



Multnomah Other Peer Support Services

Multnomah Other funds Peer Support services through both cost reimbursement contracts (i.e. funding staff positions for Peer Support staff) and Fee For Service equivalent outpatient treatment contracts for services provided up to the contract amount (i.e. each peer support service provided is paid individually using a fee for service equivalent).

Cost Reimbursement Contracts

Peer Support services paid through the cost-reimbursement model do not encounter or submit claims for the individual services provided. Providers should follow the reporting and invoicing instructions outlined in their contracts.

Providers should NOT encounter services AND invoice the time spent on encountered services.

Fee For Service Equivalent Contracts

Providers with fee for service equivalent contracts encounter each service provided by Peer Support Specialists. Peer Support services are covered for most outpatient treatment authorizations. Documentation, as for all encountered services, should support the rate and include, but is not limited to, the units of service and how the service relates to the member's treatment plan.

Encounterable Services

In general, encounterable peer services are client-involved and tied to a treatment/recovery plan goal. The treatment plan goals direct what is an encounterable service. Encountered services are not intended to be a time sheet for the Peer Support staff.

Examples of encounterable services:

- Recovery coaching
- Client mentoring
- Barrier removal
- Assisting with navigating community-based services (e.g. taking a client to get a food box)

If the service does not directly tie to a treatment plan goal – it is not encounterable. Service documentation should demonstrate how the service provided addresses the treatment plan goal.

Non-Encounterable Services

In general, services provided when the client is not present or are administrative in nature are not encounterable services.

Examples of non-encounterable services (this is not an exhaustive list):

- Driving to see a client for a meeting, client is not present

- Transporting a client without engagement - e.g. a client is on their phone and a peer is just driving the client to an appointment, or the conversation is not related to a treatment plan goal
- Waiting for a client while they are at an appointment, client is not present
- Researching an issue for a client
- Alumni Groups

Multiple Activities during a Service

Peer Support Specialists may be engaging in multiple activities/tasks with clients during the service session. If the service contains encounterable elements delivered at the same time as services that are typically not encounterable, the provider may encounter the portion of the service that contained encounterable parts.

For example, a Peer drives a client to an appointment (typically not encounterable) while coaching them on how to successfully navigate their appointment, to help them work toward their specific treatment plan goal (an encounterable service). They spend the first 15 minutes of the drive on coaching, then the client takes a personal phone call for the last 10 minutes of the drive. The portion of the service where the Peer is coaching the member is encounterable – the first 15 minutes in this example. The portion where the Peer is simply driving the client and not engaging with the client would not be encounterable – the last 10 minutes of the drive in this example.

In another example, if a Peer takes a client to a court appointment and provides mentoring on one of their recovery goals on the way to the appointment – that time would be encounterable. If the Peer waits for the client to finish with their appointment (to drive the client home) or is sitting with the client and only observing the session (not providing coaching or other encounterable services) – that portion of the service would not be encounterable.

There may be some extenuating circumstances where a typically non-encounterable service would qualify as an encounterable service. Providers should ensure that the circumstances are properly documented. Final determination of whether the circumstance allows for an encounterable service shall be determined by the plan manager. Providers who would like guidance on whether specific services are encounterable should contact their assigned program specialist.

Questions? Technical Assistance?

Contact us at billing.multoother@multco.us