

Understanding “Wraparound” Services for Children in HealthChoices



Everyone on Medical Assistance (MA) has an ACCESS card. Most people on MA now receive mental health and drug & alcohol services from a Behavioral Health Managed Care Organization (MCO).

This guide is about how to obtain services for children through the Behavioral Health MCO. If your child is not enrolled in an MCO, contact the Pennsylvania Health Law Project at 1-800-274-3258 for information on how to obtain wraparound services with the ACCESS card.

This publication is intended to provide general legal information, not legal advice. Each person's situation is different. If you have questions about how the law applies to your particular situation, please consult a lawyer or call the Helpline at 1-800-274-3258.

What Are Wraparound Services?

Wraparound services, also referred to as **Behavioral Health Rehabilitative Services (BHRS)**, are individualized mental health services provided in the home, school, or community to help keep a child at home.

These services are also used in school or daycare settings to help keep a child in a regular classroom instead of a more restrictive classroom setting.

Wraparound services should be designed to meet the specific needs of your child.

The services are provided by trained staff working one-on-one with your child to help with emotional or behavioral problems such as poor anger management or trouble getting along with other children.

The staff also teaches children, their parents, and others (teachers or educational aides) new ways of dealing with problem behaviors that are keeping kids from having success in coping with their feelings and relationships.

Children or adolescents may need wraparound services if they have Autism, Pervasive Developmental Disorder, drug or alcohol problems, serious emotional problems or mental illness that gets in the way of “normal” day to day functioning with family, friends, in school, or in the community.

The standard wraparound package usually consists of the services of three staff people:

Therapeutic Staff Support (TSS)

The TSS provides most of the BHRS services, by working to redirect the child to more appropriate behaviors or responses, working on behavioral modification, or whatever else is called for in the treatment plan.

A Mobile Therapist (MT)

The Mobile Therapist provides individual therapy to the child—discussing emotions and problems the child is having—but not in a traditional office setting. Instead, therapy is provided at home or in some other community setting.

A Behavioral Specialist Consultant (BSC)

The BSC is not supposed to provide direct service to the child. The BSC’s role is to write the treatment plan and work with the Mobile Therapist and TSS to implement the treatment plan and make changes to the plan as needed. The BSC is also responsible for making sure that the treatment plan is carried out as written and intended.

Who Determines If My Child Or Adolescent Needs Wraparound Services?

A psychologist (or sometimes a psychiatrist) must evaluate your child to determine if he or she needs wraparound services. The written evaluation must specify the type of service your child needs (TSS, Mobile Therapist, and/or BSC) and the number of hours needed each week. The evaluation must also explain why these services are medically necessary in the amount prescribed. The evaluation should also specify where the services are to occur (i.e. 15 hours per week of TSS in school and 10 hours per week of TSS in the home & community) and over what timeframe they are to occur.

The psychologist who makes the prescription for wraparound services must be “in the network” of the Behavioral Health Managed Care Organization (MCO) that serves your county. If necessary, you can get permission to see a psychologist or psychiatrist out of the MCO’s network, but you must get permission from your MCO before you see that person. Some MCO’s require that the evaluator/ prescriber is an independent provider from the wraparound provider agency. Check with the MCO to find out their requirement before scheduling your child’s evaluation.

A list of the Medical Assistance MCOs, the counties they serve, and how to contact them is on page 7.

How Do I Get These Services For My Child?

- Call Member Services for your child’s Behavioral Health MCO and ask for a list of psychologists or psychiatrists in their network who can meet with your child for an evaluation.
The MCO must offer you a choice of at least two providers. Providers must be within 30 minutes of travel from your home if you live in an urban area or within 60 minutes of travel if you live in a rural area.
- Call the provider of your choice to schedule an appointment for an evaluation for your child.
 - Most evaluating psychologists rely heavily on information from the parent(s). Come prepared to give real examples of your child’s problem behaviors as well as your child’s strengths. If you have other evaluations that you think are accurate, bring copies of those to give to the evaluator.
 - Tell the evaluating psychologist your goals for your child and what kind and amount of services you think your child needs, if you have a sense of that.

- Make sure your evaluator considers upcoming changes in your child’s schedule, such as holiday breaks from school and the summer, when determining how many hours of services to recommend.
- Advise the evaluator of other services your child may have received in the past and whether or not those services were helpful.

Remember that you cannot get more services than the psychologist recommends.

For more information about what should be in an evaluation, see our Fact Sheet entitled, *“What to Look for in a Comprehensive Psychological or Psychiatric Evaluation or Re-Evaluation.”*

If the evaluating psychologist or psychiatrist determines that your child does not need wraparound services, you can seek a second opinion. You should call your MCO first and ask if they will approve another evaluation with a different prescriber.

What Happens Next?

If the evaluating doctor recommends wraparound services, the next step is an Interagency Service Planning Team (ISPT) meeting.

The person responsible for organizing the meeting may be with the county Mental Health Office, the Behavioral Health MCO, or the provider. This is handled differently from one county to the next.

It is very helpful if the evaluating doctor can participate (even if by phone) in the ISPT meeting.

The purpose of the ISPT meeting is to discuss the evaluator’s recommendation and obtain feedback from those who are most familiar with your child’s behaviors, strengths and needs. For detailed information on what should occur at the ISPT meeting see our Fact Sheet entitled, *“Accessing Behavioral Health Services for Your Child: The Interagency Service Planning Team (ISPT) Meeting.”*

If My Child Is Approved, When Should Services Begin?

Services should begin within 60 days from the date when the services were requested from the MCO.

If services do not begin within 60 days, contact your MCO.

Who Will Provide The Services That Are Approved?

Services are provided by mental health agencies that specialize in treating children and adolescents.

The agencies must be within your child's MCO network unless you are approved to go out of the network.

The MCO must offer you a choice of at least two providers within 30 minutes travel time if you live in an urban area or 60 minutes travel time if you live in a rural area.

What Can I Do If My Child Is Not Getting Services That Were Approved?

1. You should first contact your child's MCO to see if they can fix the problem. For a list of all the Behavioral Health MCOs, see page 7.
2. If you are not successful, contact your county's Mental Health Office. You can find this number in the Blue Pages of your phone book. If the county agency does not give you satisfaction, you can contact the Community Services Area Manager for the state Office of Mental Health & Substance Abuse Services. Contact the **Division of Western Operations** at (412) 565-5226 or the **Division of Eastern Operations** at (717)-214-9076 to find the Community Area Services Manager for the state field office responsible for your county.
3. Finally, you can file a complaint with the MCO or request a Fair Hearing with the Department of Public Welfare (DPW). You file a complaint by writing to the Complaint & Grievance Coordinator of the MCO or by calling Member Services and telling them you want to file a complaint. To request a Fair Hearing, you must contact DPW in writing at:

Department of Public Welfare, OMHSAS
Division of Grievance and Appeals

Beechmont Building #32
P.O. Box 2675
Harrisburg, PA 17105

4. For help with a complaint, grievance or fair hearing, or for any problems with your child's wraparound services, you can call the Pennsylvania Health Law Project at **1-800-274-3258**.

How Long Does an Authorization for Wraparound Last?

Usually wraparound services are approved for a period of four months. The written evaluation should always specify the prescribed time frame for the services. Children with diagnoses on the Autism Spectrum can be prescribed wraparound services for up to 12 months.

How Do We get a Re-Authorization for Wraparound?

Before the current authorization for wraparound services expires, your child will need to have a re-evaluation by the same or by a different psychologist or psychiatrist of your choice.

Another ISPT meeting can be held, but it is not required. An ISPT meeting must occur at minimum once a year, but they can occur more often at the request of the parent, the MCO or any other member of the team.

The agency that provides your child wraparound services should then submit a packet to the MCO that includes an updated treatment plan, the latest psychological evaluation, and any information about progress (or lack of progress) that your child and your family have made toward the behavioral goals in the first treatment plan, new goals that have been identified and any new interventions that will be used.

What Can I Do If The MCO Does Not Approve The Services Recommended For My Child, Or If the MCO Wants to Reduce or Terminate the Services My Child is Getting?

See the PHLP brochure entitled "*Appealing the Denial, Reduction or Termination of Wraparound Services in HealthChoices.*"

Behavioral Health MCOs (Managed Care Organizations)

All phone numbers are toll-free.

Community Behavioral Health (www.phila-bhs.org)

Philadelphia 1-888-545-2600

Community Behavioral HealthCare Network of PA (www.cbhnp.org)

Bedford	1-888-722-8646
Blair	same as above
Clinton	same as above
Cumberland	same as above
Dauphin	same as above
Franklin	same as above
Fulton	same as above
Lancaster	same as above
Lebanon	same as above
Lycoming	same as above
Perry	same as above
Somerset	same as above

Community Care Behavioral Health Organization (www.ccbh.com)

Adams	1-866-738-9849
Allegheny	1-800-553-7499
Berks	1-866-292-7886
Bradford	1-866-878-6046
Cameron	1-866-878-6046
Carbon	1-866-473-5862
Centre	1-866-878-6046
Chester	1-866-622-4228
Clarion	1-866-878-6046
Clearfield	1-866-878-6046
Columbia	1-866-878-6046
Elk	1-866-878-6046
Erie	1-855-224-1777
Forest	1-866-878-6046
Huntingdon	1-866-878-6046
Jefferson	1-866-878-6046
Juniata	1-866-878-6046
Lackawanna	1-866-668-4696
Luzerne	1-866-668-4696
McKean	1-866-878-6046
Mifflin	1-866-878-6046
Monroe	1-866-473-5862
Montour	1-866-878-6046

Community Care Behavioral Health Organization (www.ccbh.com)

Northumberland	1-866-878-6046
Pike	1-866-473-5862
Potter	1-866-878-6046
Schuylkill	1-866-878-6046
Snyder	1-866-878-6046
Sullivan	1-866-878-6046
Susquehanna	1-866-668-4696
Tioga	1-866-878-6046
Union	1-866-878-6046
Warren	1-866-878-6046
Wayne	1-866-878-6046
Wyoming	1-866-668-4696
York	1-866-542-0299

Magellan Behavioral Health (www.magellanhealth.com)

Bucks	1-877-769-9784
Delaware	1-888-207-2911
Lehigh	1-866-238-2311
Montgomery	1-877-769-9782
Northampton	1-866-238-2312

Value Behavioral Health (www.vbh-pa.com)

Armstrong	1-877-688-5969
Beaver	1-877-688-5970
Butler	1-877-688-5971
Cambria	1-866-404-4562
Crawford	1-866-404-4561
Fayette	1-877-688-5972
Greene	1-877-688-5973
Indiana	1-877-688-5974
Lawrence	1-877-688-5975
Mercer	1-866-404-4561
Venango	1-866-404-4561
Washington	1-877-688-5976
Westmoreland	1-877-688-5977



Helpline: 1-800-274-3258 ▪ www.phlp.org