

## Serious Persistent Mental Illness (SMI) Termination Frequently Asked Questions

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**Q1: When do I send a 30-day letter to the Member?**

A1: A 30-day letter is to be sent once the SMI Termination is approved by Kepro.

**Q2: I've already sent my 30-day letter to my member, why are you adding another 30 days to my SMI?**

A2: 30-day letters should not be sent to the Member until after the SMI has been authorized. The 30 days are added to allow provider the time to send the letter.

**Q3: Can a 10-day letter be sent to the Member if they have not been showing up to appointments for some time?**

A3: A 30-day letter is required by MaineCare Policy. Please refer to the MaineCare Benefits Manual <https://www.maine.gov/sos/cec/rules/10/ch101.htm>

**Q4: What happens if a member calls and wants to re-engage in services but since initial call, Member has not returned call to schedule appointment? Does the 30-day letter process need to start again?**

A4: The provider should have a conversation with the Member around this issue and document it in the progress notes. If this continues to be an issue and the provider can show documentation that they have discussed the need to engage in services or Member will be discharged, the SMI Termination request can be submitted. The provider should support the Member in referrals to other services during the 30-day period should the Member want to be referred elsewhere.

**Q5: I made three (3) outreach attempts to my member. They came in to meet with me after the third attempt but no showed for their next appointment. Do I need to make three (3) more outreach attempts?**

A5: Yes. If the Member has re-engaged, you would be required to make three (3) new outreach attempts to re-engage the Member after the Member has indicated interest in continuing services. If this continued to be an issue of the Member re-engaging for one appointment, then no-showing m and is difficult to contact after, the provider can show documentation of their outreach attempts and that they have discussed the need to engage in services or the Member will be discharged, and a new SMIT Termination can be submitted.

**Q6: A discharge letter was sent due to no contact and a SMI Termination Request was entered into Kepro. The Member called the agency wanting services and was scheduled but the Member no showed the appointment. In the meantime, the Member lost MaineCare. How should we proceed?**

A6: If the provider has a contract with Office of Behavioral Health (OBH) and has OBH funding available, the Member could continue to be serviced. If the provider does not have available OBH funding services, the Member can be connected to an agency that does have OBH funding.

**Q7: My Member is transferring to another service/provider, do I need to send a 30-day letter?**

A7: No, 30-day letters are not required for transfers

**Q8: My Member is transferring to another service within our agency. Do I need to submit a SMI Termination?**

A8: No, a termination is not required when transferring the Member to another service within your own agency.

**Q9: Is a SMI Termination required when the Member is transitioning from CI to BHH or BHH to CI with another agency?**

A9: Yes.

**Q10: My Member is transferring to another agency for the same service. Do I need to submit a SMI Termination?**

A10: If the Member is transitioning to another agency for the same service and there will be no gaps in service deliver from one agency to the next, no SMI Termination needs to be submitted.

**Q11: My Member is transferring to another agency for a different service. Do I need to submit a SMI Termination?**

A11: Yes, a SMI Termination is required in this instance.

**Q12: Do I need to submit a SMI termination request for Section 65 Substance Use Outpatient Therapy?**

A12: No. Substance Use Outpatient Therapy does not fall under the Consent Decree and therefore a SMI Termination is not required.



**Q13: Do I need to submit a SMI Termination for DLS or Skills Development services?**

A13: No, DLS and Skills Development does not require a SMI Termination to be submitted.

**Q14: Can we call Kepro with our Member to have cases ended?**

A14: No. If you are the provider the Member has had services with, you are required to complete an SMI Termination even if the Member would like services with another provider

**Q15: For CI ONLY: Do I need to submit a termination if my member was open for 30 days or less.**

A15: Any CI request that is open for 30 days or less does NOT require a SMI Termination. Any CI request this is open for 31 or more days, DOES require a SMIT Termination.

**Q16: What do we do if a member wants to re-engage but the CSR has already been discharged?**

A16: The provider or Member can call Kepro and if it's still within the 30 days since we approved the SMI Termination, we will change the status from authorized to denied noting the Member wishes to re-engage in services and we will remove the discharge on the CSR. If it is after the 30 days, the provider can simply enter a new request for services.

**Q17: Kepro has added 30 days to my SMI request, but my CSR has ended. Should I submit a new CSR to match the end date of the SMI?**

A17: No.

**Q18: My Member is incarcerated; do I need to send them a 30-day letter?**

A18: Yes, the letter should be sent to the last known address.

**Q19: My Member is homeless and has no phone. Do I need to send them a 30-day letter?**

A19: Yes, the letter should be sent to the last known address.

**Q20: I made three (3) outreach attempts to my member. They came in to meet with me after the third attempt but no showed for their next appointment. Do I need to make three (3) more outreach attempts?**

A20: Yes. If the Member has re-engaged, you would be required to make three (3) new outreach attempts to re-engage the Member after the Member has indicated interest in continuing services. If this continued to be an issue of the Member re-engaging for one appointment, then no-showing m and is difficult to contact after, the provider can



show documentation of their outreach attempts and that they have discussed the need to engage in services or the Member will be discharged, and a new SMI Termination can be submitted.

**Q21: The member called in to end service. Do I need to enter a SMI?**

A21: The provider will still enter a discharge into Atrezzo to capture discharge fields collected by DHHS.

**Q22: Can a member request immediate termination versus having a 30 day transition?**

Q22: Office of Behavioral Health has confirmed a member can request immediate termination from a service. This should be noted in the SMI request in Atrezzo.