✓MetroPlusHealth

November 10, 2026

Utilization Management Guidelines and Outlier Management for Children and Family Treatment and Support Services (CFTSS) CPST & PSR – Effective January 1, 2027

Impacted LOBs: Medicaid, HIV SNP

MetroPlusHealth CFTSS Announcement:

MetroPlusHealth would like to notify our provider network of an upcoming change to our Utilization Review process for **Children and Family Treatment and Support Services (CFTSS)**:

- ✓ Beginning **January 1, 2027,** MetroPlusHealth will implement Utilization Management for two (2) CFTSS Services with service dates on or after January 1, 2027. Services provided and billed through December 31, 2026, will continue to be processed without authorization requirements.
  - ✓ Starting on January 1, 2027, MetroPlusHealth will **require Concurrent Review Authorization after the 24th visit** for the following services:
    - Community Psychiatric Supports and Treatment (CPST)
    - Psychosocial Rehabilitation (PSR)
- ✓ Starting on January 1, 2027, MetroPlus will begin to request charts for outlier management and post-payment administrative reviews to ensure services were provided appropriately.

Important Reminders:

- All CFTSS requests must include both the LPHA Recommendation Form and the Child and Family Treatment Services and Supports (CFTSS) Request Form
- Documentation requirements to support requests for CFTSS services from the New York State Department of Health guidance include:
  - ✓ Treatment services must be incorporated into a treatment plan that outlines goals and activities aimed at addressing concerns identified during initial assessments. The request should clearly explain why services are being delivered at a specific location and how that location best meets the child's unique needs.
  - ✓ A discharge plan must be developed at the onset of service delivery and reviewed regularly, with updates as needed.
  - ✓ CFTSS should not overlap with services provided by local educational agencies or other programs such as Home and Community Based Services (HCBS).

- ✓ Services delivered within school settings must not replicate or replace school-based programming, as they differ in scope and intent.
- ✓ Service schedules are essential components of clinical documentation for Utilization Review and must be submitted along with other clinical materials at the time of request to ensure proper processing.
- ✓ For further details regarding Children and Family Treatment and Support Services (CFTSS), please refer to the official guidance from New York State:
    - **Children and Family Treatment and Support Services (CFTSS)**

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