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**CHAPTER 11: CERTIFIED COMMUNITY BEHAVIORAL HEALTH CLINICS**

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**SECTION 11.5: SERVICE UTILIZATION AND DELIVERY PAGE(S) 1**

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**SERVICE UTILIZATION AND DELIVERY****Service Utilization**

Medicaid enrolled clients served by the Certified Community Behavioral Health Clinic (CCBHC) are eligible for other Medicaid covered services when medical necessity is met. However, duplication of services is prohibited.

Clients shall only receive CCBHC services from one CCBHC at a time. Clients shall not receive Mental Health Rehabilitation (MHR) or Assertive Community Treatment (ACT) services from outside providers while receiving services from the CCBHC or its designated collaborating organization (DCO). Clients enrolled in Coordinated System of Care (CSoC) shall not receive targeted case management (TCM) or peer and family peer support (FPS) services from the CCBHC. Clients receiving ACT shall not receive services that are duplicative of the ACT model. Clients receiving Early Childhood Supports and Services (ECSS) from a DCO shall not receive services that are duplicative of the ECSS model.

Prior authorization (PA) of CCBHC services is prohibited.

**Service Delivery**

The CCBHC and its DCOs are responsible for providing services that are person-centered, family-centered and recovery oriented; honoring the needs, preferences, and values of the client receiving CCBHC services; and ensuring both involvement of the client receiving CCBHC services and self-direction of services received. Services shall be:

1. Delivered in a culturally and linguistically competent manner;
2. Respectful of the client receiving services;
3. Appropriate to clients of diverse racial, ethnic, religious, sexual and gender identities and other cultural and linguistic groups; and
4. Appropriate for age, development, and education.

Any licensed practitioner providing Behavioral Health Services (BHS) must operate within their license and scope of practice.