



Bulletin ID: 118

Discharge/Disenrollment Form Implementation in iCAMS

1. **Purpose.** To inform providers of updates to the Discharge/Disenrollment form and of changes made in iCAMS to discharge or disenroll consumers/clients.
2. **Applicability.** Applies to the Department of Behavioral Health Core Service Agencies.
3. **Contact Persons.** Kevin Dyson, Johari Eligan, Ayana Forbes
4. **Definitions.**

Discharge/Disenrollment: The formal termination of a consumer/client's participation in a program or treatment.

5. **Bulletin.**
 - 5a. This bulletin focuses solely on the administrative process within iCAMS for the discharge and disenrollment of consumers/clients.
 - 5b. The Department of Behavioral Health's (DBH or Department) Access HelpLine (AHL) currently processes the discharge of consumers/clients who are no longer receiving services from Core Service Agencies (CSAs).
 - 5c. Effective December 1, 2019, the AHL will no longer accept spreadsheets from CSAs with consumers who are discharged from services because the consumers:
 - (1) Finished their treatment episode;
 - (2) Transferred to a different provider to receive services; or
 - (3) Stopped attending appointments to receive services.

5d. Even though DBH will no longer accept spreadsheets to discharge consumers, DBH continues to require that all CSAs seeking to discharge consumers follow DBH Policy 525.1, Discharge of Child/Youth Consumers from a Core Service Agency or DBH Policy 525.2, Discharge of Adults of from a Core Service Agency.

5e. Instead of submitting a spreadsheet with discharged consumers/clients, CSAs must use the Discharge/Disenrollment form available in iCAMS. (See Step 6, Exhibit 1, How to Schedule and Enter Discharge/Disenrollment Service in iCAMS)

5f. CSAs must select from a series of reasons provided in the dropdown menu that justifies the reason for discharge. CSAs can choose from the following reasons (See Step 7, Exhibit 1, How to Schedule and Enter Discharge/Disenrollment Service in iCAMS):

- (1) Consumer/Client is deceased;
- (2) Consumer/Client has permanently relocated out of the District of Columbia;
- (3) Consumer/Client cannot be located for one-hundred eighty (180) days. CSA must document efforts to locate the consumer/client;¹
- (4) Consumer/Client is incarcerated for more than six (6) months in a Bureau of Prisons facility;
- (5) Consumer/Client can no longer benefit from services as verified in writing by approving qualified practitioner (AQP);
- (6) Consumer/Client accomplishes treatment and recovery goals and no longer needs services as verified in writing by AQP;
- (7) Consumer/Client chooses to end participation in services;
- (8) Consumer/Client has a change in eligibility status;
- (9) Consumer/Client requests transfer to a different CSA; or
- (10) Consumer/Client never showed up for or received services.

5g. DBH will approve or deny a request for a Discharge/Disenrollment based on the reason selected by the CSA in the dropdown menu along with any required documentation.

¹ CSAs must document efforts to locate the consumer/client in accordance with DBH Policy 525.1, Discharge of Child/Youth Consumer from a Core Service Agency or DBH Policy 525.3, Discharge of Adult Consumers from a Core Service Agency.

6. **Related Bulletins/Policies/Regulations.**

22A DCMR Chapter 34, Certification Standards for Mental Health Rehabilitation Services
Provider Certification Standards

DBH Policy 525.1, Discharge of Child/Youth Consumers from a Core Services Agency

DBH Policy 525.2, Discharge of Adult Consumers from a Core Services Agency

7. **Exhibits.**

Exhibit 1: How to Schedule and Enter Discharge/Disenrollment Service in iCAMS

Approved By:

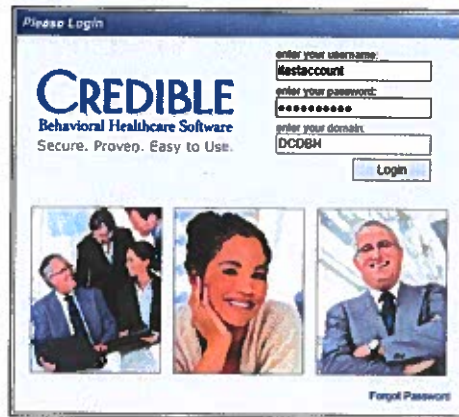
**Barbara J. Bazron, Ph.D.
Director, DBH**


(Signature) 12.6.19 (Date)

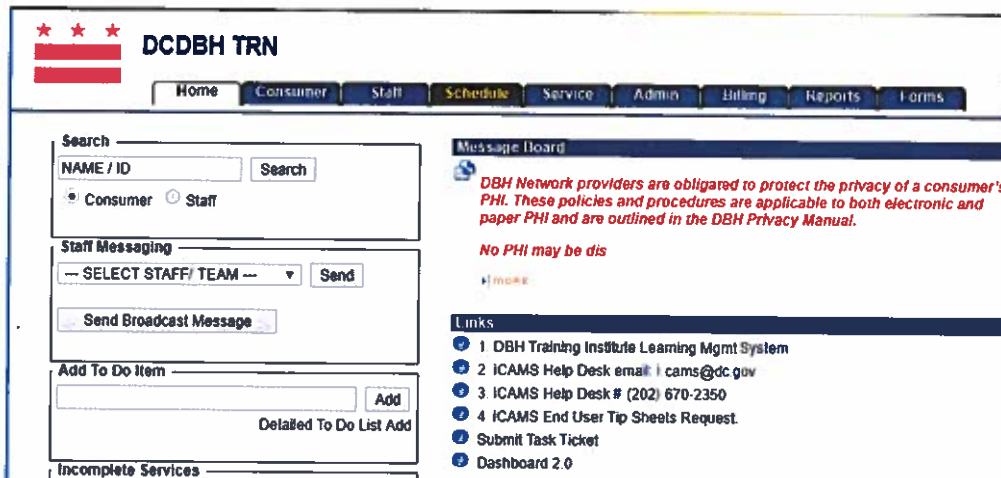


How to Schedule and Enter Discharge/Disenrollment Service in iCAMS

Step 1. Open your browser to <https://www.crediblebh.com> and enter your username, password, and the domain of DCDBH.



Step 2. Open your schedule by clicking the "Schedule" tab.



Step 3. Click anywhere inside the Schedule to open the "Add to Schedule" box.

The screenshot shows the DCDBH TRN scheduler interface. At the top, there are three stars and the text "DCDBH TRN". On the right, the "CREDIBLE" logo is visible along with a "log out" link. Below the logo, it says "Logged in as: kdyson 04 31:59 PM ET". The main interface has a navigation bar with tabs: Home, Consumer, Staff, Schedule, Service, Admin, Billing, Reports, and Forms. The "Schedule" tab is active, showing a calendar for "Kevin Dyson" from "Nov 3 - Nov 9 2019". The calendar grid shows days of the week and times from 7AM to 9PM. A dialog box titled "Add To Schedule:" is open over the calendar. The dialog contains the following fields: "Consumer:" with a dropdown menu set to "-- Select Consumer --"; "Service Type:" with a dropdown menu set to "Admin: Documentation Error"; "Location:" with a dropdown menu set to "HOME"; "Date:" with a dropdown menu set to "WED, Nov 5"; "Planned:" with a checked checkbox; "Time:" with a dropdown menu set to "9:15 AM"; "Duration:" with a dropdown menu set to "1:00"; "Group Activity:" with an unchecked checkbox; "Add to Waitlist:" with an unchecked checkbox; and "Waitlist Notes:" with a text input field. At the bottom of the dialog are buttons: "Schedule", "Schedule & Add 2nd Emps", "Begin Service", "Cancel", and "Recurrence".

Step 4. Select the consumer, the service type, location of service delivery, the date, and the duration of the appointment. Click "Schedule" after completing the form. Alternatively, you can select "Begin Service" to access the web form.

The screenshot shows the DCDBH TRN scheduler interface, similar to the previous one. The "Consumer" tab is active, showing a calendar for "Kevin Dyson" from "Nov 3 - Nov 9 2019". The "Add To Schedule:" dialog box is open, and the fields are now filled out: "Consumer:" is set to "TEST, DBH USE ONLY"; "Service Type:" is set to "Admin: Dis charge/Dis enrollm"; "Location:" is set to "Home (12)"; "Date:" is set to "WED, Dec 4"; "Planned:" is checked; "Time:" is set to "9:15 AM"; "Duration:" is set to "1:00"; "Group Activity:" is unchecked; "Add to Waitlist:" is unchecked; and "Waitlist Notes:" is empty. The buttons at the bottom are "Schedule", "Schedule & Add 2nd Emps", "Begin Service", "Cancel", and "Recurrence".

Step 5. Once you are ready to document your reasons for discharge/disenrollment, click on the scheduled appointment to open the schedule box, and click "Begin Service."

	SUN 11/23	MON 11/24	TUE 11/25	WED 11/26	THU 11/27
AM					
AM					
AM					
AM					
AM					
PM					
PM					

WED 10:45 AM - 11:45 AM

Consumer: DBH USE ONLY1 TEST (1426062)

Secondary Staffs: Assign Secondary

Program / Service Type: Admin: Discharge/Disenrollm

Location: HOME

Scheduled Time: 10:45 AM Duration: 1:00 Payer:

Status: SCHEDULED Planned: Scheduled By:

Scheduled Date: 12/4/2019 Copy: Add Copy

Waitlisted: Waitlist Notes:

Schedule Notes:

Step 6. The note associated with the service opens. Select "Discharge/Disenrollment" to complete the web form.

TEST, DBH USE ONLY1

- BILLING INFO / SIGN & SUBMIT •
- INCOMPLETE VIEW •

Disenrollment Form

- START DISENROLLMENT
- Discharge/Disenrollment
- DBH Admin Disenrollment
- Disposition: DBH ONLY

START DISENROLLMENT

Step 7. Click the drop down menu below "Discharge/Disenrollment Reasons" to make a selection from the available reasons.

****Note that the "Outreach Dates/Efforts" section below the "Discharge/Disenrollment Reasons" drop down menu is a required field. Providers must complete this field.****

Discharge/Disenrollment

Discharge/Disenrollment Reasons
--SELECT--

By checking this box you are confirming that you have followed the procedures outlined in policy 525.1 for child/youth and 525.2 for adults

Outreach dates/Efforts*

DBH Adult Discharge Policy
DBH Child/Youth Discharge Policy
* Indicates required field

Complete

****Click "Complete" once the web form section is complete.****

Discharge/Disenrollment

Discharge/Disenrollment Reasons
--SELECT--

- 1 Consumer/Client is deceased
- 2 Consumer/Client has permanently relocated out of the District of Columbia
- 3 Consumer/Client cannot be located for one-hundred eighty (180) days; CSA must document efforts to locate the consumer/client
- 4 Consumer/Client is incarcerated more than six (6) months in a Bureau of Prisons facility
- 5 Consumer/Client is no longer in need of services as verified in writing by AOP
- 6 Consumer/Client completes treatment and recovery goals and no longer needs services as needed in writing by AOP
- 7 Consumer/Client chooses to end participation in services
- 8 Consumer/Client has a change in eligibility status
- 9 Consumer/Client requests transfer to a different CSA
- 10 Consumer/Client never showed for or received services

* Indicates required field

Complete

Step 8. After completing this section, you will notice a green check mark next to "Discharge/Disenrollment" button. Select "Complete" to advance to the "Sign & Submit" page.

START DISCHARGE/DISNRLMNT

✓ Discharge/Disenrollment

DBH Admin Disenrollment

Disposition: DBH ONLY

Complete

Step 9. On the "Sign & Submit" page enter your iCAMS password. Complete the sign and submit process by clicking on the "Sign and Submit" button.

SIGN & SUBMIT	
Program:	Administration
Service Type:	Discharge/Disenrollm
Location:	HOME
Diagnosis:	(O14.2) HELLP syndrome
Recipient:	Adult
Supervising Physician:	— SELECT —
Override w/Supervising:	<input checked="" type="radio"/> No <input type="radio"/> Yes
Special Report:	<input checked="" type="radio"/> No <input type="radio"/> Yes
Non-Billable:	<input checked="" type="radio"/> No <input type="radio"/> Yes
Files:	ATTACHMENTS
Service Date :	12/4/2019
Start & End Time:	9:00 AM 10:00 AM
Enter Password:	
<input type="button" value="Sign and Submit"/> <input type="button" value="Save Billing Info"/> <input type="button" value="Discard Service"/>	
*PLEASE VERIFY TIME AND DATE OF SERVICE BEFORE SUBMITTING	
Staff Signature Capture Signature	Consumer Signature Capture Signature
QP Signature Capture Signature	AQP Signature Capture Signature

Updated: December 2019