

## OUTLINE

### I. POLICIES & PROCEDURES

1. MISSION
2. STAFFING
3. ADMINISTRATION OF PLAN
4. FINANCIAL ACCOUNTABILITY
5. ELIGIBILITY
  1. DIAGNOSTIC
  2. FINANCIAL
    - A. RESOURCES & INCOME
  3. LIMITATIONS
6. BENEFITS
7. ACCESS
  1. BUSINESS HOURS
  2. EMERGENCIES AND/OR AFTER-HOURS, HOLIDAYS
8. SINGLE ENTRY POINT PROCESS
  1. INVOLUNTARY COMMITMENTS
    - A. INDIVIDUALS WITH NO INSURANCE
    - B. INDIVIDUALS WITH INSURANCE
  2. VOLUNTARY ADMISSIONS
    - A. INDIVIDUALS WITH NO INSURANCE
    - B. INDIVIDUALS WITH INSURANCE
  3. CHILDREN COMMITMENTS/ADMISSIONS
9. EMERGENCY SERVICES
10. REIMBURSEMENT
11. APPEALS
12. CONFLICT OF INTEREST
13. CONFIDENTIALITY
14. REPEALER
15. SEVERABILITY CLAUSE
16. EXCEPTIONS

### II. APPENDIX

1. APPLICATION
2. AUTHORIZATION TO OBTAIN AND/OR DISCLOSE INFO.
3. NOTICE OF DECISION
4. INVOLUNTARY COMMITMENT & VOLUNTARY ADMISSION  
QUICK REFERENCE CHART
5. REIMBURSEMENT LETTER
6. REIMBURSEMENT AGREEMENT
7. SUBSTANCE ABUSE COST SHEET
8. DPH & PRIVATE TREATMENT FACILITIES
9. SIEDA CONTACT INFORMATION

# I. POLICIES & PROCEDURES

## 1. MISSION

It is the intent of Keokuk County to provide for the needs of individuals with a chemical dependency by utilizing a single point of entry process and by optimizing all ready existing cost-effective approaches through a managed-care plan to ensure that appropriate treatment is received and that these individuals may resume a socially acceptable role in society.

## 2. STAFFING

The Keokuk County Board of Supervisors has designated Keokuk County Community Services (hereinafter referred to as “KCCS”) as the responsible county department to administer Substance Abuse funds for services for individuals with a chemical dependency. KCCS is also currently responsible for administering the Mental Health and General Assistance funds. The Central Point of Coordination Administrator/General Assistance Director (hereinafter referred to as “the Director”) will facilitate this administration. KCCS will act as a single point of entry for all services fundable from county Substance Abuse funds. This single point of entry process must be followed in all instances for funding approval.

The current KCCS Director is:

Jesse Hornback

Keokuk County Community Services

Keokuk County Courthouse, 101 South Main Street

Sigourney, Iowa 52591

Ph: 641-622-2383 / Fax: 641-622-2166 / Email: [cpc@keokukcountyia.com](mailto:cpc@keokukcountyia.com)

The Director is appointed by and reports directly to the Keokuk County Board of Supervisors

## 3. ADMINISTRATION OF PLAN

The Keokuk County Board of Supervisors allocates a certain amount of funds from its annual budget toward services for individuals with a chemical dependency. KCCS is responsible for administering these funds for Keokuk County. This administration will consist of utilizing a managed-care plan. KCCS will ensure ongoing financial accountability and ensure cost-effective approaches such as necessary/appropriate utilization review, community based referrals, and etc. is utilized. The managed-care plan has been approved by the Keokuk County Board of Supervisors as well as any amendments thereto.

#### **4. FINANCIAL ACCOUNTABILITY**

Claims submitted against Keokuk County Substance Abuse funds must be received by KCCS within 30 days of service provision. The claims shall include the following information:

1. Name and SSN and/or Unique Identifier of each individual served
2. Number of units of service provided to each individual served
3. Unit rate and total cost provided to each individual served
4. Actual amount charged to Keokuk County for each individual served

Upon receipt of all claims, KCCS will verify that services were provided in accordance with the managed-care plan and/or check the claim against service authorizations issued by KCCS if applicable. Services provided not meeting these criteria will be denied and/or deducted from the claim amount to be reimbursed. Payment will initiate as soon as this review process is completed; within 30 days of receipt (except for those bills in dispute or due to county budget constraints).

#### **5. ELIGIBILITY**

Persons applying for funding from Keokuk County must meet the following criteria:

##### **1. Diagnostic Eligibility:**

Eligible persons must be diagnosed as Chronic Substance Abusers. Chronic Substance Abusers are defined as persons who consistently lack self-control as to the use of chemical substances to the scope that the person is likely to seriously endanger their own health or to physically injure themselves or others, if they do not receive intervention and/or treatment.

For involuntary commitments, the court system will make the ultimate determination as to whether the individual meets the above criteria based upon evidence presented by applicants for commitment. For voluntary hospitalizations, the individual will undergo a preliminary assessment by a Department of Public Health (DPH) licensed Substance Abuse Treatment Facility or an agency/facility providing care or treatment for substance abusers. A recommendation will then be made to KCCS as to what level of treatment is needed.

No other diagnosis will be allowed for funding.

## **2. Financial Eligibility:**

### **A. Resources & Income:**

Resources will not exceed \$2,000 for single persons or \$3,000 for married couples or households over one (1). Persons are allowed one vehicle and one homestead. The value and equity beyond these allowable resources will be assessed and considered during eligibility determinations. Any attempt to control income and/or resource levels or false statements may result in denial of funding. Any resources transferred within the previous 36 months of application may be considered.

Gross income will not exceed 150% of current Federal Poverty Guidelines. This will include earned and unearned income for the entire household. Because these guidelines are subject to change annually, please see KCCS staff for specific information.

Keokuk County reserves the right to request reimbursement from the individual or those responsible if the above income and resource guidelines are exceeded. Please refer to Section 10 for additional reimbursement information.

## **3. Limitations:**

Keokuk County will fund commitment related expenses that may include an Outpatient Evaluation (completed by a county designated provider), Sheriff, and Attorney fees as the county of venue . For inpatient treatment at MHI and County Hospitals, funding will be as the county of legal settlement if the single entry point process is followed (please refer to Section 8). Keokuk County will not make referrals to County Hospitals. However; all other resources such as Dept. of Public Health funded facilities, private insurance funded services, etc. must be exhausted first before MHI and County Hospitals are utilized. All other services will not be considered. Other counties admitting or incurring costs for persons with Keokuk County legal settlement to any other facility will be expected to fund those costs as the county of venue and payment will be denied by Keokuk County. If any claims arise for treatment for individuals who do not have legal settlement in Keokuk County at MHI or in a County Hospital, KCCS will promptly forward the claim or request reimbursement from the appropriate county with the first of these two options as the preferred.

Any individuals requesting funding that have private insurance coverage, Medicaid, Medicare, etc.; must access facilities accepting those private insurances or Department of Public Health funds. Keokuk County will not subsidize third party payers.

All individuals applying for funding must apply for, actively pursue, and accept any and all other financial/medical assistance programs and maintain eligibility of said programs prior to approval of county funding to assure the county is the payer of last resort. Failure to do so may result in denial of funding.

Department of Corrections or Criminal Court ordered services of any kind, services that are required as a condition of parole or probation, or services required to avoid prosecution; shall not be funded by KCCS. These costs are the responsibility of the Judicial System that ordered services such as Department of Corrections or Criminal Court System.

Non-United States citizens or illegal aliens are not eligible.

The Director and/or Keokuk County Board of Supervisors reserve the option of granting an exception to policy in any situation as deemed appropriate.

**6. BENEFITS**

The following services are a benefit of Keokuk County for individuals with a chemical dependency if all criteria for eligibility are met and the service is in accordance with this plan.

<b>KEOKUK COUNTY SERVICE MATRIX</b>				
<b>Service</b>	<b>Diagnostic Eligibility</b>	<b>Financial Eligibility</b>	<b>Special Clinical Criteria</b>	<b>Utilization Review Process</b>
Sheriff Transportation	Chronic Substance Abuser	Gross income below 150% Federal Poverty Guidelines	Chapter 125 commitment (Involuntary)	NA
Attorney Fees	Chronic Substance Abuser	Gross income below 150% Federal Poverty Guidelines	Chapter 125 commitment (Involuntary)	NA

MHI Inpatient Treatment	Chronic Substance Abuser	Gross income below 150% Federal Poverty Guidelines	Need for service and/or Chapter 125 Commitment (Voluntary & Involuntary)	5 days or as prior approved by KCCS
Court-Ordered Outpatient Evaluation Prior to commitment hearing	Chronic Substance Abuser	Gross income below 150% Federal Poverty Guidelines	Need for service prior to Chapter 125 Commitment (Involuntary)	As needed and prior approved by KCCS
County Hospital Inpatient Treatment- <u>No detoxification</u> (Keokuk County will not make referrals to County Hospitals. These instances would occur if another county committed to a County Hospital in an emergency/crisis situation. Keokuk County must be notified the same working day if occurs during the day or within the next working day if occurs during off hours if legal settlement is known to be that of Keokuk)	Chronic Substance Abuser	Gross income below 150% Federal Poverty Guidelines	Need for service and/or Chapter 125 Commitment from another Iowa County (Involuntary)	Daily until a Dept. of Public Health Facility or as last resort, MHI, can be located and a transfer can occur

## 7. ACCESS

The following are access points to access funding:

Access Points	Contact Information
1. Keokuk County Community Services	101 S. Main, Sigourney, Ia 52591 641-622-2383
2. Keokuk County Clerk of Court	101 S. Main, Sigourney, Ia 52591 641-622-2120
3. MHI-Mt. Pleasant	1200 E. Washington, Mt. Pleasant, Ia 52541, 319-385-7231

Access procedures are as follows:

**1. Business hours (Monday thru Friday 8:00am to 4:00pm):**

If during business hours, the Keokuk County Clerk of Court will complete an application and forward it to KCCS. If KCCS staff is available, they will assist with completion of the application and/or referring to the county designated providers (UIHC or MHI) for placement. The Clerk of Court has been trained regarding following the single entry point process.

All referrals from MHI must be received at time of admission. If KCCS is unavailable, a message can be left of KCCS voice mail. A completed CPC Application must be received that same day.

**2. Emergencies and/or off-hours, Holidays:**

If an emergency commitment or during off hours or Holidays; the individual shall be seen by the nearest ER. The ER physician will contact the magistrate to initiate the commitment process. Either the magistrate or the ER physician will be responsible for placement if needed following the single entry point process for county payment.

In cases of an emergency commitment or during off-hours & weekends to MHI, the county of legal settlement if known (in this case Keokuk County) and/or the admitting county; must be contacted within 24 hours of admission by MHI. This can be done via telephone notification by leaving a message on the KCCS answering machine or by contacting the Director at home directly or by fax. Completed applications will be forwarded to KCCS no later than first working day following admission or funding may be denied.

**8. SINGLE ENTRY POINT PROCESS**

Keokuk County has designated placements through its single entry point process for both involuntary commitments and voluntary admissions. This process must be followed as directed below:

A. Involuntary Commitments:

D) Individuals without insurance:

1. UIHC is contacted @ 319-353-6952 for a potential admission. If no bed is available, proceed to #2.

2. A determination on the type of evaluation is made. If the commitment is questionable, proceed to #3. If inpatient evaluation is needed, proceed to #4.
3. If appropriate, an outpatient evaluation is court-ordered to SIEDA in Ottumwa (if available) @ 641-682-8741, New Directions in Oskaloosa @ 641-672-3159, or UIHC (ask for Triage Nurse) @ 319-353-6314 , (call to set up an appointment for all). The individual may be responsible for transportation to/from the evaluation or sheriff transportation may be ordered if deemed necessary. If the individual fails to attend, the court may subsequently order limited detention and/or sheriff transport in order the complete the examination. Any expenses related to limited detention except sheriff processing and transportation expenses will be at no cost to the county.
4. A Substance Abuse Cost sheet is given to the applicant(s). They will be responsible for making placement and financial arrangements. If they want to proceed, a list of potentially available private or DPH funded facilities is provided. If they can not or will not make arrangements, discontinue the process or return to #3.

II) Individuals with **PROOF** of insurance:

If there is no proof of insurance or it is questionable, then proceed as if there were no insurance (see above):

1. A provider of choice is contacted which might include:
  - a. UIHC in Iowa City @ 319-353-6952
  - b. St. Luke's Hospital in Cedar Rapids @ 319-369-7105
  - c. Ottumwa Regional in Ottumwa @ 641-683-4454
  - d. MECCA in Iowa City @ 319-651-9357
  - e. Vision Quest in Okaloosa @ 641-672-3277 (only for persons age 63 & over with Medicare)
  - e. Other facility where placement has been pre-arranged

B. Voluntary Admissions:

I) Individuals without Insurance:

1. Refer for Outpatient Evaluation at SIEDA or provider of choice. The individual must arrange appointment and payment as needed. KCCS will provide contact

information and/or provide assistance with referrals as needed and if available. KCCS will require a written and verbal recommendation regarding the level of care needed. If either inpatient or outpatient is recommended, proceed to #2.

2. Contact DPH or other funded facilities. For a list of these facilities, please refer to the Appendix or see Clerk of Court or KCCS staff. If no beds available, proceed to #3:
3. Contact MHI @ 319-385-7231 (last resort).

II) Individuals with insurance:

1. Refer for inpatient or outpatient treatment at private agency accepting private insurances or a DPH or other funded facility of choice. The individual must arrange treatment and payment as needed. KCCS will provide contact information and/or provide assistance with referrals as needed and if available. For a list of these facilities, please refer to the Appendix or see Clerk of Court or KCCS staff.

C. Children commitments & admissions:

Keokuk County will not fund Substance Abuse services for children as this is the responsibility of the State of Iowa. The State of Iowa has facilities available for these purposes. All involuntary commitments or voluntary admissions shall be handled by and/or referred back to the Keokuk County Clerk of Court and the Department of Human Services. KCCS will not responsible with these placements.

Options for placement might include:

1. MHI-Independence @ 319-334-2583 (must be first contacted)
2. MHI-Cherokee @ 712-225-2594 (back-up/ last resort)
3. St. Lukes Hospital ER in Cedar Rapids @ 319-365-7105 (only if the parents/guardians have insurance or other funding sources to pay) or other private hospital only if parents have insurance.

**9. EMERGENCY SERVICES**

Individuals needing emergency services and/or care may present themselves or be taken to the nearest hospital emergency room (ER) for immediate attention by family, friends, concerned parties, or local law enforcement as specified in Iowa Code. Once the individual is stabilized, the ER physician will evaluate whether an involuntary

commitment is needed and contact an available Court Magistrate. If an involuntary commitment occurs, the admission will follow the process outlined within this plan. If a voluntary admission is recommended, the admission will also follow the process outlined in this plan.

## 10. REIMBURSEMENT

Keokuk County reserves the option to request reimbursement for inpatient treatment at MHI, Outpatient Evaluation costs, sheriff transportation costs, and attorney fees. In these instances, Keokuk County will make payment directly to the vendor unless otherwise arranged prior to provision of service. Any reimbursement requirement shall be related to the ability of the individual to pay for these costs. The individual must meet the financial criteria (resources and income) explained in Section 2.A. The individual will be required to sign a reimbursement agreement detailing the terms of the reimbursement. Collection of payments may be accomplished through a payment plan which may include up to payment in whole by the individual or their representative, or other arrangements as approved by the CPC and/or the Board of Supervisors. If payment is not made, Keokuk County reserves the right to take further legal actions as allowed in the Code of Iowa.

In addition, Keokuk County reserves the right to request reimbursement for individuals of all income and resource levels that do not complete or are non-compliant with inpatient treatment at MHI for Voluntary Admissions.

## 11. APPEALS

The initial decision regarding eligibility, service or funding and/or any subsequent changes in services or funding will be issued in writing using a Notice of Decision form. KCCS recommends that you review the Notice of Decision the day you receive it. Read both sides of the document carefully. It is important that you act quickly to preserve your right to challenge the decision made.

If a dispute arises over the implementation or denial of eligibility, service or funding and/or any subsequent changes in services or funding of County funded services, a consumer, advocate, family member or legal representative may enter the following appeal procedure:

- A. An appeal, in writing, dated and signed, stating the disputed issues may be filed with the KCCS Director. The appeal must be post marked or received within five (5) working days of the occurrence of the dispute or receipt of the Notice of Decision. The Director shall set a meeting date, within ten (10) working days of the receipt of the appeal, with all concerned parties. The Director, upon hearing all relevant information, shall issue a written statement to the concerned parties of the decision regarding the dispute, within five (5) working days of the meeting.
- B. If the dispute is not satisfactorily resolved at Step A, the dispute may go to the next step in the appeal process. An appeal, in writing, dated and signed, state the

disputed area, and a copy of the decision and statement from Step A, may be filed with the Chairman of the Keokuk County Board of Supervisors. The appeal must be filed within ten (10) working days of receiving the decision from Step A. Upon receiving the appeal, the Chairman shall:

Call full meeting of all concerned parties within ten (10) working days and have the Board review and evaluate the presented information. The applicant shall be allowed to present any evidence desired in support of the appeal by personal testimony, witness testimony, documentary evidence, and by reasonable cross examination of other witnesses, if present. The Board may question the applicant and the Director shall present the Board with reasons for determination. The appeal shall be tape recorded. If the applicant so requests, the hearing shall not be an open hearing under Chapter 21, Code of Iowa, since the confidential files of the applicant shall be in evidence. When the Board deliberates on the appeal, no persons other than the Board members, County Attorney and the County Auditor shall be present.

The Board shall make a decision on the appeal within ten (10) working days after the hearing. The Board's findings of fact and decision shall be based only on the evidence submitted during the hearing. Immediately after making the decision the Board shall mail the applicant at his/her last known address, by ordinary mail its decision in writing. The decision shall state the reasons for the action and will also state that an appeal can be made to the District Court from the Board's determination.

## **12. CONFLICT OF INTEREST**

Funding decisions are made by the Director based upon the criteria of the managed-care plan. It is the intent that funding decisions are not made by an individual or organization which has a financial interest in the services provided. In the event that such a situation occurs, that interest will be fully disclosed in writing to all parties.

If a conflict of interest occurs, the conflict will be disclosed to all parties. The Keokuk County Board of Supervisors shall make decisions regarding funding in such cases in a closed session.

## **13. CONFIDENTIALITY**

All information and records obtained by KCCS are confidential and are protected by law. All consumer information obtained for purposes of service management and data collection are considered confidential, which means this record is not available as a matter of right for examination and copying by members of the public under applicable provisions of the law. Confidential records include records or information contained in records that the agency is prohibited by law from making available for examination by members of the public, and records or information contained in records that are specified as confidential by the Iowa Code or other provision of law, but that may be disclosed

upon order of a court, the lawful custodian of the record, or by another person duly authorized to release the record. KCCS staff has been trained in confidential issues and will read and sign the confidentiality policy with a copy to maintained in their personnel file kept in the Keokuk County Auditor's office.

Before any information is released by KCCS, an "Authorization to Obtain and/or Disclose Information" must be signed by the individual or legal representative and documented in the individual's record.

KCCS will adhere to all HIPAA guidelines/regulations as of April 14, 2003 to assure security of Private Health Information. KCCS is considered a "Covered Entity" according to HIPAA guidelines and Keokuk County a "Hybrid Entity". Only the "minimum necessary information" will be disclosed both internally and externally to assure that only the requested information is disclosed to the appropriate person to assure security in regards to Private Health Information.

#### **14. REPEALER**

All ordinances, resolutions or parts of ordinances and resolutions in conflict with the provisions of these policies are hereby repealed.

#### **15. SEVERABILITY CLAUSE**

If any section, provision, or part of these policies shall be judged invalid or unconstitutional, such adjudication shall not affect the validity of these policies as a whole or any section, provision or part thereof not judged invalid or unconstitutional. It shall be up to the discretion of the Board of Supervisors to limit or make changes for the services provided as stated in these regulations.

#### **16. EXCEPTIONS**

The Keokuk County Board of Supervisors and/or the Director reserve the right of granting an exception to policy in any situation as deemed appropriate with any section or sections of the policies contained herein.

## **II. APPENDIX**

- 1. APPLICATION**
- 2. AUTHORIZATION TO OBTAIN AND/OR DISCLOSE INFO.**
- 3. NOTICE OF DECISION**
- 4. INVOLUNTARY COMMITMENT & VOLUNTARY ADMISSION QUICK REFERENCE CHART**
- 5. INVOLUNTARY COMMITMENT & VOLUNTARY ADMISSION WORKFLOW CHART**
- 6. REIMBURSEMENT LETTER/AGREEMENT**
- 7. SUBSTANCE ABUSE COST SHEET**
- 8. DPH & PRIVATE FUNDED FACILITIES**
- 9. SALVATION ARMY FACILITIES**
- 10. SIEDA CONTACT INFORMATION**

