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To: Providers of the Caregiver Coaching and Behavior Management Service under the Aged & Disabled waiver and care managers

From: Leslie Huckleberry – Director, Division of Aging

Subject: Caregiver Coaching and Behavior Management Live in CaMSS

Date: Sept. 18, 2023

The Division of Aging released [IHCP Bulletin BT2022107](#) in November 2022 regarding Caregiver Coaching and Behavior Management. The complete service definition of CCBM can be found in the [A&D waiver](#). The purpose of this memorandum is to provide guidance for participants, care managers, and providers of the CCBM service under the Indiana Medicaid Waiver and Money Follows the Person Aged & Disabled. This memorandum supersedes any previous conflicting guidance regarding CCBM.

The purpose of the CCBM service is to enable the stabilization and continued community tenure of a waiver participant by equipping the participant's lay caregiver(s) with the necessary skills to manage the participant's chronic medical condition(s) and associated behavioral health needs related to a cognitive impairment and/or dementia. The goal of CCBM is to address the caregivers' needs as far as training and education on how to best support the person receiving waiver benefits. *This service is not provided to waiver participants; rather, it is provided to their lay caregivers however it will be added as a plan service on the care recipients service plan.*

This service is available to all caregivers who are not served by the Structured Family Caregiving service.

CCBM may be provided in the home of the participant, virtually or telephonically and through Health Insurance Portability and Accountability secure communication platforms that allow for real-time and asynchronous communication between caregivers and caregiver coaches and in collaboration with waiver care managers. CCBM services are family-centered, individualized to the needs of the participant and the caregiver(s), and informed by an assessment of each caregiver's goals, values, and needs.



A caregiver coach engages with the caregiver on a bi-weekly basis to understand the evolving needs of the participant and caregiver and deliver content, strategies, and tools related to the management of the participant’s needs and behaviors and the caregiver’s self-care needs. Caregiver training will include topics such as behavior and triggering events, effective verbal and nonverbal communication strategies, how to address home safety concerns, and others. The caregiver coach will also assist the caregiver in the creation of a crisis management/emergency plan to address the person and environment. These plans will be reviewed and updated on a monthly basis.

The Division of Aging is excited to announce that the billing code for CCBM is now active in CaMSS. This means that providers of the CCBM service may submit claims for providing CCBM services, including claims post-dated back to the date of the provider’s approval to provide the service. Claims with dates of service on or after January 1, 2023, may be submitted for reimbursement according to Table 1.

Table 1: Caregiver Coaching and Behavior Management Billing Codes, Rates, and Limits

Service Name	Procedure Code	Modifier 1	Modifier 2	Rate	Limits
Caregiver Coaching and Behavior Management	H0004	U7	U4	Initial rate is \$10 per unit. One unit = 15 minutes	Max 32 quarter hours (8 hours)/month; cap \$320/month per member

For further questions, please contact Lauren Perry, DA Director of Provider Relations at lauren.perry@fssa.in.gov.