

Texas Department of State Health Services  
YES Waiver

SERVICES  
FAMILY SUPPORTS

2400.5

SERVICE  
DESCRIPTION

Family Support providers are individuals who are skilled and experienced in providing primary care to a youth with emotional and behavioral health challenges.

Family Supports provide peer mentoring and encouragement to the primary caregiver(s); engage the family in the treatment process; model self-advocacy skills; provide information, referral and non-clinical skills training; maintain engagement; and assist in the identification of natural/non-traditional and community support systems.

PROVIDER  
QUALIFICATIONS

A family support provider must:

1. Have a high school diploma, or a high school equivalency certificate issued in accordance with the law of the issuing state;
2. Have a criminal history and background check. [See CRIMINAL HISTORY AND BACKGROUND CHECK, policy 2300.1 of this manual];
3. Have at least:
  - a. One cumulative year of receiving mental health community services for a mental health disorder; or
  - b. One cumulative year of experience navigating the mental health system as the parent or primary caregiver of a youth receiving mental health community services; and
4. Be under the direct clinical supervision of a master's level therapist.

WRAPAROUND PLAN

The Wraparound Plan must:

1. Describe the strategies and/or action steps that will be used to encourage and assist in family and caregiver engagement; and
2. Identify natural and/or non-traditional and community support systems.

PROGRESS NOTES

Progress notes are required for the provision of family support services and must include:

1. Participant name;
2. Date of contact with the participant;
3. Start and stop time of contact with the participant;

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BILLING  
 FAMILY SUPPORTS 2600.6

UNIT DESIGNATION AND PAYMENT RATE The unit designation for family supports is 15-minutes. One 15-minute increment is billed as one unit. In order to bill for a unit, the entire unit must be provided to the participant, face-to-face.

Family support services are paid at the rate of \$6.25 per unit.

AVAILABILITY OF ANNUAL UNITS The availability of annual units varies, depending upon the recommendations of the Child and Family Team and the Wraparound Plan.

GROUP SETTING SERVICE(S) Waiver services that are permitted to be provided in a group setting are billed using the following formula:

Number of providers × Time spent delivering service(s) ÷ Number of participants served = Billable Time.

REQUIRED DOCUMENTATION In order to properly bill for the provision of family support services, a provider must document:

1. Date of Contact;
2. Start and Stop Time;
3. Progress towards goals set forth in the service authorization; and
4. Information about the service provider, including:
  - a. Printed name;
  - b. Signature (electronic signature is acceptable); and
  - c. Credentials.

REIMBURSEMENT AND NEGOTIATION OF SERVICE RATE The Department of State Health Services directly reimburses the comprehensive Waiver provider (CWP) for the entire, per unit, rate. The CWP is permitted to negotiate payment to its employees or subcontractors.