

Non-24-Hour Diversionary Services: Enhanced Structured Outpatient Addiction Program (SOAP) for Adolescents Performance Specifications

These performance specifications apply to the following Tufts Health Plan products:

- ☐ Tufts Health Plan Commercial¹
- ☐ Tufts Medicare Preferred HMO (a Medicare Advantage product)²
- ☐ Tufts Medicare Preferred PPO (a Medicare Advantage product)³
- ☐ Tufts Health Plan Senior Care Options (SCO) (a dual-eligible product)²

These performance specifications apply to the following Tufts Health Public Plans products:

- ☐ Tufts Health Direct (a Massachusetts Qualified Health Plan (QHP) (a commercial product)
- ☒ Tufts Health Together (a MassHealth MCO Plan and Accountable Care Partnership Plans)
- ☐ Tufts Health RITogether (a Rhode Island Medicaid Plan)
- ☒ Tufts Health One Care (a dual-eligible product)

Providers contracted for this level of care or service will be expected to comply with applicable regulations set forth in the Code of Massachusetts Regulations and all requirements of these service-specific performance specifications. Additionally, providers contracted for this service and all contracted services are held accountable to the General performance specifications, located online at tuftshealthplan.com in the Provider Resource Center. The requirements outlined within these service-specific performance specifications take precedence over those in the General performance specifications.

Additionally, providers must meet all Department of Public Health/Bureau of Substance Addiction Services (DPH/BSAS) contractual and regulatory requirements within 105 CMR 164.000 *Licensure of Substance Use Disorder Treatment Programs* and have the adolescent “designation” on their BSAS license.

The following Enhanced Structured Outpatient Addiction Program (SOAP, ASAM Intensive Outpatient Program) for Adolescent’s performance specifications are a subset of the SOAP performance specifications. As such, Enhanced SOAP for Adolescents providers agree to adhere to both the SOAP performance specifications and to the Enhanced SOAP for Adolescents performance specifications contained within. Where there are differences between the SOAP and Enhanced SOAP for Adolescents performance specifications, these Enhanced SOAP for Adolescents specifications take precedence.

DEFINITION

Enhanced SOAP for Adolescents consists of short-term, clinically intensive, structured, day and/or evening substance use disorder services for adolescents. E-SOAP for Adolescents provides opportunities for peer support and discussion of health, safety, and relapse prevention, in group sessions and/or other service components. These programs are used as a transition service in the continuum of care or are directly accessed from the community and other levels of care. The appropriate population for these services is adolescents, including those who are pregnant, who need outpatient services, but also need more structured treatment for substance use disorders.

Structured Outpatient Addiction Program Services are provided to members who are not experiencing and/or are not at risk of experiencing acute or severe withdrawal symptoms as a result of their substance use. Members receiving SOAP (ASAM Intensive Outpatient Program) do not require the clinical intensity or supervision of a 24-hour diversionary level of care, nor can they be effectively treated in a less intensive level of care. Admission to SOAP is appropriate for Members

¹ Commercial products include HMO, POS, PPO, and CareLinkSM when Tufts Health Plan is the primary administrator.

² Tufts Medicare Preferred and Tufts Health Plan SCO are collectively referred to in this payment policy as Senior Products.

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who meet diagnostic and dimensional admission criteria specified in accordance with the American Society of Addiction Medicine Criteria®.

Enhanced SOAPS for Adolescents provide multi-disciplinary treatment to address the sub-acute needs of adolescent Members with addictions and/or co-occurring disorders, while allowing them to maintain participation in the community, work or school, and involvement in family life.

Enhanced SOAP for Adolescents services are only provided in Department of Public Health (DPH)-licensed, freestanding facilities skilled in adolescent substance use and co-occurring disorder recovery treatment, outpatient departments in acute care hospitals, or licensed outpatient clinics and facilities.

Exclusion criteria must be based on clinical presentation and must not include automatic exclusions based on stable medical conditions, homelessness, medications prescribed including Medication for Addiction Treatment (MAT)/ Medication for Opioid Use Disorder (MOUD), compliance with medications, lack of prescription refills, or previous unsuccessful treatment attempts.

Members in Enhanced SOAP meet continued stay criteria for the clinical services offered by the program until the goals from the individualized plan have been met, and/or member's psychosocial well-being has stabilized or if Member requires a higher level of care

COMPONENTS OF SERVICE

1. The enhanced SOAP (ASAM Intensive Outpatient Program) for Adolescents complies with all provisions of the corresponding section in the General performance specifications.
2. The provider complies with requirements of the Department of Public Health (DPH) Bureau of Substance Addiction Services (BSAS) 105 CMR 164 Licensure of Substance Use Disorder Treatment Programs, including reporting requirements.
3. The program is responsible for updating its available capacity, one time per week on the [Massachusetts Behavioral Health Access website](#). The program is responsible for keeping all administrative and contact information up to date on the website. The program is responsible for training staff on the use of the website to locate other services for members, particularly in planning aftercare services.
4. The provider must provide a minimum of 3.5 hours of clinical service programming per day that the program operates, as well as the other required service components contained in the SOAP level of care.
5. In addition to the requirements of the SOAP level of care, the Enhance SOAP (ASAM Intensive Outpatient Program) must provide the following over the course of treatment as identified in the Member's treatment/ recovery plan:
 - Referral to family counseling in coordination with pediatric and family care providers
 - Family group psychoeducation/support
 - Case consultation with school personnel
 - Referral to and coordination with Adolescent Community Reinforcement Approach (A-CRA) providers
 - Coordination with the Department of Children and Families (DCF), Department of Mental Health (DMH), the Office of Youth and Young Adult Services (OYYAS), and/or Department of Youth Services (DYS), as appropriate
 - Provide or connect the member with research informed and/or evidence-based modalities
 - Provide or connect the member with domains of recovery capital: Health (nutrition, physical activity, emotional wellbeing), Home (MG flexible support services, financial literacy); Purpose (job, school, vocation, volunteering); Community (sober social interactions, hope for their future)
 - Medication for Opioid Use Disorder (MOUD), overdose prevention and education
 - All efforts to do so should be documented in the member's health record.

STAFFING REQUIREMENTS

1. If the program is experiencing a hardship in meeting these specifications, BSAS has a process for waiving regulatory and contractual requirements. The waiver process is described in the Department of Public Health (DPH) Bureau of Substance Addiction Services (BSAS) 105 CMR 164. The provider is responsible for informing the payer of any waived requirements if the waiver is approved. Providers are additionally responsible for communicating hardships that are not regulatory in nature to payers.
2. The Enhanced SOAP (ASAM Intensive Outpatient Program) for adolescents complies with all provisions of the corresponding section in the General performance specifications.
3. The Enhanced SOAP (ASAM Intensive Outpatient Program) for adolescents complies with the staffing requirements laid out in the general SOAP Specifications.

4. The Enhanced SOAP for Adolescents complies with the staffing requirements of the applicable licensing body and the credentialing criteria outlined in the Provider Manual.
5. The Enhanced SOAP for Adolescents ensures that all other staff in the program are bachelor's-level or master's-level clinicians who have specific training and/or experience in adolescent behavior, development, clinical issues, and substance use disorder and co-occurring disorder treatment with this population.

PROCESS SPECIFICATIONS

Treatment/Recovery Planning, and Documentation

1. The Enhanced SOAP (ASAM Intensive Outpatient Program) for Adolescents complies with all provisions of the corresponding section in the General Performance Specifications.
2. The Enhanced SOAP for Adolescents provides a minimum of one counseling/ motivational interviewing session per week, and a minimum of one family group or counseling session per week.
3. Each member's treatment/recovery plan is reviewed and updates, as needed, once per week, and documented in his/her health record.
4. Ensure that Behavioral Health Clinical Assessments conducted by Behavioral Health Providers are in writing, dated and signed, and include, at a minimum, the following:
 - Clinical formulation, rationale for admission or continuance of care, discussion of any possible diversionary or lower levels of care, recommendations, and strengths.
5. The Enhanced SOAP for Adolescents makes best efforts to actively engage parents, guardians, and caregivers throughout the service delivery process including but not limited to the assessment, family consultation, educational groups or events, referrals for family therapy as needed, and discharge planning.

Discharge Planning and Documentation

1. The Enhanced SOAP (ASAM Intensive Outpatient Program) for Adolescents makes reasonable efforts to discharge members to stable and safe living situations. Such efforts are documented in the member's health record.

The Enhanced SOAP for Adolescents ensures that members are discharged with connections to primary care clinicians, pediatricians, and OB/GYNs (if applicable).

SERVICE, COMMUNITY AND COLLATERAL LINKAGES

1. The Enhanced SOAP (ASAM Intensive Outpatient Program) for Adolescents complies with all provisions of the corresponding section in the General Performance Specifications.
2. In addition to the levels of care/services identified in the corresponding section of the SOAP performance specifications, the Enhanced SOAP for Adolescents staff is familiar with all of the following levels of care/services listed below and is able and willing to accept referrals from. And refer to, these levels of care/services when clinically indicated. The Enhanced SOAP for Adolescents maintains written affiliation agreements with local providers.
3. Such agreements include the referral process, as well as the transition, aftercare, and discharge processes.
 - Youth Stabilization Service Program (also known as Enhanced Acute Treatment Services (E-ATS) for Adolescents
 - CBHI, Adolescent Community Reinforcement Approach (A-CRA)
 - Recovery high schools
 - Office of Youth and Youth Adult Services (OYYAS)
 - Recovery Support Services
 - Case management services provided by other state agencies, including the Department of Children and Families (DCF), Department of Mental Health (DMH), and the Department of Youth Services (DYS)

QUALITY MANAGEMENT (QM)

1. Enhanced SOAP (ASAM Intensive Outpatient Program) providers must have a quality management plan inclusive of a continuous QI process to evaluate care provided and review adherence to policies and procedures within the program. Data may be collected via satisfaction surveys, electronic medical records, and other formats to inform the QI process.
2. Providers must report Enterprise Service Management (ESM) data to BSAS, as directed by BSAS and/or EOHHS.
3. The provider must submit required notifications to BSAS per 105 CMR 164.000: *Licensure of Substance Use Disorder Treatment Programs* and EHS, and managed care plans as appropriate.

DOCUMENT HISTORY

- January 2024: Tufts Health One Care (a dual-eligible product) name change.
- June 2023: Updates based on performance specifications provided by MassHealth