

**South Central Behavioral Health Region
Mental Health and Disability Services**

**Annual Service and
Budget Plan FY 2020**

Serving Appanoose, Davis, Mahaska and Wapello Counties



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Final

ANNUAL SERVICE AND BUDGET PLAN FOR FY 19/20

Geographical Area: Serving the Counties of Appanoose, Davis, Mahaska and Wapello counties. The South Central Behavioral Health Region (hereafter referred to as SCBHR) was formed under Iowa Code Chapter 28E to create a mental health and disability service region in compliance with Iowa Code 331.390.

In compliance with IAC 441-25 the SCBHR Management Plan comprised three parts: Annual Service and Budget Plan, Annual Report and Policies and Procedures Manual. The Annual Service and Budget Plan includes the services to be provided and the cost of those services, local access points, Targeted Case Management agencies, a plan for ensuring effective crisis prevention and a description of the scope of services, projection of need and cost to meet the need, and provider reimbursement provisions.

The Annual Service and Budget Plan has been approved by the SCBHR Governing Board on March 19th, 2019 and is subject to approval by the Director of Human Services. The SCBHR Management Plan is available in each local SCBHR MHDS office, www.scbhr.org and on the Iowa Department of Human Services Website at <http://dhs.iowa.gov/mhds>.

ACCESS POINTS

SCBHR shall designate access points. An access point is a part of the service system or community that shall be trained to complete the MHDS funding applications for persons with a disability and forward them to the local SCBHR Office.

Access Point	Address	Phone number
Appanoose County Community Service Office	209 E Jackson Street, Centerville Iowa 52537	1-641-856-2085
Community Health Center of Southern Iowa-Appanoose	221 East State Center, Centerville Iowa 52537	1-641 856 6471
Davis County Community Service Office	712 S. West, Bloomfield Iowa 52537	1-641-664-1993
Davis County Hospital E.R	509 N Madison Street, Bloomfield Iowa 52537	1-641-664-2145
Mahaska County Community Services	301 1 st Avenue E., Oskaloosa, IA 52577	1-641-672-2625
Mercy Medical Center E.R	One Street Joseph's Dr. Centerville, Iowa 52544	1-641-437-4111
Ottumwa Regional Hospital E. R	1001 Pennsylvania Ave, Ottumwa Iowa 52501/	1-641-682-7511
Southern Iowa Mental Health Center	110 E Main, Ottumwa Iowa 52501/ 1229 C Avenue East, Oskaloosa, IA 52577	1-641-682-8772
Wapello County Community Service Office	102 E. Main, Ottumwa Iowa 52501	1-641-683-4576

Targeted Case Management

The ability to designate conflict-free Targeted Case Management as described in IAC 441-25.21 (1)g is no longer possible by MHDS regions as the Managed Care Organizations (MCOs) have taken this role. Individuals enrolled in the Medicaid program that are not served by an MCO may be eligible for Targeted Case Management with the Department of Human Services (DHS).

SCBHR has identified the following providers for case management to offer services to individuals enrolled in Medicaid.

Case Management Entity	Address	Phone number
DHS Case Management	400 SW 8 th St, Des Moines, IA 50319	515-242-6877
United Healthcare Plan of the River Valley, Inc.	1089 Jordan Creek Parkway, West Des Moines, IA 50266 Website: http://www.uhccommunityplan.com/	1-800-464-9484 TTY: 711
Amerigroup Iowa, Inc.	PO Box 71099, Clive, IA 50325 Website: http://www.myamerigroup.com/IA	1-800-600-4441 TTY: 711

The local offices of SCBHR also provide Service Coordination for individuals who do not qualify for case management.

Crisis Planning

Emergency Services

Current basic crisis response provisions, including 24 hour access to crisis response and evaluation, is provided through Community Mental Health Centers and providers listed below.

AREA	Location	Address	Phone number
Appanoose	Mercy Medical Center E.R	One Street Joseph's Dr. Centerville, Iowa 52544	641-437-4111
Appanoose	Community Health Center of Southern Iowa	221 East State Center, Centerville Iowa 52537	1-641 856 6471
Davis	Davis County Hospital E.R	509 N. Madison Street, Bloomfield Iowa 52537	641-664-2145
Mahaska/Wapello	Southern Iowa Mental Health Center	1527 Albia Rd, Ottumwa, IA 52501 1229 C Avenue East, Oskaloosa, IA 52577	641-682-8772
Appanoose, Davis, Mahaska and Wapello	Southern Iowa Mental Health Center Mobile Crisis Team	1527 Albia Rd, Ottumwa, IA 52501	641-682-8772
Wapello	Ottumwa Regional Hospital E. R	1001 Pennsylvania Ave, Ottumwa Iowa 52501	641-682-7511

Current Crisis Services/Intensive Mental Health Services:

In October of 2013 the Region began taking steps to provide a continuum of care for citizens with mental health issues in crisis that will:

At current Southern Iowa Mental Health Center offers crisis services to include Mobile Crisis, 23 Hour Observation and Crisis Stabilization Residential Services they are in the accreditation process with Department of Human Services.

- a) Identify the level of service necessary to alleviate patient symptoms.
- b) Provide a new level of care besides inpatient or outpatient counseling –
- c) Provide immediate treatment to prevent the progression of symptoms.
- d) Provide services at a local level through use of a continuum of care as much as possible.
- e) Educate the community on mental health issues.
- f) Develop a holistic system using current services that can provide a continuum of care that can be emulated by other rural settings.
- g) Provide pre and post statistical information that will measure the cost effectiveness of this approach to services.

Through the Stakeholders, SCBHR has engaged providers in trainings related to Co-occurring diagnosis, trauma informed care, collective impact strategy, and Non-violent Crisis Prevention Intervention. Please refer to document for specific detail regarding trainings and continued plans for training within SCBHR.

Providers within SCBHR of clinical/medical/therapeutic services have contract for emergency and urgent care appointments in order to facilitate prompt access to service as the situation dictates.

SCBHR coordinators continue to facility necessary linkages to community-based service array i.e. Integrated Health Home, Community Mental Health Centers, etc. to insure supports.

SCBHR continues to encourage Mental Health Agencies to facilitate Crisis Care Coordination. A component of this Crisis Care Coordination is to follow up with individuals that have utilized the crisis, urgent, emergency and or on call system when in crisis to ensure that they have knowledge and resources available to them to maintain their well-being.

The local Community Services office in Appanoose, Davis, Mahaska, and Wapello continues to work alongside of the Clerk of Court and Magistrate Judges to process and notarize all Court Committals. This allows for SCBHR Community Services office to become the point of access for all filings and decreasing the amount of time spent in applicants waiting at the courthouse for consult.

SCBHR continues to establish on going contracting relationships with Ottumwa Regional Health Center; in FY 2016 ORHC opened a 15-bed general population psychiatric hospital. In FY 18 SCBHR contracted with ORHC that allows for a financial partnership for payment of clients under MH 229. SCBHR and ORHC has meet on several occasions with judges and law enforcement to being conversations on the court committal process and the services that we as a partnership can build to provide pre- commitment options.

SCBHR continues to support the treatment of Co-Occurring/Dual Diagnosis clients. In FY 18 SCBHR contracted with Oak Meadow, a residential substance abuse treatment provider that provides 125 Substance Abuse Court Committals for evaluation and long term treatment. The goal is to continue to provide care for our clients within our region. SCBHR will continue to support funding in the area of Co-Occurring/Dual Diagnosis programming

SCBHR continues to provide Mental Health Services via Tele-psych and face to face medication management and therapy in all four jails (Appanoose, Davis, Mahaska and Wapello Counties) SCBHR provides face to face care coordination for inmates upon discharge to provide wrap around services to ensure follow through upon discharge from jail.

ACCESS CENTER

In FY19 SCBHR put out an RFP for an Access Center, it will be awarded in April 2019 and expected opening is July 2019.

23 HOUR CRISIS OBSERVATION & HOLDING-

In FY 2018, SCBHR issued an RFP for 23 Hour Crisis Observation and Holding Beds. The RFP was awarded to Southern Iowa Mental Health on January 15th, 2018. Southern Iowa Mental Health Center has a total of six 23 Hour Crisis Observation and Holding Beds as of May 1st, 2019. SCBHR provided start-up cost along with contracting agreement for payment of occupied beds until all licensing and accreditation has taken place. SCBHR will then look to braided funding to include payment from the MCO's to support the beds. Southern Iowa Mental Health Center

- 1527 Albia Rd, Ottumwa, IA 52501
641-682-8772
Christina Scharck-Director

24 ACCESS TO CRISIS RESPONSE-THRU TELEPSYCH (APPANOOSE COUNTY/DAVIS COUNTY)-

SCHBR continues to contract for Tele psych in the Appanoose County Hospital. In FY 18, Davis County contracts with eAvera for both medical and mental health consultation via tele-medicine.

ASSERTIVE COMMUNITY TREATMENT TEAMS-

FY 2019, the region entered into a contract with RHD for ACT for residence in Appanoose County to receive ACT services. In FY 19 SCBHR will be working alongside of Southern Iowa Mental Health Center to develop an ACT for Mahaska, Davis and Wapello County.

Gina Hiler -Accredited

Regional Director

Resources for Human Development

1146 Blairs Ferry Rd Suite 2

Cedar Rapids IA, 52402

Phone: 319-826-2823 office

CRISIS HOTLINE/WARM LINE-

Since FY17, SCBHR has secured a contract for Crisis Hotline/Warm line services with Foundation II

In FY18, SCHBR contracted with Abbey to support a warm line for the region.

CRISIS INTERVENTION TRAINING-

FY 19 SCBHR funded 2 C.I.T training. The First training was held in Mahaska County with 25 law enforcement officers in attendance the 2nd was held in Davis County with a total of 20 law enforcement officers in attendance. In April of 2019, a training will be held in Wapello County for law enforcement to attend throughout the region. All trainings are being facilitated by Solutions Plus out of San Antonio. SCBHR continues to provide grant funding to Mahaska Health Partnership and Southern Iowa Mental Health Center for Mental Health First Aid training for Adolescents and Adults in the region.

CRISIS STABILIZATION RESIDENTIAL SERVICES:

In September of 2017; SCBHR released an RFP for CSRS in the region. SIMHC was awarded the RFP and now has 4 CSRS Beds. SCBHR has a contract with Genesis (Hope Wellness) for CSRS beds if the beds at SIMHC were unavailable.

Southern Iowa Mental Health Center- In the process of accreditation

- 1527 Albia Rd, Ottumwa, IA 52501
641-682-8772
Christina Scharck-Director

CRISIS STABILIZATION COMMUNITY BASED SERVICES:

SCBHR during FY20 will work with providers to plan and implement Crisis Stabilization Community Based Services in FY21.

CORE EVIDENCE BASED TREATMENT-

In FY 2019, SCBHR contracted with APSE to provide training to Vocational Providers within the SCBHR to align to the EBP of Supported Employment.

SCBHR in FY 2018 was able to work with Community Mental Health Providers to develop a Co-Occurring Outpatient Program. This Out-patient Program will support the Evidence Based Practice of Integrated Treatment for Co-Occurring Disorders. The Interactive Journaling curriculum been certified by SAMHSA and will support the outcomes that the Evidence Based Practice upholds.

INTENSIVE RESIDENTIAL HOME

SCBHR has always supported clients in high intensive settings for short term funding; the region will continue to provide this level of care to those client who met the assessments based need. SCBHR will work across regions to establish appropriate level of cares to serve complex needs clients.

NO ACCREDITED PROVIDERS

MOBLIE CRISIS TEAMS

SCBHR in FY 2018 a RFP was release and awarded to SIMHC; Mobile Crisis Team first date of operation was January 7th, 2019 covering Appanoose, Davis, Mahaska and Wapello Counties.

Southern Iowa Mental Health Center- In the process of Accreditation

- 1527 Albia Rd, Ottumwa, IA 52501
641-682-8772
Christina Schark-Director

PEER DROP IN CENTERS-

In FY 19 SCBHR released a RFP for 3 Peer Drop In Centers one in Appanoose, Davis and Mahaska County. SCBHR award contracts to First Resources for Mahaska and Optima Life Services for Appanoose and Davis Counties. All counties in the region now have a Peer Recovery Center/Peer Drop in Center.

SUBACUTE

SCBHR in FY19 release an RFP for Subacute Mental Health Services the RFP will be awarded in April 2019 and opening in July 2019.

Scope of Services and Budget for FY 20

The FY 20 budget was developed at the local level with input and collaboration with stakeholders to assess need. As the funder of non-Medicaid services, SCBHR is the funder of last resort. SCBHR recognizes the importance of individualized planning for services and supports to empower all individuals to reach their fullest potential.

SCBHR shall be responsible for funding only those services and supports that are authorized in accordance with the process described in the MH/DS Plan, within the constraints of budgeted dollars. SCBHR shall be the

funder of last resort and regional funds shall not replace other funding that is available. An individual who is eligible for other privately or publicly funded services and support must apply for and accept such funding and support and comply with requirements to remain eligible for such funding and support. Access standards in IAC 441-25.3(331) have been considered in the formation of the budget and the projection of need is based on those standards. It is felt that access standards will be met based on the number of providers, their locations, historical data, and input from stakeholders.

Financial Forecasting

Service Matrix

FY 2020 Budget	<u>SOUTH CENTRAL BEHAVIOIRAL HEALTH MHDS Region</u>	MI (40)	ID(4 2)	DD(43)	BI (47)	Admi n (44)	Total	State or Other Funding Sources to be Used to Meet Service Need
Core Domains								
COA	Treatment							
42305	Mental health outpatient therapy	\$ 7,000					\$ 7,000	Med/Private Ins.
42306	Medication prescribing & management						\$ -	
43301	Assessment & evaluation	\$ 10,000					\$ 10,000	Med/Private Ins.
71319	Mental health inpatient therapy-MHI	\$ 50,000					\$ 50,000	Medicaid
73319	Mental health inpatient therapy	\$ 50,000					\$ 50,000	Med/Private Ins.
	Crisis Services							
32322	Personal emergency response system						\$ -	
44301	Crisis evaluation	\$ 120,000					\$ 120,000	Med/Private Ins
44302	23 hour crisis observation & holding	\$ 500,000					\$ 500,000	Med/Private Ins
44305	24 hour access to crisis response	\$ 2,000					\$ 2,000	Medicaid
44307	Mobile response	\$ 200,000					\$ 200,000	

44312	Crisis Stabilization community-based services					\$ -	
44313	Crisis Stabilization residential services	\$ 500,000				\$ 500,000	Medicaid
44396	Access Centers: start-up / sustainability	\$ 100,000				\$ 100,000	
	Support for Community Living						
32320	Home health aide					\$ -	
32325	Respite					\$ -	
32328	Home & vehicle modifications					\$ -	
32329	Supported community living	\$ 300,000	\$ 5,000			\$ 305,000	Medicaid
42329	Intensive residential services	\$ 100,000				\$ 100,000	Medicaid
	Support for Employment						
50362	Prevocational services	\$ 10,000				\$ 10,000	Medicaid
50364	Job development	\$ 2,500				\$ 2,500	Medicaid
50367	Day habilitation	\$ 2,500				\$ 2,500	Medicaid
50368	Supported employment	\$ 2,500				\$ 2,500	Medicaid
50369	Group Supported employment-enclave	\$ 500				\$ 500	Medicaid
	Recovery Services						
45323	Family support	\$ 5,000				\$ 5,000	Medicaid
45366	Peer support	\$ 5,000				\$ 5,000	Medicaid
	Service Coordination						
21375	Case management					\$ -	
24376	Health homes					\$ -	
	Sub-Acute Services						
63309	Subacute services-1-5 beds	\$ 200,000				\$ 200,000	Medicaid

64309	Subacute services-6 and over beds					\$ -	
	Core Evidenced Based Treatment						
04422	Education & Training Services - provider competency	\$ 50,000				\$ 50,000	
32396	Supported housing	\$ 250,000				\$ 250,000	
42398	Assertive community treatment (ACT)	\$ 400,000				\$ 400,000	
45373	Family psychoeducation	\$ 500				\$ 500	
	Core Domains Total	\$ 2,867,500	\$ 5,000	\$ -	\$ -	\$ 2,872,500	
Mandated Services							
46319	Oakdale	\$ 5,000				\$ 5,000	
72319	State resource centers					\$ -	
74XXX	Commitment related (except 301)	\$ 82,000				\$ 82,000	
75XXX	Mental health advocate	\$ 80,000				\$ 80,000	
	Mandated Services Total	\$ 167,000	\$ -	\$ -	\$ -	\$ 167,000	
Additional Core Domains							
	Justice system-involved services						
25xxx	Coordination services					\$ 200,000	
44346	24 hour crisis line**	\$ 40,000				\$ -	
44366	Warm line**	\$ 15,000				\$ 15,000	
46305	Mental health services in jails	\$ 200,000				\$ -	
46399	Justice system-involved services-other					\$ -	
46422	Crisis prevention training	\$ 15,000				\$ 15,000	
46425	Mental health court related costs					\$ -	

74301	Civil commitment prescreening evaluation						\$ -	
	Additional Core Evidenced based treatment							
42366	Peer self-help drop-in centers	\$ 560,000					\$ 560,000	
42397	Psychiatric rehabilitation (IPR)						\$ -	
	Additional Core Domains Total	\$ 830,000	\$ -	\$ -	\$ -		\$ 830,000	
Other Informational Services								
03371	Information & referral						\$ -	
04372	Planning and/or Consultation (client related)	\$ 202,710					\$ 202,710	
04377	Provider Incentive Payment						\$ -	
04399	Consultation Other						\$ -	
04429	Planning and Management Consultants (non-client related)	\$ 95,040					\$ 95,040	
05373	Public education	\$ 51,360					\$ 51,360	
	Other Informational Services Total	\$ 349,110	\$ -	\$ -	\$ -		\$ 349,110	
Essential Community Living Support Services								
06399	Academic services						\$ -	
22XXX	Services management	\$ 358,953					\$ 358,953	
23376	Crisis care coordination						\$ -	
23399	Crisis care coordination other						\$ -	
24399	Health home other						\$ -	
31XXX	Transportation	\$ 15,000					\$ 15,000	

32321	Chore services					\$	
						-	
32326	Guardian/conservator					\$	
						-	
32327	Representative payee					\$	
						-	
32335	CDAC					\$	
						-	
32399	Other support	\$				\$	
		25,000				25,000	
33330	Mobile meals					\$	
						-	
33340	Rent payments (time limited)					\$	
						-	
33345	Ongoing rent subsidy	\$				\$	
		35,000				35,000	
33399	Other basic needs	\$				\$	
		8,000				8,000	
41305	Physiological outpatient treatment	\$				\$	
		500				500	
41306	Prescription meds	\$				\$	Med/Private Ins
		30,000				30,000	
41307	In-home nursing					\$	
						-	
41308	Health supplies					\$	
						-	
41399	Other physiological treatment					\$	
						-	
42309	Partial hospitalization					\$	
						-	
42310	Transitional living program	\$				\$	
		10,000				10,000	
42363	Day treatment					\$	
						-	
42396	Community support programs					\$	
						-	
42399	Other psychotherapeutic treatment					\$	
						-	
43399	Other non-crisis evaluation					\$	
						-	
44304	Emergency care					\$	
						-	
44399	Other crisis services					\$	
						-	
45399	Other family & peer support					\$	
						-	
46306	Psychiatric medications in jail	\$				\$	
		70,000				70,000	

50361	Vocational skills training						\$ -	
50365	Supported education						\$ -	
50399	Other vocational & day services						\$ -	
63XXX	RCF 1-5 beds (63314, 63315 & 63316)						\$ -	
63XXX	ICF 1-5 beds (63317 & 63318)						\$ -	
63329	SCL 1-5 beds						\$ -	
63399	Other 1-5 beds						\$ -	
	Essential Comm Living Support Services Total	\$ 552,453	\$ -	\$ -	\$ -		\$ 552,453	
Other Congregate Services								
50360	Work services (work activity/sheltered work)						\$ -	
64XXX	RCF 6 and over beds (64314, 64315 & 64316)	\$ 150,000					\$ 150,000	Medicaid
64XXX	ICF 6 and over beds (64317 & 64318)						\$ -	
64329	SCL 6 and over beds						\$ -	
64399	Other 6 and over beds						\$ -	
	Other Congregate Services Total	\$ 150,000	\$ -	\$ -	\$ -		\$ 150,000	
Administration								
11XXX	Direct Administration					521195	\$ 521,195	
12XXX	Purchased Administration						\$ -	
	Administration Total					\$ 521,195	\$ 521,195	
	Regional Totals	\$ 4,916,063	\$ 5,000	\$ -	\$ -	\$ 521,195	\$ 5,442,258	

(45XX-XXX)County Provided Case Management							\$ -	
(46XX-XXX)County Provided Services							\$ -	
							\$ 5,442,258. 00	
	Regional Grand Total							

Transfer Numbers (Expenditures should only be counted when final expenditure is made for services/administration. Transfers are eliminated from budget to show true regional finances)

13951	Distribution to MHDS regional fiscal agent from member county	\$ 3,813,600
14951	MHDS fiscal agent reimbursement to MHDS regional member county	\$ -

** 24 hour crisis line and warm line are transitioning from additional core to state wide core services with state funding.

** Please note that all core services are provided by the region regardless if dollars are encumbered in the COA code.

FY 2020 Budget	South Central Behavioral Health MHDS Region		
Revenues			
	Projected Fund Balance as of 6/30/19		\$ 3,543,793.00
	Local/Regional Funds		\$ 2,657,816
10XX	Property Tax Levied		
5310	Client Fees		
12XX	Other County Taxes		
16XX	Utility Tax Replacement Excise Taxes		
4XXX-5XXX	Charges for Services		
60XX	Interest		
6XXX	Use of Money & Property		
25XX	Other Governmental Revenues		
8XXX	Miscellaneous		
92XX	Proceeds /Gen Fixed assets sales		
	State Funds		\$ -
21XX	State Tax Credits		
22XX	Other State Replacement Credits		
2250	MHDS Equalization		
24XX	State/Federal pass thru Revenue		
2644	MHDS Allowed Growth // State Gen. Funds		
2645	State Payment Program		
29XX	Payment in Lieu of taxes		
	Federal Funds		\$ -
2344	Social services block grant		
2345	Medicaid		
	Other		
	Total Revenues		\$ 2,657,816

Total Funds Available for FY20	\$ 6,201,609 .00
FY19 Projected Regional Expenditures	\$ 5,442,258.00

Projected Accrual Fund Balance as of 6/30/20

\$ 759,351.00

County	2017 Est. Pop.	Regional Per Capita	FY20 Max Levy	FY20 Actual Levy	Actual Levy Per Capita
Appanoose	12,352	47.28	584,003	531,136	43.00
Davis	8,966	47.28	423,912	330,800	40.00
Mahaska	22,235	47.28	1,051,271	928,893	40.00
Wapello	35,044	47.28	1,656,880	841,056	24.00
E			0		#DIV/0!
F			0		#DIV/0!
G			0		#DIV/0!
H			0		#DIV/0!
I			0		#DIV/0!
J			0		#DIV/0!
Region	78,597		3,716,066	2,618,323	33.34

Financial Forecasting

The SCHBR, will work with stakeholders to enhance the system with the development of the following programs which were identified as needs during the Community Input meetings. These service/training enhancements have been budgeted for the FY 2019, knowing that not all areas identified will be completed in their entirety within FY 2019. This budget is a projected budget and will continue to be assessed and evaluated with a Strategic Plan over the next 1-3 years. Within the Community Services Programming SCBHR will itemize dollars below to attribute to the cost if needed. The region will use the fund balance for the services identified in the Financial Forecasting.

List new service investments with time frames for implementation.	Projected Costs
Access Center	\$100,000 (July 1 st , 2019)
Intensive Residential Services	\$500,000 (July 1 st , 2021)
Sub-Acute Beds	\$200,000 (July 1 st , 2019)

Provider Reimbursement Provisions

Each service provider shall provide monthly billing invoices within 60 days of service provision, and other information requested of the provider for utilization review. The monthly billings shall include the following information:

- Name and unique identifier of each individual served during the reporting period.
- Dates of service.
- Number of units of service delivered to each individual served.
- When requested, attendance records.
- Unit rate and total cost of the units provided to each individual. Copayments or other charges billed to other sources shown as deductions on the billing.
- Actual amount to be charged to the Region for each individual for the period.

SCBHR staff shall review the billings and additional utilization information in comparison with service funding authorizations in place. Non-emergency services delivered without service funding authorization shall be deducted from the billing.

All eligible bills shall be paid within 60 days of receipt of required documentation unless unforeseen circumstances exist.

No billings received more than 60 days after the close of the fiscal year in which the service was provided shall be considered for payment by SCBHR unless there is a statutory obligation. Fiscal year for SCBHR is July 1 – June 30.

It is the intent of SCBHR that only SCBHR staff shall authorize services for residents of the SCBHR region. Due to that, it is the policy of SCBHR that if another county, region, or the State, determines residency in error or approves services for persons who do not have residency in their region, SCBHR may not assume retroactive payment. When written notification is received by SCBHR of the error, SCBHR staff shall authorize services according to the policies and procedures set forth in this manual.

SCBHR will contract with MH/DS providers whose base of operation is in the region. SCBHR may also honor contracts that other regions have with their local providers or may choose to contract with providers outside of the Region. A contract may not be required with providers that provide one-time or as needed services.

SCBHR uses a mix of fee-for-service, and capitated case rates for most of its services. It provides block grants only for specific population based activities where billing by individual served is impossible or impracticable.

SCBHR intends to with the help of Department of Human Services, incorporate all sources of funding including medical assistance program funding, Integrated Health Home, etc, so a person can receive a whole person approach.

SCBHR service contracts require that all providers meet all applicable licensure, accreditation or certification standards; however SCBHR makes serious efforts to stimulate access to more natural supports in its service provider network. Successful attainment of positive outcomes, consumer and family satisfaction, and cost effectiveness measures are the most important factors in continued network participation. SCBHR has identified access points within the provider network to assist individuals or their representatives to apply for services.

SCBHR has identified the following providers currently contracting with the region. Additional providers may be added throughout the year as services are developed to meet the continuum of service needs of individuals. Nontraditional providers may be used.

Agency	
Caremark	Ottumwa Regional Health Center
Comfort Keepers	RHD
	Paula Gordy
Christian Opportunity Center	Psychological Services of Ottumwa
Community Health Center of Southern Iowa	
Crest	Southern Iowa Mental Health Center
Davis County Hospital	Sandy Heller
Dee Dee Chance	Tenco
First Resources	Life Long Links
Insight	Great Rivers
ITP	SIEDA
Hope Wellness	MHI
Mahaska Health Partnership	Woodward Resource Center
Mercy Medical Center in Centerville	
Monica Shelton	
Optimae	