

May 2021

OVERVIEW

Aetna Better Health of Louisiana continues to be aligned with the [Louisiana Department of Health \(LDH\) Behavioral Health Services Manual](#) and [Act 582](#). This educational notification discusses *only documentation requirements related to education levels* for providers of CPST and PSR. Other documentation, such as training records and certifications, are required per [Louisiana Department of Health \(LDH\) Behavioral Health Services Manual](#). However, those are not discussed in this document.

Psychosocial Rehabilitation (PSR)

Effective 1/1/2019, providers of Psychosocial Rehabilitation (PSR) must have a minimum of a Bachelor's degree from an accredited university or college in the field of counseling, social work, psychology, or sociology.

PSR staff providing services prior to 1/1/2019 are granted ***certain considerations*** around educational requirements:

“Any individual rendering PSR services for a licensed and accredited agency who does not possess the minimum Bachelor's degree required to provide PSR services, but who met the qualifications in effect prior to January 1, 2019, may continue to provide PSR services for the same provider agency. Prior to the individual rendering PSR services for a different provider agency, the individual must meet the new minimum requirements in effect.”

- In the case of PSR staff providing services prior to 1/1/2019 and who are granted certain considerations, PSR staff providing services for the same licensed and accredited agency should use the appropriate educational modifier that is equivalent to the allowed educational standards as stated in the manual, i.e. Master's (HO), Bachelor's (HN), Less than Bachelor's (HM).
- New PSR staff providing services for a new agency are required to meet the minimum bachelor's degree requirement and should only use the Bachelor's (HN) modifier or the Master's (HO) modifier if the individual has a bachelor's or master's degree in counseling, social work, psychology, or sociology.

Refer to the tables below for educational and documentation requirements by level of care and service for PSR.

PSR Prior to 1/1/2019

Bill the modifier for requirement you meet in the table below:

Degree	Modifier	Requirement	Code
Less than Bachelor's	HM	High School Diploma, GED, Associates	H2017
Bachelor's	HN	Bachelor's degree	H2017
Master's or higher	HO	Master's degree or higher	H2017

PSR on or after 1/1/2019

Bill the modifier for the requirement you meet in the table below:

Degree	Modifier	Requirement	Code
Less than Bachelor's (Continuous employment with same employer prior to 1/1/19)	HM	High School Diploma, GED, or Associates, and still employed by the same accredited and licensed provider agency prior to 1/1/2019.	H2017
Bachelor's	HN	Psychology, Social Work, Counseling, Sociology	H2017
Bachelor's (Continuous employment with same employer prior to 1/1/19)	HN	Any bachelor's degree and still employed by the same accredited and licensed provider agency prior to 1/1/2019.	H2017
Master's or higher	HO	Psychology, Social Work, Counseling, Sociology.	H2017
Master's or higher (Continuous employment with same employer prior to 1/1/19)	HO	Any master's degree and still employed by the same accredited and licensed provider agency prior to 1/1/2019.	H2017

Community Psychiatric Support and Treatment (CPST)

Effective 1/1/2019, providers of Community Psychiatric Support and Treatment (CPST) must have a minimum of a Bachelor's degree from an accredited university or college in the field of counseling, social work, Psychology, or sociology. Providers of CPST performing individual supportive behavior intervention component of CPST must have a Master's degree from an accredited university or college in the field of counseling, social work, Psychology, or sociology.

CPST staff providing services prior to 1/1/2019 are granted *certain considerations* around educational requirements:

"Individuals providing Master's level CPST services (individual supportive behavioral interventions) for a licensed and accredited agency who do not possess the minimum Master's degree in counseling, social work, Psychology or sociology required to provide Master's level CPST services, but who have a minimum of a Bachelor's degree in counseling, social work, Psychology or sociology, and who met all Master's degree qualifications in effect prior to January 1, 2019, may continue to provide Master's level CPST services for the same licensed and accredited provider agency. Prior to the individual rendering Master's level CPST services for a different provider agency, the individual must meet the minimum requirements in effect as of January 1, 2019."

- All individuals providing CPST services MUST have a minimum of a Bachelor's degree from an accredited university or college with a major in counseling, social work, Psychology, or sociology, which means the Less the Bachelor's (HM) modifier is no longer allowable for CPST services as of 1/1/19.
- Master's level CPST Services: Individuals providing master's level CPST services for the same agency prior to 1/1/19 who do not possess the minimum master's degree in counseling, social work, Psychology, or sociology, but who have a minimum of a bachelor's degree in counseling, social work, Psychology or sociology, and who met all Master's degree qualifications in effect prior to 1/1/19, may continue to provide master's level CPST services for the same provider agency. Providers should use the appropriate educational modifier (Master's (HO)) when billing for master's CPST services, i.e. individual supportive behavioral interventions.
- The Master's Level educational modifier should be used for:
 - staff who meet the minimum bachelor's requirement and master's degree requirement; or
 - staff that are employed by the same agency prior to 1/1/19, who have a minimum of a bachelor's degree in counseling, social work, Psychology, or sociology, and who met all master's degree qualifications in effect prior to 1/1/19.

Refer to the tables below for educational and documentation requirements by level of care and service for CPST. Requirements below pertain only to CPST services and exclude staff qualifications for Evidence Based Practices (EBPs).

CPST Prior to 1/1/2019

Bill the modifier for requirement you meet in the table below:

Degree	Modifier	Requirement	Additional Information	Code
Less than Bachelor's	HM	High School Diploma, GED, Associate's, <i>or</i> four years of equivalent education and/or experience working in the human services field.	Other aspects of CPST <i>except</i> individual supportive behavioral interventions.	H0036
Bachelor's	HN	Psychology, Social Work, Counseling, Human Services	Other aspects of CPST <i>except</i> individual supportive behavioral interventions.	H0036
Master's or higher	HO	Psychology, Social Work, Counseling, Human Services	All aspects of CPST.	H0036

CPST on or after 1/1/2019

Bill the modifier for the requirement you meet in the table below:

Degree	Modifier	Requirement	Additional Information	Code
Bachelor's	HN	Psychology, Social Work, Counseling, Sociology	Other aspects of CPST <i>except</i> individual supportive behavioral interventions.	H0036
Master's (Continuous employment with same employer prior to 1/1/19)	HO	Bachelor's in Psychology, Social Work, Counseling, or Sociology <i>and</i> met all Master's degree qualifications (a Master's degree in Psychology, Social Work, Counseling, or a related Human Services field) <i>and</i> still employed by the same accredited and licensed provider agency prior to 1/1/19.	All aspects of CPST, including individual supportive behavioral interventions.	H0036
Master's or higher	HO	Psychology, Social Work, Counseling, Sociology	All aspects of CPST, including individual supportive behavioral interventions.	H0036

IMPORTANT NOTES

- A provider can bill only AT THE HIGHEST LEVEL OF EDUCATION DEEMED RELEVANT for the level of care and component being provided.
- Providers should ensure that ABHLA is in receipt of all evidence that documents education levels and/or equivalent experience, and (when necessary to meet certain considerations prior to 1/1/2019) official, new hire paperwork from their employer listing date of hire, and other stated requirements.
- ABHLA aligns with LDH's definition of Human Services degree, which can be qualified with one of the following forms of documentation:
 - documented evidence that the provider's academic program required at least 70% of its core curriculum be in the study of behavioral health or human behavior, as evidenced by the college or university published curriculum (may be published via college/university website) inclusive of required coursework demonstrating the program met the requirement is also acceptable. (Transcripts alone will not satisfy this requirement.)
 - a signed letter from the college's or university's Department of Education stating the academic program required curriculum in which at least 70% of its required coursework was in the study of behavioral health or human behavior will satisfy the requirement.
- Providers who believe ABHLA's reimbursement of their claims is not as expected are encouraged to submit all necessary and required documentation to LAProvider@aetna.com. Upon receipt of all valid documentation, existing providers will be qualified within 30 calendar days. (New providers are qualified within 60 calendar days.)
- Universities may also send official documents by mail to:

Aetna Better Health of Louisiana
2400 Veterans Memorial Blvd., Suite 200
Kenner, LA 70062

QUESTIONS? Please contact LAProvider@AETNA.com or call 1-855-242-0802 and follow the prompts.