

Substance Use Treatment Services

Frequently Asked Questions for Youth and Families

Knowing where to go for help for a substance use issue can be challenging. PerformCare New Jersey has made that very important step—reaching out for help—easier for you and your family. The following frequently asked questions are designed to help you understand how PerformCare can connect your family member to the assistance they need.

How can my child receive substance use treatment services?

If you are worried about your child using substances, either drugs or alcohol, know that help is available. By calling PerformCare at **1-877-652-7624**, we can help connect you and your loved ones to substance use treatment programs that are best suited for their needs. PerformCare partners with the State of New Jersey to administer substance use treatment options and is available 24 hours a day, 7 days a week, and 365 days a year.

Please note that for the substance use services managed by PerformCare, programs are limited to eligible youth who meet the clinical criteria for treatment. **Families and youth are encouraged to contact PerformCare directly to confirm their eligibility for services.** Even if your child does not meet the criteria for services through PerformCare, we can still provide referral information to other services available throughout the state.

In addition, youth can also be referred by the Division of Child Protection & Permanency (DCP&P), Juvenile Court, Designated County Substance Use Coordinators, Mobile Response & Stabilization Services (MRSS), Care Management Organizations (CMO), or one of the contracted substance use treatment provider agencies.

What is PerformCare's role in managing substance use treatment services?

PerformCare is the Contracted System Administrator for the **CSOC** – The New Jersey Children's System of Care. PerformCare is a single point of entry to a full array of behavioral health, intellectual/developmental disability, and substance use treatment services for New Jersey's children, whether their advocate is a parent, legal guardian, or a social service professional.

Through one simple telephone call, licensed clinicians are available to provide youth and their families with information and referrals based upon immediate needs. Some referrals include authorization of services for treatment funded by CSOC. PerformCare can make referrals for substance use assessments and also authorize some outpatient and Out-of-Home treatment programs throughout the state. PerformCare can provide assistance, information, and referral to any youth and/or family that calls.

What types of substance use treatment services are authorized?

PerformCare authorizes the following treatment program options, depending on your child's individual needs:

Outpatient Services provides individual and/or group counseling up to 6 hours a week.

Intensive Outpatient Service is 6 or more hours per week to treat needs that are more complex. Intensive Outpatient is for youth who need more in-depth treatment services. This provides the opportunity to interact with peers that have similar challenges, and services can occur three to four times per week. This service allows the youth the ability to address their needs while continuing to remain active in the community.

The **Partial Care** program is for complex needs not requiring 24-hour a day care, with 20 or more hours of service per week.

Out-of-Home co-occurring substance use treatment services are available if an adolescent's treatment needs have not been stabilized, managed at a lower level of care, or the need is shown that the youth could benefit from a residential structured environment.

Withdrawal Management services are available if a youth is displaying substance use withdrawal symptoms. Prior to contacting PerformCare to access these services, the youth could be taken to the hospital to ensure his/her safety. Upon being cleared by a physician, he/she can be accepted to this level of care to be medically monitored through the drug or alcohol withdrawal. The youth can then be referred to the appropriate level of care at discharge.

The other way youth can access Withdrawal Management is by calling PerformCare first at **877-652-7624**. PerformCare can conduct a screening to determine if there is a need for withdrawal management. If your child meets the criteria for withdrawal management, PerformCare will contact the contracted withdrawal management provider with you on the phone, to make sure the access to the needed services is coordinated quickly.

As part of the admission to any level of service, youth are assessed by the substance use treatment provider. The assessment is reviewed for approval by PerformCare to ensure the youth receives the appropriate level of care. The evaluation is based upon the American Society of Addiction Medicine (ASAM) criteria, the most widely used and comprehensive set of guidelines for treatment, continued stay, and transfer/discharge of individuals with substance use challenges and co-occurring conditions.

Can my child access other services through PerformCare?

Yes. PerformCare can also authorize a Biopsychosocial (BPS) Assessment, which may be completed by an independently licensed clinician or a contracted substance use treatment provider. Upon this assessment, a youth may also qualify for an array of behavioral health and/or IDD (Intellectual/Developmental Disability) services authorized through PerformCare.

My child has additional behavioral needs along with substance use. Can you help?

All CSOC Out-of-Home substance use programs can assist youth with **co-occurring needs**. Please call PerformCare at **1-877-652-7624** for more information.

What is a Care Management Organization (CMO)?

CMO is a county-based, non-profit organization that works with PerformCare and CSOC. They are responsible for face-to-face care management and comprehensive service planning for youth and their families with intense and/or complex needs.

All youth admitted to an Out-of-Home treatment program will be assigned to a CMO immediately upon admission. CMO will coordinate the Child/Family Team (CFT) meetings, implement Individual Service Plans (ISP) for each youth and his or her family, and will facilitate the Presumptive Eligibility (PE) process that is necessary to fund this placement.

CMO involvement is **required** throughout the youth's entire episode of Out-of-Home treatment. The treating Out-of-Home provider and the CMO can provide you with additional information regarding CMO services.

Does PerformCare provide treatment services directly?

No. PerformCare connects children, youth, and young adults to treatment.

Why do I have to register with PerformCare?

PerformCare maintains an electronic service record that relies on accurate, up to date demographic and other pertinent information about the youth for purposes of assessment, referral, and authorization. This information also allows us to contact you and mail correspondence regarding any authorization of services for your records.

Does PerformCare accept court-ordered youth?

Yes. PerformCare will arrange for a substance use assessment to determine what intensity of service will meet the needs of the individual youth. Youth involved with juvenile court can be referred directly by their county's identified court agent.

What is the South Jersey Initiative (SJI)? Does my child qualify for SJI funding for substance use treatment services?

The South Jersey Initiative is a funding stream that was secured due to a lack of substance use treatment resources in Southern New Jersey. In order to qualify for SJI funding, the youth must meet the criteria for services **and** must be from one of the following eight counties: Atlantic, Burlington, Camden, Cumberland, Gloucester, Cape May, Ocean, and Salem.

How can a youth get connected to substance use treatment services?

To determine their eligibility and next steps, youth and families can call PerformCare at **877-652-7624**. Youth/families may also contact one of the CSOC-contracted substance use treatment service providers **directly** to seek services. The substance use treatment provider would then need to call PerformCare to verify eligibility and obtain authorization before proceeding with the service.

In addition, if a youth/family is involved with DCP&P, Juvenile Court, Designated County Substance Use Coordinators, or a Care Management Organization (CMO), that organization can also link you to substance use treatment.

What are the fees for these services?

There is no charge for youth authorized for CSOC-funded substance use treatment services. If you are seeking services, yet are unsure about your eligibility, please contact us directly at **877-652-7624** and we will confirm your eligibility status.

How long will substance use treatment services last?

The length of service depends upon the youth's need for treatment and qualifying clinical criteria. Upon receiving services, the youth will be assessed on a regular basis and a licensed clinician at PerformCare will review the documentation submitted by the provider, in order to determine the youth/family continued need for treatment.

Are these services voluntary? (Does my child have to consent?)

Yes, the youth must consent to substance use treatment services. For specific information regarding parental consent, please outreach to the substance use treatment provider that you are referred to.

Where are these services located?

The CSOC contracted substance use treatment providers are located throughout New Jersey. PerformCare can provide information and referral to services by county and proximity to the youth's home. Please note that CSOC does not contract with out-of-state substance use treatment providers. You may access out-of-state services through private pay or private insurance.

Can I choose my own provider for a funded service?

Yes. Families are able to choose from the current CSOC-contracted substance use treatment providers that are available.

If I use the services provided, will my information be kept confidential?

Absolutely. PerformCare complies with confidentiality and privacy regulations of the Health Insurance Portability and Accountability Act (HIPAA) as well as the requirements set forth in 42 CFR Part 2, which addresses the confidentiality of alcohol and drug use records.

Who will have access to my child's information?

Substance use information protected under 42 CFR Part 2 will be shared only to the extent permitted by the 42 CFR Part 2 compliant consent form completed by the youth. Generally, the consent will permit sharing of information between PerformCare, the treatment provider, and any entity that is providing care management. Such access is limited to the information that the party needs in order to provide or arrange for the provision of services. The 42 CFR Part 2 consent form is available on our website under the *Provider* link.

How do I revoke or revise consent for the release of information?

The youth should speak with their treatment provider to revoke a previously signed consent or revise the scope of the consent. A revocation will not apply to information that has already been disclosed based upon a previous consent. When consent is revoked, the provider is responsible to take necessary action to revoke access of information. The youth may complete a new consent form at any time through their provider, or obtain the form from PerformCare's website and send it by mail, or fax to PerformCare or the provider.