

April 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 Act 582 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 Act 582 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 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)	Modifier	Requirement	Service(s)	Code	Modifiers, as appropriate
Less than Bachelor's	HM	High School Diploma, GED, Associates	Psychosocial Rehabilitation (PSR)	H2017	U8, TG, HQ
Bachelor's	HN	Psychology, Social Work, Counseling, Human Services	Psychosocial Rehabilitation (PSR)	H2017	U8, TG, HQ
Master's or higher	HO	Psychology, Social Work, Counseling, Human Services	Psychosocial Rehabilitation (PSR)	H2017	U8, TG, HQ

PSR on or after 1/1/2019

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

Degree (Modifier)	Modifier	Requirement	Service(s)	Code	Modifiers, as appropriate
Less than Bachelor's	HM	High School Diploma, GED, or Associates, and still employed by the same provider agency since prior to 1/1/2019.	Psychosocial Rehabilitation (PSR)	H2017	U8, TG, HQ
Bachelor's	HN	Psychology, Social Work, Counseling, Sociology	Psychosocial Rehabilitation (PSR)	H2017	U8, TG, HQ
Bachelor's	HN	Human Services and still employed by the same provider agency since prior to 1/1/2019.	Psychosocial Rehabilitation (PSR)	H2017	U8, TG, HQ
Master's or higher	HO	Psychology, Social Work, Counseling, Sociology.	Psychosocial Rehabilitation (PSR)	H2017	U8, TG, HQ
Master's or higher	HO	Human Services and still employed by the same provider agency.	Psychosocial Rehabilitation (PSR)	H2017	U8, TG, HQ

Modifier Legend

U8 = services provided in the natural environment, HQ = Group Setting, TG = Permanent Supportive Housing (PSH)

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 Act 582 are granted ***certain considerations*** around educational requirements:

"Individuals providing CPST services 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 current 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.

CPST Prior to 1/1/2019

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

Degree	Modifier	Requirement	Service(s)	Code	Modifiers, as appropriate
Less than Bachelor's	HM	High School Diploma, GED, Associates	Permanent Supportive Housing (PSH)	H0036	U8, TG
Bachelor's	HN	Psychology, Social Work, Counseling, Human Services, or Bachelor's Equivalent	Permanent Supportive Housing (PSH), Homebuilders, Functional Family Therapy (FFT)	H0036	U8, TG, HK, HE
Master's or higher	HO	Psychology, Social Work, Counseling, Human Services	All Services	H0036	U8, TG, HE, HK

CPST on or after 1/1/2019

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

Degree	Modifier	Requirement	Service(s)	Code	Modifiers, as appropriate
Bachelor's	HN	Psychology, Social Work, Counseling, Sociology	Permanent Supportive Housing (PSH), Homebuilders, Functional Family Therapy (FFT)	H0036	U8, TG, HK, HE
Bachelor's	HN	Human Services or Bachelor's Equivalent and still employed by the same provider agency.	Permanent Supportive Housing (PSH), Homebuilders, Functional Family Therapy (FFT)	H0036	U8, TG, HK, HE
Bachelor's + Master	HO	Bachelor's in Psychology, Social Work, Counseling, or Sociology and Master's Human Services and still employed by the same provider agency.	All Services		U8, TG, HE, HK
Master's or higher	HO	Psychology, Social Work, Counseling, Sociology	All Services	H0036	U8, TG, HE, HK

Modifier Legend

U8 = services provided in the natural environment, HK = Homebuilders, TG = Permanent Supportive Housing (PSH), HE = Functional Family Therapy

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 their education levels and/or equivalent experience, and (when necessary to meet certain considerations prior to Act 582) attestations of continued employment and other stated requirements.
- A provider possessing a Master's degree in a non-Human Services-related field cannot bill at the Master's degree level, unless they provide ABHLA with one of the following:
 - 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. (Transcripts alone will not satisfy this requirement.)
 - a signed letter from the college or university 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. 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.

FAQs

The answers to FAQs assume that the provider fits all other requirements (training, certifications, no negative findings on OIG LEIE, etc.) established by LDH.

Q: I have a Bachelor's in Fine Art. Why are my claims rejected when I bill using modifier HN?

A: The HN modifier signifies a Bachelor's education level or equivalent. The LDH Behavioral Health Services manual indicates that a Bachelor's degree from should be from an accredited university or college with a major in counseling, social work, psychology, or sociology. For providers who can meet certain considerations prior to Act 582, an equivalent level of education and/or experience will be considered.

Q: I have a Master's in Education. Why are my claims rejected when I bill using modifier HO?

A: The modifier HO signifies a Master's education level or a provider who meets certain considerations prior to Act 582. Per the LDH Behavioral Health Services Manual, *"It is LDH's position that master's degrees in Criminal Justice, Education, and Public Administration (among others) do not generally meet the requirements necessary to be considered human services related fields for purposes of providing master's level CPST services. Provider agencies employing individuals with master's degrees in academic majors other than counseling, social work, psychology, or sociology for the provision of master's level CPST services must maintain documented evidence in the individual's personnel file that supports the individual's academic program required at least 70% of its core curriculum be in the study of behavioral health or human behavior. Transcripts alone will not satisfy this requirement. A signed letter from the college or university 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. 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."* A Master's in Education is not considered Human Services-related. However, if you can provide the required documentation to ABHLA, you may be able to bill at the HO education level.

Q: Can providers with a high school diploma/GED bill for PSR? How about a provider with an Associate degree?

A: Providers with a high school diploma/GED cannot bill for (or provide PSR) unless they met all qualifications in effect prior to January 1, 2019, and continue to provide services for the same licensed and accredited provider agency. The same applies to a provider with an Associate degree. Providers who believe they meet the considerations given to providers prior to Act 582, must provide ABHLA with a formal letter of attestation on company letterhead.

Providers who believe ABHLA's reimbursement of their claims is not as expected are encouraged to contact their Provider Relations liaison to submit all necessary and required documentation. The Regional Representatives Contact List is available here:

<https://www.aetnabetterhealth.com/louisiana/assets/pdf/providers/Regional%20Representatives%20External.pdf>.

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