

Embrace Health Therapy Procedures



MENTAL HEALTH THERAPY

Effective: January 1, 2024

Procedures:

1. Inmate completes [the intake and demographics form \(intake form\)](#). Jail staff provides updated booking sheet.
2. If the intake and demographics form 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 and provide proof of diagnosis. 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. An NOD will be sent to Embrace Health for therapy services offered in the jail **only**.
 - a. NOD note language: authorization is only valid while inmate is in jail.
 - b. CC: service coordinator NOD
8. Intake and Demographics form will be good for one year from the signed date.
9. Jail staff will email claims@ccnia.org as soon as they are aware of an inmate's release date.
10. If ongoing therapy is being requested after an inmate's release date, Embrace Health staff **must** contact the service coordinator who oversees the county where the client is a resident to determine eligibility.
11. Send therapy claims/invoices to claims@ccnia.org
12. Once the bill is received Claims Processing will identify allowable covered therapy visits.
13. 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, Kossuth, Winnebago, Worth: Adults	amiller@ccnia.org	712.264.3945 ext. 1
Marlee Christoffel	Clay, Osceola: Adults and Children Palo Alto, Kossuth, Winnebago, Worth: Children	mchristoffel@ccnia.org	712.264.3945 ext. 2
Therese Trojahn	Claims	claims@ccnia.org	712.264.3945 ext. 5
Jenn Dykshoorn	Client and Finance Director	jdykshoorn@ccnia.org	712.264.3945 ext. 6
Serena Rustad	Administrative Assistant	srustad@ccnia.org	712.264.3945 ext. 7