



Adult and Children's Behavioral Health (BH) Mainstream and Health and Recovery (HARP) Staff Requirements

Position/Role	Dedicated to product line(s)?	Mainstream - HIV Special Needs Managed Care Organization (MCO) full time equivalent (FTE) Expectation	FTE Expectation with HARP Product	Can MCO propose to share across MCO and HARP?	New York State (NYS) Location	Requirements
<p>Adult Mainstream and HIV SNP MCO BH Key Personnel <i>MCOs must designate one key personnel for each of the below positions to have overall accountability for the Mainstream product line and, if offered, the HARP product line, unless noted the position may be shared.</i></p>						
<p>BH Medical Director</p>	<p>Depends on size of HARP.</p>	<p>Can be less than 1.00 FTE.</p>	<p>Must be full-time 1.00 FTE if MCO has a HARP with more than 4,000 enrollees.</p> <p>1.0 FTE requirement may be fulfilled utilizing 2 individuals with 100% of FTE allocation dedicated to adult population in Mainstream subject to the State's approval. In addition to resumes, MCOs must submit documentation describing other activities each individual is responsible for.</p>	<p>Yes, if MCO has a HARP with less than 4,000 HARP enrollees.</p>	<p>No</p>	<ul style="list-style-type: none"> • NYS license as a physician. • A minimum of 5 years of experience is required in a clinical or managed care setting (at least 2 of which are in a clinical setting). • Appropriate training and expertise in general psychiatry and addiction disorders (e.g., board certification in adult psychiatry with appropriate training in the treatment of addiction). <ul style="list-style-type: none"> - Residency and fellowship training do not count towards minimum years of experience. • NYS location is not required however individuals must have an understanding of various levels of care within NYS addiction and mental health services including knowledge of NYS hospital and treatment systems. • Must be available during NYS business hours – 8:00am-6:00pm



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						EST as well as for urgent/emergent needs.
BH Clinical Director	Depends on size of HARP.	Can be less than 1.00 FTE.	<p>Must be full-time 1.00 FTE if MCO has a HARP with more than 4,000 enrollees.</p> <p>1.0 FTE requirement may be fulfilled utilizing 2 individuals with 100% of FTE allocation dedicated to adult population in Mainstream subject to the State's approval. In addition to resumes, MCOs must submit documentation describing other activities each individual is responsible for.</p>	Yes, if MCO has a HARP with less than 4,000 enrollees.	No	<ul style="list-style-type: none"> NYS license as behavioral health professional (BHP). 7 years' experience in BH managed care or BH clinical setting including at least 2 years of managed care experience (preferably Medicaid Managed Care). NYS location is not required however individuals must have an understanding of various levels of care within NYS addiction and mental health services including knowledge of NYS hospital and treatment systems. Must be available during NYS business hours – 8:00am-6:00pm EST as well as for urgent/emergent needs.
Adult HARP BH Key Personnel						
<i>MCOs must designate one key personnel for each of the below positions to have overall accountability for the Mainstream product line and, if offered, the HARP product line, unless noted the position may be shared.</i>						
HARP BH Medical Director	Depends on size of HARP.	N/A	Must be full-time 1.00 FTE if MCO has more than 4,000 HARP	Yes, if less than 4,000 HARP enrollees.	No	<ul style="list-style-type: none"> NYS licensed physician. A minimum of 5 years of experience is required in a clinical or managed



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			<p>enrollees. 1.0 FTE requirement may be fulfilled utilizing 2 individuals with 100% of FTE allocation dedicated to adult population in Mainstream subject to the State's approval. In addition to resumes, MCOs must submit documentation describing other activities each individual is responsible for.</p>			<p>care setting (at least 2 of which are in a clinical setting).</p> <ul style="list-style-type: none"> • Appropriate training and expertise in general psychiatry and addiction disorders (e.g., board certification in adult psychiatry with appropriate training in the treatment of addiction). <ul style="list-style-type: none"> - Residency and fellowship training do not count towards minimum years of experience. • NYS location is not required however individuals must have an understanding of various levels of care within NYS addiction and mental health services including knowledge of NYS hospital and treatment systems. • Must be available during NYS business hours – 8:00am-6:00pm EST as well as for urgent/emergent needs.
HARP BH Clinical Director	Depends on size of HARP.	N/A	Must be full-time 1.00 FTE IF MCO has more than 4,000 HARP enrollees.	Yes, if less than 4,000 HARP enrollees.	No	<ul style="list-style-type: none"> • NYS licensed BHP. • 7 years of experience in BH MC or BH clinical setting including at least 2 years of managed care



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			1.0 FTE requirement may be fulfilled utilizing 2 individuals with 100% of FTE allocation dedicated to adult population in Mainstream subject to the State's approval. In addition to resumes, MCOs must submit documentation describing other activities each individual is responsible for.			<p>experience (preferably Medicaid managed care).</p> <ul style="list-style-type: none"> • HARP Clinical Director could serve as MCO BH Clinical Director for smaller MCOs. • NYS location is not required however individuals must have an understanding of various levels of care within NYS addiction and mental health services including knowledge of NYS hospital and treatment systems. • Must be available during NYS business hours – 8:00am-6:00pm EST as well as for urgent/emergent needs.
HARP Medical Director for General Medicine	No	N/A	Can be filled at less than 1.00 FTE.	Yes	No	<ul style="list-style-type: none"> • NYS licensed physician. • Board certified in internal medicine or family medicine. (<i>Board certification in other fields of medicine may be acceptable if individual can demonstrate sufficient clinical experience in treating complex chronic medical problems commonly found in the population enrolled in HARP MCOs.</i>)



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						<ul style="list-style-type: none"> • Minimum of two years clinical experience. • Residency and fellowship training do not count towards minimum years of experience. • NYS location is not required however individuals must have an understanding of various levels of care within NYS addiction and mental health services including knowledge of NYS hospital and treatment systems. • Must be available during NYS business hours – 8:00am-6:00pm EST as well as for urgent/emergent needs.
Children's Mainstream MCO BH Key Personnel						
BH Medical Director for Children's Services	Yes	Minimum of .50 FTE and 100% dedicated to Children. MCOs may submit a request to waive the minimum allocation of time with appropriate documentation for the	N/A	No	No	<ul style="list-style-type: none"> • NYS license as a physician • Minimum of five years of experience working with children in BH managed care settings or BH clinical settings (at least two years must be in a clinical setting) • Board certified in child and adolescent psychiatry with



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		State's review and approval.				<p>appropriate training in the treatment of addiction.</p> <ul style="list-style-type: none"> - Residency and fellowship training do not count towards minimum years of experience. • Time allocation for this position must be at a minimum of .5 FTE. • NYS location is not required however individuals must have an understanding of various levels of care within NYS addiction and mental health services including knowledge of NYS child serving systems. • Must be available during NYS business hours – 8:00am-6:00pm EST as well as for urgent/emergent needs.
BH Clinical Director for Children's Services	Yes	<p>For MCOs with more than 60,000 enrollees under age 21, the percent of effort must be full-time.</p> <p>1.0 FTE requirement may be fulfilled</p>	N/A	Yes - if less than 60,000 child enrollees.	No	<ul style="list-style-type: none"> • NYS license as a BH professional • Minimum of seven years of experience in a BH managed care setting or BH clinical setting, including at least two years of managed care experience (preferably Medicaid managed care)



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		<p>utilizing 2 individuals with 100% of FTE allocation dedicated to adult population in Mainstream subject to the State's approval. In addition to resumes, MCOs must submit documentation describing other activities each individual is responsible for.</p> <p>For MCOs with less than 60,000 enrollees under age 21, the percent of effort may be less than full-time.</p>				<p>and at least five years' experience working with children.</p> <ul style="list-style-type: none"> This individual must have experience in providing and/or supervising direct care to children and adolescents. NYS location is not required however individuals must have an understanding of various levels of care within NYS addiction and mental health services including knowledge of NYS child serving systems. Must be available during NYS business hours – 8:00am-6:00pm EST as well as for urgent/emergent needs.
<p>Medical Director Designated for Medically Fragile Children</p>	<p>N/A</p>	<p>N/A</p>	<p>N/A</p>	<p>N/A</p>	<p>No</p>	<ul style="list-style-type: none"> NYS physician license. The designated Medical Director should have the experience and knowledge of the unique needs of members with complex medical needs and all the needed state child serving systems.



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<p>Adult and Children's BH Managerial Staff Positions <i>In addition to key staff, the MCO shall employ a sufficient number of qualified managerial and operational staff to oversee and carry out the MCO's operations relating to the provision of services and support to enrollees with BH needs.</i></p>						
<p>Medicaid Managed Care Organization Liaison for Medically Fragile Children (Children only)</p>	N/A	N/A	N/A	N/A	Yes	<ul style="list-style-type: none"> • Experience, expertise, and knowledge of the unique complex needs (including trauma) of this population. • Knowledge of State child serving systems, health homes, and specialty providers responsible for addressing the healthcare needs of medically needy/complex children, including the medically needy level of care population
<p>Medicaid Managed Care Organization Foster Care Liaison (Children only)</p>	N/A	N/A	N/A	N/A	Yes	<ul style="list-style-type: none"> • Experience, expertise and knowledge of the child welfare system, foster care healthcare requirements and the unique complex needs (including trauma) of this population. • Knowledge of NYS child serving systems required to effectively be responsible for coordination with Office of Children and Family



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						Services, Local Department of Social Services, and the Voluntary Foster Care Agency for all shared children in foster care.
BH Care Management Director (Adult and Children)	N/A	N/A	N/A	N/A	No	<p>Adult:</p> <ul style="list-style-type: none"> • Non-Physician Licensed Behavioral Health Practitioner (NP-LBHP) • BH managed care or BH clinical experience • Knowledge and experience working with Health Homes recommended • NYS location is strongly preferred but not required. <p>Children:</p> <ul style="list-style-type: none"> • NP-LBHP • BH managed care or BH clinical experience • Experience working with Health Homes recommended. • Experience working with community and family-based services and experience in working across NYS child serving systems recommended. • NYS location is preferred but not required.



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BH Utilization Management Director (Adult and Children)	N/A	N/A	N/A	N/A	No	<p>Adult:</p> <ul style="list-style-type: none"> • NP-LBHP • BH managed care or BH clinical experience • Knowledge of NYS BH rehabilitation and recovery services. • NYS location is strongly preferred but not required; however, individual must have an understanding of various levels of care within NYS addiction and mental health services including knowledge of NYS hospital and treatment systems. <p>Children:</p> <ul style="list-style-type: none"> • NP-LBHP • BH managed care or BH clinical experience • Experience working with community and family-based services recommended. • Knowledge of NYS child serving systems required. • NYS location is preferred but not required.



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Member Services Director (Adult and Children)	N/A	N/A	N/A	N/A	No	<p>Adult:</p> <ul style="list-style-type: none"> • Experience in managed care or clinical setting. • Experience managing member service call center operations. • Knowledge of the provider system serving adults with BH needs • Knowledge of the new benefits and program requirements for adult BH population. <p>Children:</p> <ul style="list-style-type: none"> • Experience in managed care or clinical setting • Experience managing member service call center operations. • Knowledge of the provider system serving children with BH needs children in foster care, medically fragile children, and evidence-based practices (EBPs) for children. • Knowledge of the new benefits and program requirements for children, including the medically fragile and foster care populations.



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Network Development Director (Adult and Children)	N/A	N/A	N/A	N/A	No	<p>Adult:</p> <ul style="list-style-type: none"> • BH managed care or BH clinical setting experience • Demonstrated experience in BH and SUD network development • Knowledge of and experience with principles of physical-BH integration and EBPs, including but not limited to wellness self-management, supported employment, family psychoeducation, Assertive Community Treatment, Assisted Outpatient Treatment, and Integrated Dual Disorder Treatment. • Familiar with recovery-oriented services. <p>Children:</p> <ul style="list-style-type: none"> • BH managed care or BH clinical experience. • Demonstrated experience in BH and SUD network development for children. • Knowledge of and experience with principles of physical-BH integration.



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						<ul style="list-style-type: none"> • Knowledge of family-centered, youth guided principles and development of EBPs for children. • Knowledge of specific PH service needs of the children population including but not limited to preventive and restorative dental needs.
Provider Relations Director (Adult and Children)	N/A	N/A	N/A	N/A	Yes	<p>Adult:</p> <ul style="list-style-type: none"> • Experience in BH managed care or BH clinical setting. • Experience managing BH provider issues including resolving grievances, coordinating site visits, and maintaining quality of care. • Familiar with recovery-oriented services. <p>Children:</p> <ul style="list-style-type: none"> • Experience in BH managed care or BH clinical setting. • Experience managing BH provider issues including resolving grievances, coordinating site visits, and maintaining quality of care. • Knowledge of the provider system serving children with BH needs, children in foster care, medically



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						fragile children and EBPs for children.
Training Director (Adult and Children)	N/A	N/A	N/A	N/A	Yes	<p>Adult:</p> <ul style="list-style-type: none"> • Significant experience and expertise in developing, tracking, and executing BH training to the MCO's own and network provider's staff. • Significant experience and expertise in developing training programs related to BH systems. • Familiar with recovery-oriented services. <p>Children:</p> <ul style="list-style-type: none"> • Significant experience and expertise in developing, tracking, and executing BH training to the MCO's own and network provider's staff. • Significant experience and expertise in developing training programs related to BH systems for children and families. • Knowledge of needs associated with medically fragile children and foster care population.



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Quality Management Director (Adult and Children)	N/A	N/A	N/A	N/A	No	<p>Adult:</p> <ul style="list-style-type: none"> • Experience and expertise in quality improvement for mental health and substance use disorders (SUD) services programs, ideally in publicly operated or publicly funded programs. • Experience with managed care delivery systems. • Familiarity with recovery-oriented services. <p>Children:</p> <ul style="list-style-type: none"> • Experience and expertise in quality improvement for mental health and substance use disorders (SUD) services programs, ideally in publicly operated or publicly funded programs. • Experience with managed care delivery systems. • Familiarity with recovery-oriented services. • Familiarity with family-centered, youth-guided service delivery for children and families. • Knowledge of appropriate performance measures (including



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						Healthcare Effectiveness Data and Information Set (HEDIS) and Quality Assurance Reporting Requirements (QARR) for children.
Information Systems Director (Adult and Children)	N/A	N/A	N/A	N/A	No	<p>Adult:</p> <ul style="list-style-type: none"> • Experience and expertise in Medicaid data analytics and BH data systems. • Knowledge of all federal and state laws governing the confidentiality and security of protected health information, including confidential mental health and SUD information. <p>Children:</p> <ul style="list-style-type: none"> • Experience and expertise in Medicaid data analytics and BH data systems. • Knowledge of all federal and state laws governing the confidentiality and security of protected health information, including confidential mental health and SUD information.



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Governmental /Community Liaison Director (Adult and Children)	N/A	N/A	N/A	N/A	Yes	<p>Adult:</p> <ul style="list-style-type: none"> • Must be individual with significant MCO leadership responsibilities. • The MCO must designate representative(s) to attend relevant stakeholder, planning, and advocacy meetings to ensure that the MCO is aligned with the State's vision for managed delivery of BH services and is aware of any new State or local BH initiatives. <p>Children:</p> <ul style="list-style-type: none"> • Must be individual with significant MCO leadership responsibilities. • The MCO must designate representative(s) to attend relevant stakeholder, planning, and advocacy meetings to ensure that the MCO is aligned with the State's vision for managed delivery of BH services and is aware of any new State or local BH initiatives.

Adult and Children's BH Operational Staff Positions

In addition to key staff, the MCO shall employ a sufficient number of qualified managerial and operational staff to oversee and carry out the MCO's operations relating to the provision of services and support to enrollees with BH needs.



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Utilization Management (UM)/Care Management (CM) Staff (Adult and Children)	N/A	N/A	N/A	N/A	UM - No CM - No	<p>Adult:</p> <ul style="list-style-type: none"> • NP-LBHP • CASACs (must also be NP-LBHPs) for SUD reviews. • Experience and expertise in managing care for adults with BH needs. • For UM, authorization decisions must be made by a NP-LBHP with minimum three years of experience in a BH setting. • For BH Home and Community Based Services (HCBS), experience, and knowledge with HCBS, recovery, EBPs required. <p>Children:</p> <ul style="list-style-type: none"> • NP-LBHP • CASACs (must also be NP-LBHPs) for SUD reviews. • Experience in managing care for children and the target subpopulations described in Section 1 including high-risk groups, such as children with SED, with co-occurring major mental disorders and SUD, who are involved in multiple services systems



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						<p>(education, justice, medical, welfare, and child welfare), or in foster care; Children with medical fragility/complex medical conditions requiring significant medical or technological health supports.</p> <ul style="list-style-type: none"> For UM, authorization decisions must be made by a NP-LBHP with minimum three years of experience treating children in a BH setting. For UM, authorization decisions must be made by a NP-LBHP with minimum three years of experience treating children in a BH setting. Knowledge and experience in Children's health and BH services, HCBS, EBPs, Early and Periodic Screening, Diagnostic and Treatment services, and social service programs. For CM staff, NYS location is strongly preferred but not required.
Clinical Peer Reviewers (Adult and Children)	N/A	N/A	N/A	N/A	No	<p>Adult:</p> <ul style="list-style-type: none"> Includes panel of reviewers to conduct denial and appeal reviews, peer review of psychological testing, or complex case review and other related consultations



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						<ul style="list-style-type: none"> • Peer reviewers must include: <ul style="list-style-type: none"> - Physicians board certified in adult psychiatry, physicians who hold a Certification in addiction medicine or a Certification in the subspecialty of addiction psychiatry; or - Licensed doctoral level psychologists. Children: <ul style="list-style-type: none"> • Includes panel of reviewers to conduct denial and appeal reviews, peer review of psychological testing, or complex case review and other related consultations. • Peer reviewers must include: <ul style="list-style-type: none"> - Physicians who are board certified in child psychiatry; or - Licensed doctoral level psychologists with experience treating children.



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Quality Management Specialists (Adult and Children)	N/A	N/A	N/A	N/A	No	<p>Adult:</p> <ul style="list-style-type: none"> • Experience and expertise in quality improvement for mental health and SUD services programs, ideally in publicly-operated or publicly funded programs. <p>Children:</p> <ul style="list-style-type: none"> • Experience and expertise in quality improvement for mental health and SUD services programs, ideally in publicly-operated or publicly funded programs. • Knowledge of family-centered, youth-guided service delivery for children and families with BH needs. • Knowledge of appropriate performance measures (including HEDIS and QARR) for children.
Provider Relations (Adult and Children)	N/A	N/A	N/A	N/A	Yes (some staff must be in NYS)	<p>Adult:</p> <ul style="list-style-type: none"> • Experience in BH managed care or BH clinical setting. • Experience managing BH provider issues including resolving grievances, coordinating site visits, and maintaining quality of care.



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						<ul style="list-style-type: none">Familiar with recovery-oriented services <p>Children:</p> <ul style="list-style-type: none">Experience in BH MC or BH clinical setting.Experience managing BH provider issues including resolving grievances, coordinating site visits, and maintaining quality of care.Knowledge of the provider system serving children with BH needs, children in foster care, medically fragile children.