

Customer Assistance Program (CAP) – Adult-Adolescent-Child

Definition

The Customer Assistance Program (CAP) offers short-term, (not to exceed 5 services per client, per year) solution-focused interventions aimed at assisting the individual and or family presenting with stressors that are interfering with daily living and general well-being. CAP is an early intervention approach to dealing with those problems before they become unmanageable. CAP is intended to provide assistance to individuals and families for whom long-term intervention does not appear to be needed. No diagnosis is necessary to receive this service. Services begin with a brief assessment of the presenting problem and the appropriateness of the use of CAP services to alleviate the problem. One of the primary objectives of the CAP service is to empower the individual or family to reach a more manageable level of functioning. Problems are generally resolved within five visits and those that exceed the five-visit limit, require a referral for more intensive MH/SA services. For children and adolescents, active family involvement and/or family therapy are expected unless contraindicated.

Policy

CAP services are available to adult, adolescent, and child members eligible for NMMCP and may be provided as individual and/or family therapy.

Licensing

A facility license is not required for the provision of outpatient therapy.

Program Requirements

Refer to the program standards common to all levels of care for general requirements. The use of CAP sessions must be pre-registered with the ASO. Members utilizing CAP sessions need not have an active DSM diagnosis or be seen by a supervising practitioner.

The agency must have written policies and procedures related to:

Refer to the “Standards Common to all Levels of Care” for a potential list of policies generally related to the provision of mental health and substance abuse treatment. Agencies must develop policies to guide the provision of any service in which they engage clients, and to guide their overall administrative function.

Features/Hours

CAP is prevention focused and short term.

CAP is limited to 5 sessions per year, per member..

Staffing

Staff, licensed to practice in the State of Nebraska, enrolled with Nebraska Medicaid, contracted and credentialed with the ASO, and acting within their scope may provide this service and include:

- Licensed Mental Health Practitioner (LMHP)
- Provisionally Licensed Mental Health Practitioner (PLMHP)
- Licensed Independent Mental Health Practitioner (LIMHP)
- Licensed Psychologist

- Provisionally Licensed Psychologist
- Psychiatrist
- Advanced Practice Registered Nurse (APRN)

Assessment/Evaluation

No formal assessment required.

Treatment Planning

An intervention plan should be developed at the first CAP session and reviewed at each subsequent session

Special Procedures

None allowed.

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