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|  <p>DEPARTMENT OF PUBLIC HEALTH & HUMAN SERVICES</p> | <p>Title: SDMI 340 Section: SERVICE REQUIREMENTS Subject: LIFE COACH Reference: 42 CFR § 441.301, ARM 37.90.434 SDMI Application: (01/28/2024) Supersedes: SDMI 340 (09/11/2023)</p> |
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Definition

Life Coach is a holistic approach to addressing the Social Determinants of Health (SDoH) that impact a member’s overall health and well-being. Life Coaches address the obstacles that impede a member’s progress towards self-sufficiency, improved health, and well-being. Life Coaches aim to motivate, offer emotional support, create confidence, and to be an accountability partner for the member. The Life Coach educates, guides, inspires, and supports the member in developing independent living skills and reaching the member’s full potential based upon the member’s goals.

Determination of Need

(1) The member must have a current SDoH assessment completed with identified needs.

Provider Requirements

- (1) Life Coaches may be provided by:
 - (a) independent living centers;
 - (b) personal care entities;
 - (c) fiscal management agencies; or
 - (d) other entities approved by the department.
- (2) Each Life Coach must be individually approved by the department, whether employed by an agency or as an independent provider.
- (3) Life Coaches must have at least 8 hours of specialized behavioral health training annually, approved by the department.
- (4) The provider may use the following options for specialty mental health training:
 - (a) use the state approved mental health training resources located at: [Severe Disabling Mental Illness SDMI Home and Community Based HCBS Waiver Program \(mt.gov\)](#); or

- (b) submit quality trainings that feature best practices or evidence-based practices to the state for approval. To submit a training to the state for approval the provider must submit supporting documentation sufficient enough to support the request to the Community Program Officer within their region. Examples of needed documentation includes research, data, syllabus and/or detailed agenda, available continuing education units etc.
- (5) The provider must document the completion of all required training in the personnel file of the staff or in the provider's staff training file which includes the following:
 - (a) title of training;
 - (b) date of training;
 - (c) name and title of trainer;
 - (d) type or topic of the training;
 - (e) agenda of training;
 - (f) hours of training; and
 - (g) signature and date of the staff who received the training.
- (6) The provider must retain training documentation in the staff's records and submit the documentation to the department annually which includes all staff that have been employed within the past year, regardless of the current employment status.

Service Requirements

- (1) The case management team must set goals for members based upon the current SDoH assessment. These goals must be specific, measurable, attainable, relevant, and time bound.
- (2) SDoH addressed with a Life Coach may include:
 - (a) Economic Stability
 - (i) employment
 - (ii) food insecurity
 - (iii) housing instability
 - (iv) poverty
 - (b) Education
 - (i) early childhood education and development
 - (ii) enrollment in higher education
 - (iii) high school graduation
 - (iv) language and literacy
 - (c) Social and Community Context

- (i) civic participation
 - (ii) discrimination
 - (iii) incarceration
 - (iv) social cohesion
- (d) Health and Health Care
- (i) access to health care
 - (ii) access to primary care
 - (iii) health literacy
- (e) Neighborhood and Built Environment
- (i) access to foods that support healthy eating patterns
 - (ii) crime and violence
 - (iii) environmental conditions
 - (iv) quality of housing
- (3) The provider must submit a quarterly report to the CMT which includes the progress on the member's identified goals and the methodologies/activities used by the Life Coach to assist the member in achieving the goals.
- (4) Provider must comply with record requirements as set forth in ARM 37.85.414.
- (5) Payee services may not be provided on the SDMI Waiver.
- (6) Life Coach Services may not duplicate services provided under Behavioral Intervention Assistant.
- (7) Life Coach may be provided concurrently with Supported Employment but cannot be billed during the same time of the day a member is working with Supported Employment.

Utilization

- (1) Life Coach is based on the member's assessed need and are limited to additional services not otherwise covered under Medicaid state plan.