

**Department of Mental Health
Clubhouse Services
Billing and Payment Guidelines**

September 2020

I. OVERVIEW1

II. DEFINITIONS.....1

III. ENROLLMENT.....4

VII. ATTACHMENTS12

I. Overview

These guidelines provide instructions on critical administrative, fiscal and operational activities that the Department of Mental Health (DMH) and Clubhouse contractors need to perform to ensure timely and accurate payment of bills for Clubhouse Services.

DMH Clubhouse Services Contracts are unit rate contracts. The rates are set by regulation (101 CMR 416) pursuant to Chapter 257 of the Acts of 2008. The applicable MMARS Activity Code is 3034. Services are available to individuals that meet DMH clinical criteria for services; however, the individuals do not need to be DMH clients. Clubhouse Services are a Psychosocial Rehabilitation Service that provides supports through a membership-based community center which helps individuals develop skills necessary for social networking, independent living, budgeting, accessing transportation, self-care, maintaining educational goals, and securing and retaining employment.

II. Definitions

Action Plan: The written goals, objectives and interventions developed by a DMH Active Member with the Contractor regarding Clubhouse Services. An Action Plan must be appropriate for Clubhouse Services. An Action Plan is considered a DMH Active Member's Individualized Action Plan as that term is defined and used in DMH regulations 104 CMR 29.11 – 29.13. If a DMH Active Member receives other DMH services, the Action Plan must be integrated with the Individualized Action Plans of the other services. **The Action Plan Form noted in the RFR must be utilized.**

Area Director: The senior DMH administration official in a DMH Area.

Communities to be Served: A group of cities and towns that have been designated by DMH to receive Clubhouse Services from the same Contractor. The Communities to be Served are identified in the RFR.

Contract: A separate financial obligation or encumbrance on MMARS for each Communities to be Served a Contractor is responsible for providing Clubhouse Services pursuant to its DMH Clubhouse Services Rate Agreement. For example, a Contractor that has four (4) Communities to be Served listed in its DMH Clubhouse Services Rate Agreement will have 4 Contracts for the purpose of these Billing Guidelines. For each Contract, DMH has set the maximum number of Clubhouse Units of Service a Contractor can bill DMH for in a fiscal year. These caps were set forth in the RFR. A cap can only be changed by an amendment to the DMH Clubhouse Services Rate Agreement.

Contractor: A Bidder organization awarded a DMH Clubhouse Rate Agreement for one or more of the Communities to be Served.

Clubhouse Services Membership Criteria: Clubhouse membership is voluntary. Membership is open to adults (age eighteen (18) and older) with a serious and long mental illness that has resulted in functional impairment that substantially interferes with, or limits one or more major life activities consistent with the criteria set forth in Massachusetts Department of Mental Health Guidelines for 104 CMR 29.00: Application for DMH Services, Referral, Service Planning and Appeals.

Clubhouse Unit of Service: A unit of service is a Service Day defined as follows:

1. **Initial Thirty (30) Days.** For the first 30 days of a DMH Active Member's enrollment a Service Day is when:
 - A. a DMH Active Member participates in the development of his/her Action Plan including assessment activities, or
 - B. a DMH Active Member participates in activities to address his/her critical needs (if applicable and if documented in a Clubhouse Services Critical Need(s) Plan; or
 - C. a DMH Active Member has an Action Plan and meets the requirements of 2 A or B, below.

2. **After the Initial Thirty (30) Days.** After the first thirty (30) days of Enrollment, a Service Day is when:
 - A. a DMH Active Member participates in a Clubhouse Services activity(ies) either remotely or at the Clubhouse Physical site(s) (on-site) and the activity(ies) is directly related to a specific goal(s) or objective(s) documented in the DMH Active Member's Action Plan;
 - B. a DMH Active Member receives an off-site one-to-one intervention from a Clubhouse Services staff member related to a specific goal(s) or objective(s) documented in the DMH Active Member's Action Plan for one of the following service components: Community Linkage, Employment Services, Education Services, Life Skills, Housing Supports, Health and Wellness, Social and Recreational, and Outreach; or
 - C. a DMH Inactive Member with an Action Plan that is less than a year old who becomes active again, participates in the review and updating of his/her Action and, if applicable, a Critical Needs Plan; provided, however, that this shall be limited to 5 days.

Day: A calendar day including weekends and holidays.

DMH Active Member: An individual (1) who has been approved for Clubhouse Services by DMH through either a DMH Clubhouse Services Referral/ Enrollment Form or a DMH

Clubhouse Services Request for Enrollment Form and given an Enrollment Date to start receiving those Services; and (2) to whom none of events described for a DMH Inactive Member (below) apply. Contractors may only bill DMH for Clubhouse Services rendered to DMH Active Members.

DMH Area/Area: The geographic subdivision within the state that is responsible for providing access to comprehensive mental health services for individuals within its boundaries. There are five (5) DMH Areas. Each Area is administered by an Area Director who is supported by an Area Office.

DMH Client: An Individual whose application for DMH services has been approved and who is enrolled in a DMH service.

DMH Inactive Member: Is an individual who was a DMH Active Member, but because one of the following events occurs, membership status is changed to Inactive:

1. The DMH Active Member reaches his/her Action Plan goals and no longer needs Clubhouse Service;
2. The DMH Active Member informs the Contractor or DMH that he/she no longer desires Clubhouse Services;
3. The DMH Active Member no longer meets the Clubhouse Services Membership Criteria;
4. The DMH Active Member moves out of the State;
5. The DMH Active Member either (a) does not finalize his/her Action Plan within the 30 days of enrollment; or (b) his/her Action Plan is not reviewed and updated in accordance with 104 CMR 29.09; or
6. DMH changes the DMH Active Member's status to Inactive, because he/she is not a DMH Client and DMH has limited Active Membership to DMH Clients pursuant to Subsection 2.3 of the RFR.

Contractors may not bill DMH for services rendered to DMH Inactive Members.

DMH Site Office/Site: A DMH Site is a subdivision of a DMH Area and is managed by a Site Director at a Site Office.

Enrollment Date: The date that a Contractor can start billing DMH for Clubhouse Services rendered to an individual. The Enrollment Date is assigned by DMH. A Contractor can bill DMH for Clubhouse Services that it provides to the individual on or after the individual's Enrollment Date as long as the individual is a DMH Active Member.

Enterprise Invoice Management (EIM): The Massachusetts Executive Office for Health and Human Service (EOHHS) electronic invoice management system operating through its Virtual Gateway that a Clubhouse Contractor uses to bill DMH for services provided to its clients.

MHIS: Mental Health Information System which is DMH's electronic medical record system.

MMARS: The Massachusetts Management Accounting and Reporting System, which is the Commonwealth's accounting system.

RFR: The Request for Response, either RFR #2013-DMHCH-3034-01 or RFR#2013-DMHCH-3034-02, under which the Contractor was awarded a DMH Clubhouse Rate Agreement.

Service Delivery Reports (SDR): Required for payment, it is the electronic service reporting instrument that a Contractor must submit in EIM each month that lists by DMH Active Member name and DMH MHIS account number each day Services were delivered and the total number of Clubhouse Units of Services delivered for the month by the Contractor. It must be processed through the MMARS system to generate an invoice and receive payment from DMH.

Secure Mail: an enterprise solution for secured exchange of both e-mail and files using web technologies. It is a Commonwealth shared service available to all its agencies and departments for use between themselves and their business partners.

III. Enrollment

A. Enrollment Required to Bill. A Contractor can bill DMH for Clubhouse Services that are rendered to a member only if the member has been assigned an Enrollment Date by DMH and the individual is a DMH Active Member. An Enrollment Date will be assigned by DMH only in the three circumstances set forth in Section III.A.

1. DMH refers a DMH Client to a Clubhouse Contractor

- a.** DMH refers a DMH Client to a Contractor by sending a *DMH Clubhouse Referral/Enrollment Form* electronically via Secure Mail as a PDF file to the Contractor's email address. The referral will be for a specific Contract. The DMH Site Office making the referral will also Pre-Enroll the DMH Client into Clubhouse Services in MHIS at the same time.
- b.** The Contractor completes the *DMH Clubhouse Referral Response Form* and returns it electronically via Secure Mail (generally within 14 days but no longer than 28 days if working out issues with the referral) to the DMH-IT mailbox, ProviderDataSubmission@massmail.state.ma.us.
- c.** Within **two business days** of the return of the DMH Clubhouse Referral Response Form by the Contractor, if the Form is complete, an email will be sent to the Contractor's e-mail address, via Secure Mail, identifying the Enrollment Date for the DMH Client. Once an Enrollment Date is given, DMH will update the status of the service request in MHIS from Pre-Enroll to Enroll.

2. Referral from Sources Other Than DMH

- a. If a Contractor gets a referral from a source other than DMH (e.g., a self-referral), the Contractor must verify that the individual meets the Clubhouse Services Membership Criteria.
- b. If the criteria are met and reimbursement for the individual will be sought from DMH, then the Contractor must complete and send a Clubhouse Services Request for Enrollment Form for the prospective member electronically via Secure Mail to ClubhouseServices@mass.gov. To the extent possible, a Clubhouse Services Request for Enrollment Form should be submitted within 30 days of verifying that the individual meets the Clubhouse Services Membership Criteria.
- c. If the individual is approved by DMH for Clubhouse Services and DMH determines that contract capacity exists to support the enrollment, then DMH staff will enter a status of Pre-Enroll in MHIS which leads to the automatic delivery of a DMH Clubhouse Referral/Enrollment Form to the Contractor's email address via Secure Mail. If the individual is not approved, because it is determined that the individual does not meet the required Clubhouse Services Membership Criteria, the Contractor will be notified of such via an e-mail sent to the Contractor's e-mail address using Secure Mail. If the individual is not approved due to unavailable capacity, the Contractor will be noted by e-mail that the individual has been added to the waitlist for the Clubhouse.
- d. If sent the DMH Clubhouse Referral/Enrollment Form, the Contractor must complete the Clubhouse Referral Response Form, and return it electronically via Secure Mail (generally within 14 days but no longer than 28 days if working out issues with the referral) to the DMH-IT mailbox, ProviderDataSubmission@mass.gov.
- e. Within **two business days** of the return of the Clubhouse Referral Response Form by the Contractor, if the Form is complete, an email will be sent to the Contractor's e-mail address, via Secure Mail, identifying the Enrollment Date for the individual. Once an Enrollment Date is given, DMH will update the status of the service request in MHIS from Pre-Enroll to Enroll.

3. Change of Status of a DMH Inactive Member to a DMH Active Member

A DMH Inactive Member may become a DMH Active Member again if (1) the event that made the Member Inactive is no longer applicable, (2) none of the other events set forth in Section IV. A are applicable and (3) a new Enrollment Date is assigned to the Inactive Member. The Contractor must file a new Clubhouse Services Request for Enrollment Form for the Member to get a new Enrollment Date. The procedures set

forth in Section III. A.2 shall be followed to establish the new Enrollment Date. If the DMH Inactive Member has critical needs (e.g., homeless), the Contractor may call the Area Director or designee of the Area where the applicable Communities to be Served is located to request an administrative enrollment decision which allows the Area Director to authorize an Enrollment Date immediately for the DMH Inactive Member.

B. Incomplete Forms

Enrollment information that is not submitted in the format required by DMH and incomplete forms will not be accepted. In such situations, the information and incomplete forms will be returned to the Contractor.

	Reason for Change to Inactive Status	MHIS Mnemonic
1	The DMH Active Member has reached his/her Action Plan goals and no longer needs Active Member Clubhouse Services.	MTG
2	The DMH Active Member moves out of the state and did NOT meet their treatment goals.	MOVEDST
3	The DMH Active Member moves out of the Communities to be Served that are covered by the Contract	MOVEDA
4	The DMH Active Member specified that he/she no longer desires Clubhouse Services and there is no indication they have met their treatment goals.	WITHDRAWN
5	DMH notifies the DMH Active Membership that his/her status is being changed because DMH is limiting Clubhouse Services to DMH Clients and the Member is not a DMH Client.	INCLBDC
6	The DMH Active Member is enrolled for Clubhouse Services with another Contractor or with a same Contractor but under a different Contract.	TRANSFER
7	The DMH Active Member's Action Plan is not completed within 30 days of the person being enrolled in Clubhouse Services, or the Action Plan is more than one year old and has not been updated.	APNOPLAN
8	The Contractor or DMH determine that the DMH Active Member no longer meets the Clubhouse Services Membership Criteria.	TERMPROG
9	The Contractor, in collaboration with DMH, determined that the DMH Active Member poses a significant and current threat to the general safety of the Clubhouse Community.	TERMPROG
10	Death of the DMH Active Member	DECEASED

Please note: for a more detailed discussion of the Clubhouse Referral Process, please reference the DMH Clubhouse Services Referral Process Job Aide or the DMH Clubhouse Services Referral Process Guidelines.

IV. Changes in Member Status - Implications For Billing

A Contractor can only bill DMH for Clubhouse Services rendered to DMH Active Members.

A. Change from a DMH Active Member to a DMH Inactive Member

If any of the following events occur to a DMH Active Member, the status of the DMH Active Member will change to DMH Inactive Member as of the date of the event. The Contractor must report monthly all DMH Active Members who became DMH Inactive members during the previous month (see Section V. Reporting, below). For each such Member, the Contractor must report the applicable event using the MHIS Mnemonic listed below and the date of the event. DMH will close the Member's enrollment in the DMH MHIS system using the date provided.

B. Change of DMH Inactive Member to DMH Active Member

A DMH Inactive Member may become a DMH Active Member again if (1) the event that made the Member Inactive is no longer applicable, (2) none of the other events listed in Section IV.A are applicable to the Inactive Member and (3) a new Enrollment Date is assigned to the Inactive Member pursuant to Section III.A.3.

C. Effect of Change of Status On Billing

When a DMH Active Member's status changes to DMH Inactive Member, a Contractor **must stop billing** DMH for Clubhouse Services rendered to the DMH Inactive Member as of the date he/she became a DMH Inactive Member. Similarly, a Contractor may start billing DMH again for a DMH Inactive Member as of the new Enrollment Date assigned to the member in accordance with Section III.A.3.

V. Reporting Requirements

A. Monthly Reports

A Contractor must file by the **3rd business day** of each month a report for each of its Contracts with the DMH Site Office that manages the Contract. The report(s) must be submitted electronically via Secure Mail, in a format defined by DMH. The reports must include:

1. A list of all DMH Active Members who became Inactive Members during the previous billing month for that Contract. For each Member listed, the contractor must indicate the date and the reason as defined in Section IV.A, above.
2. A list of all DMH Inactive Members who became Active Members during the previous billing month for that Contract. For each Member listed, the Contractor must indicate the Active Member's new Enrollment Date.
3. A list of all DMH Active Member's whose Action Plans were completed, reviewed and/or updated since the previous monthly report and the month they were completed, reviewed or updated.

B. Critical Incident Reporting

The filings of the reports do not change the Contractor's responsibilities for following DMH critical incident procedures, where applicable.

C. Performance Measures Reporting

The Contractor is also required to submit performance measure reports for all DMH Active Members in the format and frequency determined by DMH. The performance measurement reports will, at a minimum, include reporting on employment, education, and community integration measures.

D. Other Reports

Contractors must submit other reports as may be required by DMH.

VI. EIM and Payment Procedures

All Contractors are required to use the Enterprise Invoice Management System (EIM) for billing DMH monthly for the services it provides to DMH Active Members. To utilize the EIM system, Contractors must contact EOHHS Virtual Gateway Business Operations Services to become an authorized user and to be trained on how to use its unit rate billing functionality required when billing DMH. Contractors must complete a monthly Service Delivery Report (SDR) in EIM to initiate billing with DMH for Clubhouse Services rendered during the previous month. A separate SDR must be completed for each Contract each month.

Contractors must also ensure that the appropriate Service Code has been selected on the SDR to ensure that the correct reimbursement rate for the program is applied by the system.

- CH29 – Average daily attendance (ADA) of 29 or less
- CHS – Average daily attendance (ADA) of 30-70
- CHL – Average daily attendance (ADA) of 71 and above
- CHI – Clubhouse located in Nantucket or Dukes County

A. **Monthly Billing Process**

Billing in EIM is initiated monthly with the submission of the Service Delivery Report (SDR) and must be uninterrupted (i.e., no months can be omitted). Even if no services were delivered during a month, a blank SDR **must** be submitted for that month before an SDR can be submitted for the following month. Corrections, including reporting of information previously omitted, are made on Supplemental SDRs discussed in Section VI.B.

1. DMH will provide an electronic data feed from MHIS to EIM to pre-populate the monthly SDR for each Contract. The SDRs will include the names and Enrollment ID (MHIS Account Number) for the DMH Active Members who are enrolled with a Contractor during the reporting month.
2. Contractors are required to enter their billing information for the previous month in EIM by the 10th day of the subsequent month.
3. For each DMH Active Member included on a SDR who received one or more Clubhouse Units of Service in the reporting month, the Contractor must report the units of service delivered to that DMH Active Member. On the SDR, the Contractor will select the Service Code from the drop down menu. Selection will be limited to the appropriate code predetermined for each clubhouse noted above. The Contractor **must** indicate the day(s) the DMH Active Member received a Clubhouse Unit of Service, the applicable attendance code and unit of service (always “1”) for each day. Only one Attendance Code may be reported on any given date. No information should be recorded for any date(s) on which the DMH Active Member did not receive a Clubhouse Unit of Service. **(Note: EIM does not permit the reporting of service delivery before a DMH Active Member’s Enrollment Date or after the date that the Member's status becomes Inactive.)**
4. As noted above, for each day a Clubhouse Unit of Service was provided to a DMH Active Member, one of the following five Attendance Codes must be entered on the DMH Active member’s SDR by the Contractor. In the event services provided to a member in one day qualify under multiple Attendance Codes, Contractors should report the code delivering the most face-to-face contact, i.e.: (1) Onsite; (2) Offsite; (3) Virtual Contact; (4) Telephonic.
 - **Attendance Code "A": Action Plan Development:** The DMH Active Member participated in the development of his/her Action Plan, or participated in activities to address his/her critical need. This Attendance Code is to be used only during the 30 days following the Active Member’s Enrollment Date.
 - **Attendance Code "S": Onsite:** The DMH Active Member participated in activities at the Clubhouse physical location (on-site) related to specific objectives in the DMH Active Member’s Action Plan

- **Attendance Code “O”: Offsite**: The DMH Active Member received a **one-on-one intervention off-site from a Clubhouse staff member** related to the DMH Active Member’s Action Plan.
 - **Attendance Code “T”: Telephonic**: The DMH Active Member received a **one-on-one telephonic intervention from a Clubhouse staff member** and no other service was provided on this day. The telephonic intervention must have been related to direct support for the Member’s Action Plan. Completed regular mail, telephone calls, email, and other forms of communication are billable interventions only when documented and where the DMH Active Member initiates a response addressing the subject of the intervention.
 - **Attendance Code “VC”: Virtual Contact**: The DMH Active Member received outreach or a clubhouse service (one-on-one or in a group) remotely via a video messaging service (e.g. Zoom, Webex) in direct support of the Member’s Action Plan.
5. After completing the SDR for each DMH Active Member that received a Clubhouse Unit of Service during the month, the Contractor must release and authorize the SDR in EIM.
 6. Within five (5) business days of receipt of the SDR in EIM and with an EIM status of Authorized, DMH Accounts Payable staff will save the original SDR to the designated file. DMH Accounts Payable staff will then notify the respective DMH Site Director (or designee) to conduct their review and approve/deny all or part of the SDR.
 - a. If a Site Director, or designee, determines the SDR to be accurate, he/she will click the “Approve” button on the SDR in EIM. The approved SDR will run overnight in EIM and create a Payment Request (PRC) document on the next business day.
 - b. If the Site Director, or designee, determines the SDR not to be accurate, he/she may deny a record of one or more members. If this is done, he/she will contact the Contractor and explain the reason(s) for the denial. If appropriate, the Contractor can submit a corrected SDR for that member(s) on a Supplemental SDR as described in Section VI.B.2 below. If necessary, the Site Director, or designee, will then approve the remaining records.
 - c. Except in the case of extraordinary circumstances as defined by DMH, **an SDR will not be processed as Approved unless the total of Clubhouse Units of Service reported as of this date, including those reported in the SDR, are less than the maximum number of Clubhouse Units of Service that can be billed for the applicable Contract for that fiscal year. (See definition of Contract).**
 7. The DMH Accounts Payable staff will next complete the "Program Approval" of the PRC document in EIM by clicking “PM Approve PRC” button. This must be done prior to the “Accounting Approval.”
 8. Once Program Approval is completed for the PRC, the DMH Accounts Payable staff will review the PRC and ensure that it is referencing the correct contract lines and that the payment amount is apportioned to the correct funding sources. They then

apply the Accounting Approval for the PRC by clicking on “ACTG Approve PRC” document. This must be completed within five (5) business days from receipt of the document. The Accounting Approval is **not automatic**.

9. All PRC documents that have both levels of approval completed will appear in the PRC/CEC Batch Report on the following day. The Batch Header information will be entered by appropriate DMH Accounts Payable staff into MMARS and will process overnight for scheduled payment to the Contractor.

B. Supplemental Billing Process

Supplemental Billing is any billing from a Contractor for a month that is submitted subsequent to the initial bill for that month. Supplemental billing can be either for a positive or negative adjustment. Positive and negative adjustment cannot be combined – they must be submitted separately. Any negative adjustments must be processed prior to any positive adjustments.

1. In the event of an omission of a member(s) or day(s) of service from the original SDR, EIM functionality allows for the Contractor to enter services by accessing the enrollment link for a member. The Contractor completes the required information as described above in Sections VI.A.2 through A.4. The DMH Site Director (or designee) and the DMH Accounts Payable staff process the documents as outlined in Sections A.5 through A.9 above.
2. In the event of over-reporting the units of service provided in any previously submitted monthly SDR, the Contractor accesses the enrollment link and voids the entire previous month's member's record for the same month. If necessary, a separate supplemental SDR can then be resubmitted with the correct information as described in step #2 above.
3. Upon receipt of the negative Supplemental SDR in EIM, the SDR will be processed in accordance with Section VI.A.6a-b above except that the approved Supplemental SDR will create an Encumbrance Correction (CEC) document the following business day. If the Supplemental SDR is not accurate, it will be denied and another corrected SDR must be submitted by the Contractor.
4. DMH Accounts Payable staff will complete the Program Approval of the CEC document in EIM by clicking the “PM Approve CEC” button. This must be done prior to Accounting Approval and must also be done prior to approval of any PRCs for the same contract. All CECs must be approved prior to PRCs for any given contract.
5. Once Program Approval is completed for the CEC, the DMH Accounts Payable staff will review the CEC and apply the "Accounting Approval" for the CEC document by clicking the ACTG Approve CEC button.
6. The following business day all CEC documents that have both levels of approval completed will appear in the PRC/CEC Batch Report. The Batch Header information will be entered by appropriate DMH Accounts Payable staff into MMARS and will

process overnight and activate the credit memo process offsets that will offset future payments until the full amount of the CEC has been recouped.

C. Billing Communication

All billing issues or problems should be addressed to the DMH Accounts Payable Unit at the following address: BBhsposinvoices@MassMail.State.MA.US

VII. Attachments

Attachment A: DMH Clubhouse Services Referral/Enrollment Form

Attachment B: DMH Clubhouse Services Request for Enrollment Form

Attachment C: DMH Clubhouse Services Action Plan

Attachment C: DMH Clubhouse Services Critical Need Plan

VIII. Job Aid Links - EIM

Link for the Provider Training Materials: <https://www.mass.gov/topics/virtual-gateway>

IX. References

DMH Statewide Clubhouse Services IT/Data Exchange Requirements