



The OVC **VOCA** Center

The OVC Center for VOCA Administrators

Benefit Administration- Mental Health & Dental

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Moderator: Suzanne Breedlove

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Overview of Session

Learning Objectives

- Increase overall knowledge of common mental health and dental practices and treatment.
- Increase knowledge about the barriers that exist when administering mental health and dental benefits.
- Identify 2-3 strategies to break down barriers and to successfully administer these benefit categories.

Why Does This Matter?

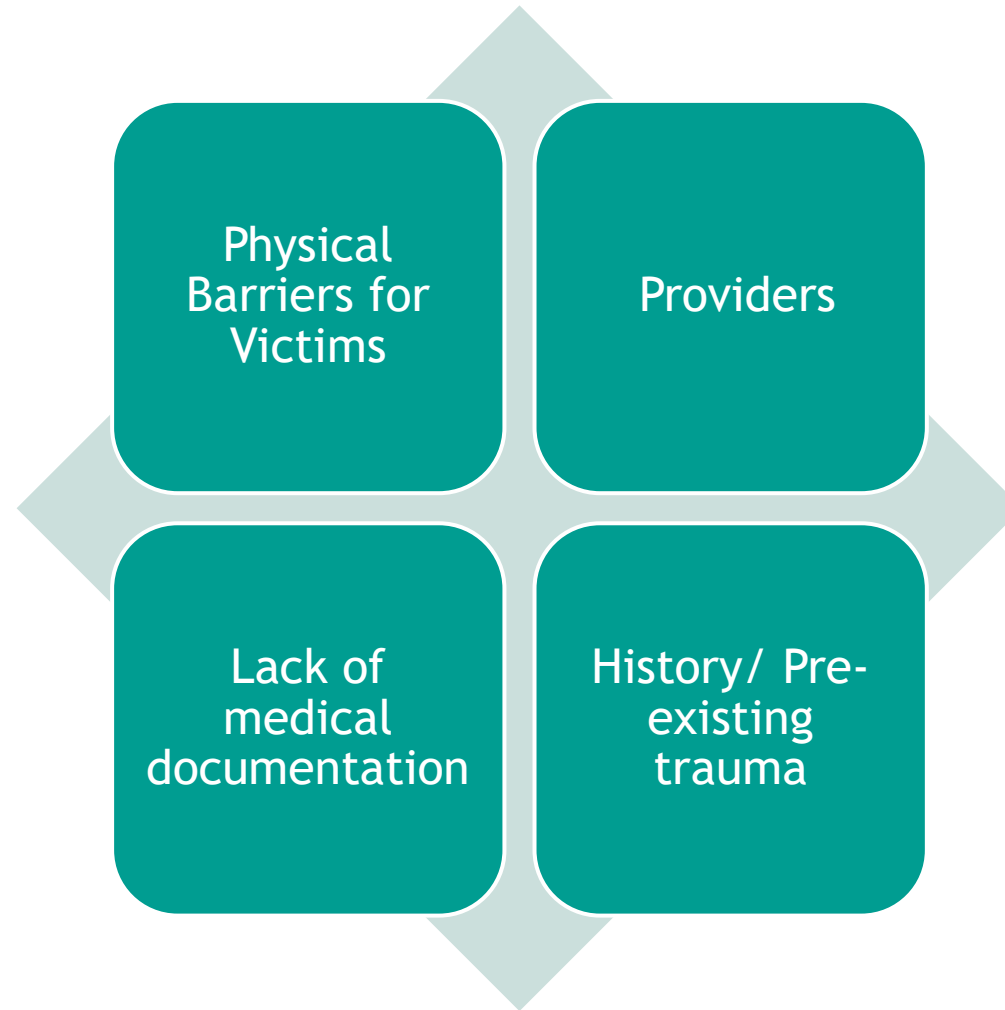
- Crime can impact a survivor's physical and mental health.
- Victims of crime may suffer from past and present injuries that will impact your overall review.
- Recognizing the overall impact of physical and mental trauma assists effective claim review.
- Compensation should only address injuries from the crime.
- Obtaining the necessary information/documentation from victims and providers may be challenging.

Administering Mental Health & Dental Compensation Benefits

- VOCA Requirement: Mental Health Counseling and Dental
- Mental Health/Counseling/Dental expenses are allowable and need to be causally related.
- Itemized Invoice and treatment plan with diagnosis
- Collateral sources

Mental Health Professional Type	Degree	Common Licenses
Psychiatrist	Medical Doctor (MD)	Psychiatrist
Clinical Psychologist	Doctor of Philosophy (PhD) Doctor of Psychology (PsyD)	Psychologist
Counselor/Psychotherapist (Doctorate)	PhD, Doctor of Education (EdD)/Doctor of Marriage & Family Therapy (DMFT)	Licensed Marriage & Family Therapist (LMFT) Licensed Professional Counselor (LCP)
Counselor/Psychotherapist (Master's)	Master of Arts (MA) Master Science (MS) Mast of Counseling (MC)	LMFT, LPC, Licensed Psych Assistant (LPA), Licensed Mental Health Counselor (LMHC)
Clinical Social Worker	Master of Social Work (MSW) Doctor of Social Work (DSW) PhD	Licensed Certified Social Worker (LCSW/LICSW), Licensed Certified Social Worker-Clinical (LCSW-C)
Behavioral Analyst	PhD/EdD/MS/Master of Education(MEd/MA)	Licensed Behavioral Analyst (LBA) Licensed Behavioral Specialist (LBS)

Barriers-Administering Mental Health & Dental Benefits



Overcoming these Barriers



Education/Training



Building Relationships



Available Resources



Consistency



MENTAL HEALTH

Compensable Crimes & Mental Health Expenses

- ▶ Injured victims of crime may require counseling services for a variety of crimes ranging from sexual abuse to aggravated battery.
- ▶ Surviving family members of homicide victims may require counseling to address the grief after the crime.
- ▶ Siblings of a child that was abused may require counseling for the trauma caused from viewing the abuse.
- ▶ Witnesses of crime may require counseling from the traumatic experience while seeing the event occur.

Compensable Crimes & Mental Health Expenses continued..

- ▶ It is important to recognize both the effects on various individuals connected to the crime along with the scope of trauma they may experience.
- ▶ Review your state law to determine which mental health expenses can be covered along with any requirement that services be rendered by a specific type of mental health professional.

Survivors of Crime & Mental Health Affects

Physical

Nausea
Tremors
Chills/Sweats
Lack of
Coordination
Chest Pains
High Blood
Pressure

Emotional

Anxiety
Depression
Fear
Guilt
Anger
Irritability

Mental

Intrusive
Flashbacks
Difficulty
Making
Decisions
Disorientation
Slowed
Thinking
Nightmares
Memory Issues

Failure to Recognize the Mental Health Effects

- Denying reimbursement for specific mental health treatments
- Difficulty communicating with victims who are experiencing mental health concerns resulting from the crime
- Failure to offer the necessary resources and support to victims
- Frustration
- Paying for expenses that should not be covered
- Difficulty understanding your limitations in expertise when processing the claim

Types of Mental Documentation Requests

- Treatment Plans
- Treatment Summary
- Verification of Causal Connection
- HIPPA
- Consider engaging an expert

Dental



Compensable Crimes and Dental Expenses

- Injured victims of crime may require dental care for a variety of crimes that resulted in physical injury to the victim's teeth or mouth.
- It is important to determine the causal connection between the crime and the injury received.
- Review your state law to determine which dental expenses can be covered along with any requirement that services be rendered by a specific type of dental professional.

Failure to Recognize the Dental Effects

- Denying reimbursement for specific dental treatments.
- Difficulty communicating with victims who are suffering from dental injuries resulting from the crime.
- Failure to offer the necessary resources and support to victims.
- Frustration
- Paying for expenses that should not be covered.
- Difficulty understanding your limitations in expertise when processing the claim.

Types of Dental Documentation Requests

- Treatment Plans
- Letters of medical necessity
- Medical hospital records
- HIPAA compliance
- Verification of causal connection
- Consider engaging an expert

Conversation With A Victim

Reflection

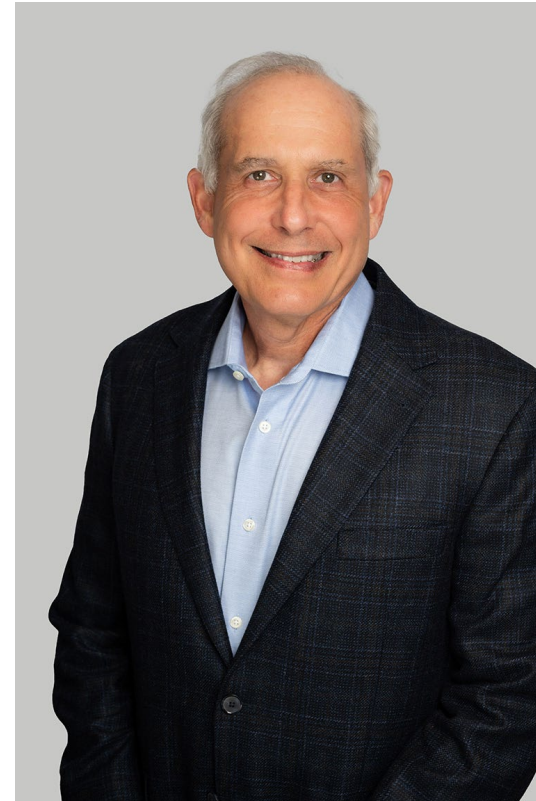
- What did the claims analyst do correctly in the conversation?
- What could have been done better?
- What type of information if any was missing from her inquiry?
- Do you think she could have benefited from outside assistance? If so, what kind?

Ask The Experts

Q & A with an Expert



Dr. Bocanegra



Dr. Mora

- How do you begin an assessment to determine what mental health or dental care is needed?
- Are there specific steps we should follow or questions we should ask when evaluating whether a condition existed prior to the current injury?
- Are you able to determine pre-existing mental health or dental conditions?
- If an analyst has these types of questions, is there a specific type of professional expertise we should be looking for?
- Is this the type of determination an individual evaluating the claim can make without an expert in the field?
- How should an individual in your field be approached to ensure the information needed can be obtained?

Mental Health Victim Compensation Scenarios

- 1) Suzy is a 31 yr old female. She was on vacation with her husband when she was robbed of her purse and was injured when the perpetrator assaulted her. She returns to her home state after a short hospital stay. Both she and her husband are feeling symptoms of PTSD and completes a compensation application with your agency. They have both started individual therapy in their home state where they do not have medical insurance. Kelly has been in prior therapy on and off, due to previous trauma, for the last 5 years.
- 2) Gus is a 19 yr old male. He is the oldest of 4 children and works part-time while attending college to help support his family. He lives at home with his mom and siblings. While leaving his house to go to work, he was caught in the crossfire of an unrelated dispute. Our victim was shot 3 times. This incident was witnessed by his mother, who then called 911. This crime resulted in Gus being paralyzed. Mental health services were requested for the victim, his mother, and his 3 minor siblings, who did not witness the crime. They receive counseling at a provider 1 block from their new house, that is not in-network of their insurance company.

Mental Health Victim Compensation Scenarios

3) Trey is a 17-year-old male. He was hit by a drunk driver while walking down the street with a group of friends in June 2021. He received severe injuries to his head and leg. He was taken in critical condition to the hospital. Trey remained in the hospital for about a month and was then discharged with a diagnosis of TBI and had two broken legs.

For about 4 months, Trey had been handling recovery at home. In November 2021, he was hospitalized for a severe episode of recurrent major depressive disorder. In February 2022, a letter from his doctor stated Trey has “Major Depressive Disorder, Attention Deficit Hyperactivity Disorder, and Generalized Anxiety Disorder, and also struggles with substance use. Prior to sustaining a TBI on June 28, 2021, the patient’s psychiatric symptoms were stable, and he was functioning adequately in the outpatient setting. However, the neurologic damage sustained when he was hit by a drunk driver on June 28th significantly exacerbated his pre-existing mental health conditions, resulting in psychiatric decompensation and the need for long-term inpatient hospitalization.”

Scenario

- Along with this doctor letter was a request for Trey to be admitted to the Newport Academy which is a teen, residential, mental health treatment center in California. The request was for 90 days of treatment at \$2,000 per day.



- Follow up on Trey

Dental Compensation Scenario

- Evan, a 21-year-old male, was the victim of assault. This incident occurred on a University campus. Evan was confronted by the perpetrator and was thought to have put ketchup on the perpetrator's car. Evan attempted to explain that he was not involved, however, the individual punched him in the face with a closed fist. He had a laceration to his lower lip and chin area along with lower teeth that felt loose. The officer witnessed these injuries on the scene. Evan did not go to the hospital directly after the crime because he did not want to pay his copay. Realizing that his injuries were more severe than he originally thought, he went to the dentist 2 weeks later.

Dental Compensation Scenario

- In 2014, Jim was in a nightclub when a verbal argument ensued. Jim went to walk away when he was punched in the face causing tooth #10 to come out. Jim's claim was submitted shortly after the incident. Jim went to the hospital on the date of the crime and submitted those medical records. Victim Services received its first preapproval request from a dentist in 2016. There was missing documentation, which was requested from the provider. Victim services did not receive any further documentation when this provider became aware that the program could only consider up to 75% of the billed services.
- Unfortunately for Jim, in November of 2018, he was again assaulted. This time he was turning a corner on the street when he was hit in the face with a bottle by a group of teens. A claim was submitted within a week and he was seen at the hospital on the day of the incident. The claims specialist received a request for preapproval for a root canal and crown for tooth # 8 in early 2020. This was approved using a pre-authorization and the work was complete.
- In November 2022, the specialist receives a pre-approval request for implants on teeth # 8,9 & 10 from Jim's new dentist. The request states that the RCT and crown on # 8 were failing. Both it and #10 needed implants due to the direct effects of his victimization. This dentist stated #9 was beyond repair due to a lack of care after the original dental trauma. Per the dentist, this caused irreversible damage to #9 and not replacing it could cause gum infections, in turn compromising the integrity of the others.

Scenarios

- Do you see any barriers you may encounter when attempting to provide compensation?
- Would your state pay for the services requested in the scenario?
- If so, what documentation or proof would you require?
- If not, why? Is the barrier/obstacle based on State statute or agency policy and procedure?



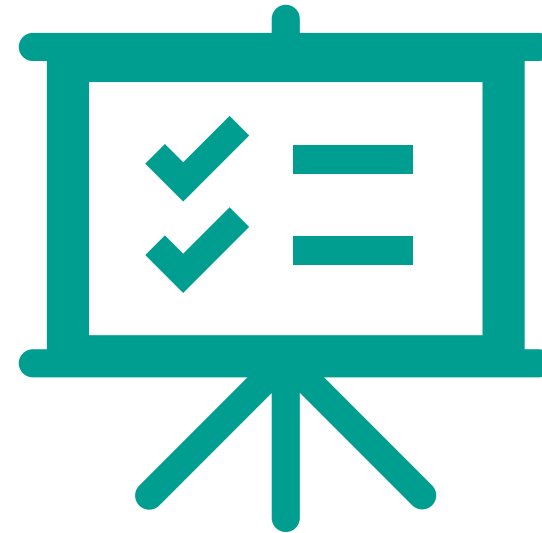
Quick Brain Break

How much does a pirate pay to get his teeth fixed?

What do you get when you cross a dentist and a boat?

When do dentists like to take a bite out of crime?

Session Wrap-Up



Contact us at: VOCACenter@ncja.org

or call: 202-480-5551

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