



**STATE OF HAWAII**  
**DEPARTMENT OF HEALTH**  
CHILD & ADOLESCENT MENTAL HEALTH DIVISION  
3627 KILAUEA AVENUE, ROOM 101  
HONOLULU, HAWAII 96816

In reply, please refer to:  
A8070/CL002

October 22, 2006

**TO:** All Intensive In-Home Contracted Providers

**FROM:** John O. Viesselman, M.D.  
CAMHD Medical Director

**SUBJECT:** **Intensive In-Home Intervention Billable Services**

Questions have arisen regarding billable services under Intensive In-Home Intervention (IIH). Upon reviewing the Interagency Performance Standards and Practice Guidelines (IPSPG) IIH standard, the following clarifications are being provided for your reference.

1. Can a provider bill for work done even if the youth is not admitted? (Calls to workers, parents etc.)  
*Billing is limited to billable services as provided in your contract or as arranged. Any intake or screening process that occurs prior to admitting a youth into services is not billable.*
2. Can a provider bill for collateral contact (workers, school, etc.); this would also include significant phone calls, beyond setting up appointments?  
*Collateral contacts pertaining to the treatment of the youth/family with respect to identification of progress/barriers, identification or implementation of treatment interventions, or other similar contacts are billable. According to the IPSPG page 157, "6. The majority of service [sixty percent (60%) or more] are provided face-to-face with youth and their families."*
3. Can a provider bill for significant meetings with the youth/family that happen on the phone?  
*An intervention with the youth/family over the phone is a billable service. However, the majority of the services must be provided face-to-face to be in accordance with the IPSPG. See page 157, "6. The majority of service [sixty percent (60%) or more] are provided face-to-face with youth and their families."*
4. Can a provider bill for supervision (it's done regularly and required).  
*Supervision of the IIH service provider cannot be billed. Supervision of IIH service provider is included in the unit rate.*

*Additionally, travel time, no shows, and cancellations are not billable.*

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We appreciate your compliance with this clarification. We believe this clarification will remove any confusion of what is a billable service under Intensive In-Home Intervention. Should you have any questions please direct your calls to Kuulei Wilton, Provider Relations Liaison at 733-9857 or [hkwilton@camhmis.health.state.hi.us](mailto:hkwilton@camhmis.health.state.hi.us).

JOV:df

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