

## PROVIDER BULLETIN

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# COMMUNITY PSYCHIATRIC REHABILITATION PROGRAM SERVICES TO MO HEALTHNET ELIGIBLE DEAF PERSONS

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### **CLINICAL STANDARDS OF CARE**

The Department of Mental Health (DMH) has issued Clinical Standards of Care for the provision of interpreters to MO HealthNet Eligible Deaf Persons. The Clinical Standards of Care are available for viewing at the following Web site:

<http://dmh.mo.gov/docs/diroffice/dors/DOR4.141-ClinicalStandardsOfCareforDeafConsumersinDept.OperatedSettings.pdf>.

If a MO HealthNet Provider is of the view that they are unable to meet the mental health service needs of a MO HealthNet participant who is a deaf person, the provider may wish to consult with a DMH facility or administrative agent to ascertain whether such a facility or agent could provide services meeting such needs.

### **DMH CONTACT INFORMATION**

Contact information for DMH facilities or administrative agents are available at the following Web sites:

[DMH Psychiatric Facilities](#)

[DMH Habilitation Centers and Regional Offices](#)

[Administrative Agents](#)

**Provider Bulletins** are available on the MO HealthNet Division (MHD) (Formerly the Division of Medical Services) Web site at <http://dss.mo.gov/mhd/providers/pages/bulletins.htm>. Bulletins will remain on the Provider Bulletins page only until incorporated into the [provider manuals](#) as appropriate, then moved to the Archived Bulletin page.

**MO HealthNet News:** Providers and other interested parties are urged to go to the MHD Web site at <http://dss.mo.gov/mhd/global/pages/mednewssubscribe.htm> to subscribe to the electronic mailing list to receive automatic notifications of provider bulletins, provider manual updates, and other official MO HealthNet communications via E-mail.

**MO HealthNet Managed Care:** The information contained in this bulletin applies to coverage for:

- MO HealthNet Fee-for-Service
- Services not included in MO HealthNet Managed Care

Questions regarding MO HealthNet Managed Care benefits should be directed to the patient's MO HealthNet Managed Care health plan. Before delivering a service, please check the patient's eligibility status by swiping the red MO HealthNet card or by calling the Interactive Voice Response (IVR) System at 573-751-2896 and using Option One for the red or white card.

**Provider Communications Hotline**  
**573-751-2896**