degree or associate’s degree in a social service-related field, such as social work, behavioral sciences, psychology, child development, or mental health.</p>	<p>and</p>	<p>Have at least two years of full-time experience working in one or more of the following areas:</p> <ul style="list-style-type: none"> <li>• Community services</li> <li>• Social services</li> <li>• Public health services</li> <li>• Crisis intervention</li> <li>• Outreach and referral programs</li> <li>• Other related fields</li> </ul> <p>And be supervised by a clinical staff person who meets the requirements under #1 or #2 in this table. Clinical supervision may include face-to-face meetings and/or chart reviews.</p>

**Note:** The Medicaid agency considers claims for service provided by nonqualified staff as erroneous claims and will recover any resulting overpayment.

## Locations services may be delivered

The Medicaid agency pays for an ICM visit when the services are provided in:

- The provider's office or clinic.
- The infant's residence.
- An alternate site that is not the client's residence.(The reason for using an alternate site for visitation instead of the home must be documented in the client's record.)

## What are the ICM program components?

(See [WAC 182-533-0380](#))

Program services for ICM include screening, assessment, care plans, case management, and care coordination. These services must be [documented](#) in the client's records.

### Screening

Screening is required for each client. A member of the interdisciplinary team or an infant case manager must systematically identify and document the client's risk factors and needs to determine the appropriate [level of service](#). Screening is not an in-depth assessment of risk factors.

There is an ICM screening guide. The guide is a reference document where sample screening questions can be found. The ICM Screening Guide is located on the [First Steps website](#).

### Assessment

Assessment or evaluation beyond screening may be necessary. Assessment should expand beyond screening in the content area being evaluated. All types of assessment must be documented in the client's chart by date.

## Care plan

Based on results of an ICM screening, the provider must develop and implement an individualized care plan for each client. The care plan contains information specific to the client's identified risk factors and is used to prioritize those risk factors and guide interventions.

An effective care plan includes:

- Assessment
- Planning
- Intervention
- Rationale
- Evaluation

The care plan should be updated as needed throughout the ICM eligibility period.

## Case management

Case management is a collaborative process of assessment, facilitation, care planning, care coordination, evaluation, and advocacy for options and services that meet the infant's and family's health and social service needs.

A key aspect of case management is referrals for infants and families to:

- Medical care
- Women, Infants, and Children (WIC) Nutrition program
- Childbirth Education (CBE) services
- Within Reach/ParentHelp123
- Quitline for tobacco/nicotine use
- Family planning providers
- Treatment for chemical dependency, mental health problems, or domestic violence, as needed
- Other services and community resources



## Care coordination

Care coordination is a comprehensive approach to achieving continuity of care for clients. This approach seeks to ensure that care is delivered in a logical, connected and timely manner so that the medical and personal needs of the infant and family are met.

Providers must coordinate with other MSS/ICM providers. When seeing a client for the first time, providers must ask if the client is being seen by another MSS/ICM provider. If so, screening must not occur until the agencies coordinate to decide who is following the client.

If a provider transfers a client to another provider, the client screening, chart information, and available/remaining units must also be transferred. This will ensure continuity of care and reduce service duplication.

Care coordination may include any of the following:

- Conducting face-to-face meetings
- Making phone calls
- Transferring a client's screening tools and care plans

Communication with other community resources working with the family may also be necessary to provide the appropriate needed care.

**Note:** Providers are required to manage the available units of service to meet the infant and family's needs throughout the ICM eligibility period. See [levels of service](#) for the range of service units available to clients.

## What documentation is required for ICM?

(See [WACs 182-502-0020](#) and 182-533-0378)

All providers must satisfy the documentation requirements in WAC 182-502-0020 and these billing instructions, regardless of whether the provider creates the documents by hand or electronically. All documentation must be maintained for at least six years, must be submitted to the Medicaid agency upon request, and must be made available during on-site visits and chart reviews.

## Charting overview

Each provider must maintain a client record for each client that concisely states the services provided and shows how those services support the number of units billed. The client record must also clearly demonstrate the risk-factor progression from identification to final client outcome.

## Client-specific records

The required record content for ICM clients includes:

- The ICM Screening Tool, form [13-658](#).
- All notes by the infant case manager, subcontractors, and consultants.
- Assessment records.
- Care coordination records, including all care coordination activities for the client.
- Care plan records. The care plan must reflect an overview of the client's identified risk factor(s) and anticipated interventions. For risk factors that are identified and not addressed, an explanation of why the risk factors were not addressed must be included in the chart. The care plan must identify all the individuals who participated in the plan.
- Consent to care document signed and dated by the client's [parent](#) indicating whether the parent consented or refused care.
- Contact log. Client records must have a chronology of contacts made with or regarding the client. The contact log must include the following:
  - ✓ The date of the contact
  - ✓ A brief description of the nature of the contact
  - ✓ The name of the person making the contact
  - ✓ The name of the person or agency who was contacted
- Demographic and contact information, which is legible, accurate, and complete charts and records to justify the services provided to each client, including, but not limited to:
  - ✓ The client's name
  - ✓ The date of birth
  - ✓ Contact information (address and phone number(s))
  - ✓ Race (and if applicable, ethnicity, and tribal affiliation)
  - ✓ Primary language spoken

- ✓ The infant’s ProviderOne Client ID number and effective date
- ✓ The infant’s parent or guardian information
- A “Freedom of choice” document provided for each client’s [parent](#) to read and sign. The declaration must inform the parent that the infant and family are:
  - ✓ Not required to participate in ICM.
  - ✓ Free to choose any ICM approved agency to receive ICM regardless of where the client lives or receives health care and/or [WIC services](#).
- A “Release of information” form. ICM services are considered health care services and are covered under HIPAA regulations. The agency-specific “release of information” form is a provider form that must signed by the client. The form must comply with [RCW 70.02.030](#).
- A signature log and copies of staff’s legal signature. All client charts must contain a signature log, with printed names and titles of all provider staff giving care, in addition to a copy of their legal signatures. If staff initials are used in the chart, a legible sample must be included on the signature log.
- Client outcome and discharge data.

Providers are required to determine and record all of the following client data:

- ✓ The date and reason for the discharge from ICM
- ✓ Final client outcomes that are recorded in a one summary report/document.
- ✓ Results of ICM screening with ICM services are documented as:
  - Provided
  - Deferred, because the client/family is receiving case management services as part of another program
  - Declined by the client’s [parent](#)
- Visit records and notes for each ICM visit that include:
  - ✓ The date of the visit
  - ✓ The time the visit started and ended
  - ✓ The location of the visit—home, office, alternate site
  - ✓ Any intervention(s) provided, such as referrals and linkages

- ✓ Client progress related to risk factors on the care plan and addressed during the visit
- ✓ The reason for not addressing a prioritized risk factor at visit
- ✓ Any follow-up required from the previous visit
- ✓ Next steps
- ✓ The signature of the person providing ICM services

## Staff-specific records

Providers must keep the following documentation for all professional staff:

- Supervision records for infant case managers.
- Continued education verification.
- Current credentials for professional staff.

## What services are covered under ICM?

(See [WACs 182-533-0380](#) and [182-533-0386](#))

The Medicaid agency covers eligible infants on a fee-for-service basis for case management under the ICM program, including:

- An initial in-person screening, which includes an assessment of risk factors and developing an individualized care plan.
- Case management services and care coordination.
- Referring and linking the infant and parent(s) to other services or resources.
- Advocacy for the infant and parent(s).
- Follow up contact(s) with the parent(s) to ensure the care plan continues to meet the needs of the infant and parent(s).

The Medicaid agency pays for these services when:

- Provided to a client who meets the eligibility requirements in [WAC 182-533-0370](#).
- Provided by a person who meets the [ICM provider requirements](#) listed in this guide.

- Documented in a manner that satisfies the ICM [documentation requirements](#).
- Billed using:
  - ✓ The infant’s ProviderOne Client ID.
  - ✓ The correct procedure codes and modifiers identified in this provider guide.
  - ✓ The provider’s billing NPI and taxonomy code 171M00000X.

## Levels of service

The Medicaid agency may determine the maximum number of units allowed per client when directed by the legislature to achieve targeted expenditure levels for payment in any specific biennium. The maximum number of ICM units allowed per client is published in these billing instructions.

All infants and parents must be screened to determine if there is a need to help the family access medical, social, educational, or other services. The number of units an infant may receive is based on the amount of assistance the parent needs to address identified risk(s).

Providers screening infants and parents must use the ICM Screening Tool. If no risk factor is identified (in Column A of the form), the amount of services is limited to two units for the eligibility period, unless there is a change in circumstances. Units used to screen clients are included in the maximum allowed in each level.

All services must be delivered face-to-face with the infant present.

Lower level case management allows an infant up to six units of ICM services during the ICM eligibility period. This means that the parent(s) is able to access services with minimal assistance from an infant case manager.

Higher level case management allows a client up to 20 units of service during the eligibility period. For higher level services, the parent must demonstrate a greater need for assistance accessing services. The infant case manager may provide additional services based on a family’s identified needs.

Examples of parents who need more assistance include those who:

- Miss scheduled appointments.
- Request extra services due to circumstances that prevent access, such as suffering from depression.
- Have little understanding of infant and child development, e.g., adolescent parents.
- Have a premature infant who has complex medical needs.

**Note:** The units used screen during the ICM eligibility period must be deducted from the maximum number of units allowed for whatever level the infant/parent qualifies.

### Number of units for levels of service

Providers must bill in units of service with one unit of service equaling 15 minutes, delivered face-to-face. Other considerations for billing ICM units are:

- No more than 2 units may be billed to complete the ICM Screening Tool, form [13-658](#).
- Infants qualifying for [lower level](#) may receive a maximum of 6 units of service throughout the ICM eligibility period, as documented using the ICM Screening Tool, form [13-658](#).
- Infants qualifying for [higher level](#) may receive a maximum of 20 units of service throughout the ICM eligibility period as documented using the ICM Screening Tool, form [13-658](#).
- If the infant's circumstances causes a change to a higher level of service, the appropriate number of units may be added. Total units may not exceed 20.
- If the infant's circumstances causes a change to a lower level of service, the units of service available do not change. However, the client must demonstrate need for remaining units to be used.

### Limitation extension requests

The provider may request authorization for a limitation extension to exceed the number of allowed ICM units of service under [WAC 182-501-0169](#).

- A limitation extension request must be preauthorized.
- Limitation extension requests:
  - ✓ Must be submitted with:
    - The General Information for Authorization, form [13-835](#), as the first page (DO NOT use a coversheet).
    - The Limitation Extension Request (Maternity Support Services and/or Infant Case Management), [form 13-884](#), as the second page.
    - The complete ICM chart, which includes the [care plan](#).
  - ✓ Must be completed according to the directions on the forms.
  - ✓ Must be faxed to 1-866-668-1214.

# What services are not covered under ICM?

(See [WAC 182-533-0385](#))

The Medicaid agency covers only those services that are listed in [WAC 182-533-0380](#). Requests for noncovered services are evaluated under [WAC 182-501-0160](#).

# ICM Coverage Table

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Procedure Code	Diagnosis Code	Modifier*	Short Description	Policy/ Comments
<b>Infant Case Management</b>				
T1017	V20.1	HD	Targeted case management, each 15 minutes	1 unit = 15 minutes

\*To receive reimbursement, tribal programs must use the procedure code and modifier above and one of these *additional* modifiers based on the client's demographic information:

Client demographic	Additional Modifier
American Indian or Alaska Native	UA
Nonnative person	SE



# Billing and Claim Forms

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Providers must follow the billing requirements listed in the agency’s [ProviderOne Billing and Resource Guide](#). The guide explains how to complete the CMS-1500 claim form. The following table includes information specific to MSS/ICM services.

In field:	Enter:	
19	The estimated due date for clients who become pregnant again before ICM ends. This is necessary in order to “Reset” the clock for the new pregnancy in the claims system.	
23	The authorization reference number for approved limitation extensions.	
24B	Code	For
	07 08 11 12 99	Tribal 638 free-standing facility Tribal 638 provider-based facility Office Client’s residence Alternate site
24G	Enter one date of service per billed line. Multiple units will be billed regularly using the 15-minute codes.	

Taxonomy code 171M00000X is appropriate for MSS/ICM Services.

Click for the [fee schedule](#).