



Embrace Health Therapy Procedures

MENTAL HEALTH THERAPY

Effective: January 1, 2024

Procedures:

1. Inmate completes [the intake and demographics form \(intake form\)](#).
2. If the application is not fully completed including full name, signature, and date signed the jail will be contacted to provide information. If additional information is not received within 3 days a denial will be issued.
3. Jail staff will fully fill out the embrace health referral intake form and email to embrace@embracehealth.com, cc: intake@ccnia.org
4. For timely processing Jail staff will coordinate the initial therapy intake unless a CCNIA Service Coordinator is requested.
5. For **ongoing** therapy Embrace Health will make a recommendation and fill out a CCNIA service authorization request form. Email to intake@ccnia.org for a notice of decision (NOD).
6. CCNIA will verify and prior authorize any future appointments. A notice of decision must be issued before any future appointments will be authorized.
7. Intake and Demographics form will be good for one year from the signed date.
8. Send therapy claims/invoices to claims@ccnia.org
9. Once the bill is received Claims Processing will identify allowable covered therapy visits.
10. Claims processor will complete the Claims Processing procedure to pay the invoice.

Guidelines:

1. Therapy utilization as deemed appropriate by the facilitating medical evaluator.

CCNIA Position	Counties	Email	Phone
Anna Miller	Palo Alto: Adults and Children Kossuth, Winnebago, Worth: Adults	amiller@ccnia.org	712.264.3945 ext. 1
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