



# North Los Angeles County Regional Center

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www.nlacrc.org

## Flow Chart for Behavioral Services

Behavioral Services determined as a need through the Individual Program Planning team (IPP/IFSP)



Service Coordinator (CSC) sends parent to Behavior Orientation



Parent attends Behavior Orientation and signs Consent Forms

Private/Self-Funded Insurance		Medi-Cal		Regional Center (NLACRC)
<p><u>Under age 26/Any diagnosis</u></p> <p>↓</p> <ul style="list-style-type: none"> <li>Parent contacts Private Insurance (P.I.) to confirm coverage</li> </ul>		<p><u>Under age 21/Any Diagnosis</u></p> <ul style="list-style-type: none"> <li>Has Medi-Cal with assigned Managed Care Plan (MCP)</li> <li><b>ONLY</b> has Medi-Cal or Private insurance denies ABA Service</li> </ul> <p>↓</p> <ul style="list-style-type: none"> <li>Parent calls and chooses any agency for the <i>16 hour Parent Education Group</i>***</li> </ul> <p>↓</p> <ul style="list-style-type: none"> <li>Parent informs CSC of agency choice and waits for approval to attend 16 hour PEG***</li> </ul> <p>↓</p> <ul style="list-style-type: none"> <li>Parent attends and completes 16 hour PEG***</li> </ul> <p>↓</p> <ul style="list-style-type: none"> <li>Parent calls and chooses an agency <u>contracted with their Medical Plan</u> for Behavior Assessment and In-Home services</li> </ul>		<p><u>Any age/Any diagnosis:</u></p> <ul style="list-style-type: none"> <li>Has Medi-Cal Fee-For-Service (FFS) (Straight Medi-Cal)</li> <li>Medi-Cal and/or Private insurance Denies Service</li> <li>No insurance or generic resource</li> </ul> <p><u>Over 21 years old</u></p> <ul style="list-style-type: none"> <li>Has Medi-Cal with Assigned Plan or FFS</li> <li>Any diagnosis</li> </ul> <p>↓</p> <ul style="list-style-type: none"> <li>Parent calls and chooses any agency for the <i>16 hour Parent Education Group</i></li> </ul> <p>↓</p> <ul style="list-style-type: none"> <li>Parent informs CSC of agency choice and waits for approval to attend 16 hour PEG</li> </ul> <p>↓</p> <ul style="list-style-type: none"> <li>Parent attends and completes 16 hour PEG</li> </ul> <p>↓</p> <ul style="list-style-type: none"> <li>Parent calls and chooses any agency on <u>NLACRC Vendor List</u> for Behavior Assessment and In-Home services</li> </ul> <p>↓</p> <ul style="list-style-type: none"> <li>CSC authorizes Behavior Assessment</li> </ul> <p>↓</p> <ul style="list-style-type: none"> <li>Parent completes Behavior Assessment</li> </ul> <p>↓</p> <ul style="list-style-type: none"> <li>Agency submits Behavior Assessment report to NLACRC for review</li> </ul> <p>↓</p> <ul style="list-style-type: none"> <li>Services Begin funded through NLACRC</li> </ul>
If Approved	If Denied	If Medi-Cal	If no Medi-Cal	
<ul style="list-style-type: none"> <li>Set up services funded through Private Insurance</li> </ul> <p>↓</p> <ul style="list-style-type: none"> <li>Parent calls CSC at NLACRC for <i>possible</i> co-pay, deductible and co-insurance assistance</li> </ul> <p>↓</p> <ul style="list-style-type: none"> <li>Parent calls and chooses an agency for the <i>16 hour Parent Education Group (PEG)</i>***</li> </ul> <p>↓</p> <ul style="list-style-type: none"> <li>Parent calls and chooses an agency for Behavior Assessment and In-Home services</li> </ul> <p>↓</p> <ul style="list-style-type: none"> <li>Services Begin funded through Private Insurance</li> </ul>	<ul style="list-style-type: none"> <li>Parent requests denial letter or no coverage letter</li> </ul>	<ul style="list-style-type: none"> <li>Parent provides letter to CSC at NLACRC</li> <li>Parent files appeal with P.I.</li> </ul> <p>↓</p> <ul style="list-style-type: none"> <li>CSC monitor status of appeal</li> </ul> <p>↓</p> <ul style="list-style-type: none"> <li>CSC authorizes services funded by NLACRC and continues until appeal process is complete</li> </ul>	<ul style="list-style-type: none"> <li>Parent provides letter to CSC at NLACRC</li> <li>Parent files appeal with P.I.</li> </ul> <p>↓</p> <ul style="list-style-type: none"> <li>CSC monitor status of appeal</li> </ul> <p>↓</p> <ul style="list-style-type: none"> <li>CSC authorizes services funded by NLACRC and continues until appeal process is complete</li> </ul>	
		If Approved	If Denied	
		<ul style="list-style-type: none"> <li>Services Begin funded through Medical</li> </ul>	<ul style="list-style-type: none"> <li>Parent provides denial letter to CSC at NLACRC</li> </ul> <p>↓</p> <ul style="list-style-type: none"> <li>Parent files appeal w/ DHCS</li> </ul> <p>↓</p> <ul style="list-style-type: none"> <li>CSC monitors status of appeal</li> </ul> <p>↓</p> <ul style="list-style-type: none"> <li>CSC authorizes services with NLACRC and continues until appeal process is complete</li> </ul>	

\*\*\*16 hour Parent Education Group (PEG) is a Regional Center funded service available to all consumers and their families regardless of funding source for Behavioral Services. The class is not mandatory for families obtaining ABA coverage through their health insurance. However, we highly encourage this class to learn the basics of ABA and become familiar with the principles of learning which will be applied when in-home services begin. In addition, parents seeking co-pay, co-insurance, or deductible assistance from NLACRC must attend the 16 hour PEG.