

Department of Mental Health
TRANSMITTAL LETTER

SUBJECT Suspended Referral Status		
POLICY NUMBER DMH Policy 200.3	DATE December 30, 2002	TL# 22

Purpose. To establish a new policy and procedures to follow when a core services agency (CSA) or specialty provider reaches maximum capacity and is temporarily unable to enroll new consumers for a specified period of time (Suspended Referral Status).

Applicability. Applies to all DMH-certified CSAs and specialty providers; Department of Mental Health (DMH), Office of Delivery Systems Management, Division of Care Coordination, Access Helpline; Information Systems Management; and the Office of Accountability, Division of Certification.

Policy Clearance. Reviewed by affected responsible staff and cleared through appropriate Mental Health Authority offices and the DMH Policy and Planning Committee.

Implementation Plans. A plan of action to implement or adhere to a policy must be developed by designated responsible staff. If materials and/or training are required to implement the policy, these requirements must be part of the action plan. Specific staff should be designated to carry out the implementation and program managers are responsible for following through to ensure compliance. Action plans and completion dates should be sent to the appropriate authority. Contracting Officer Technical Representatives (COTRs) must also ensure that contractors are informed of this policy if it is applicable or pertinent to their scope of work. *Implementation of all DMH policies shall begin as soon as possible. Full implementation of this policy shall be completed within sixty (60) days after the date of this policy.*

Policy Dissemination and Filing Instructions. Managers/supervisors of DMH and DMH contractors must ensure that staff are informed of this policy. Each staff person who maintains policy manuals must promptly file this policy in Volume I of the blue **DMH** Policy and Procedures Manual, and contractors must ensure that this policy is maintained in accordance with their internal procedures.

*If any CMHS or DMH policies are referenced in this policy, copies may be obtained from the DMH Policy Support Division by calling (202) 673-7757.

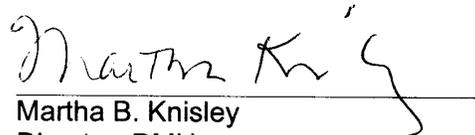
ACTION

REMOVE AND DESTROY

NONE

INSERT

DMH Policy 200.3



Martha B. Krisley
Director, DMH

GOVERNMENT OF THE DISTRICT OF COLUMBIA  DEPARTMENT OF MENTAL HEALTH	Policy No. 200.3	Date December 30, 2002	Page 1
	Supersedes None		

Subject: Suspended Referral Status

1. **Purpose.** To establish a new policy and procedures to follow when a core services agency (CSA) or specialty provider reaches maximum capacity and is temporarily unable to enroll new consumers for a specified period of time (Suspended Referral Status).
2. **Applicability.** Applies to all DMH-certified CSAs and specialty providers; Department of Mental Health (DMH), Office of Delivery Systems Management, Division of Care Coordination, Access Helpline; Information Systems Management; and the Office of Accountability, Division of Certification.
3. **Authority.** Mental Health Service Delivery Reform Act of 2001.
4. **Background.**
 - 4a. Each individual seeking DMH community mental health services and supports must be enrolled as a consumer with a DMH-certified CSA. The CSA shall be responsible for and accountable to that consumer for the full array of their mental health services and support needs which may include offering some services via an affiliation agreement with specialty providers. The DMH Access Helpline is the central point of contact for individuals seeking mental health services. Individuals may contact the Access Helpline for the names and locations of available CSAs and specialty providers.
 - 4b. DMH recognizes that there may be periods of time when a CSA or specialty provider is unable to deliver mental health services to a consumer who selects them due to a variety of factors and has developed a process for DMH to approve a temporary suspension of referrals.
5. **Policy.**
 - 5a. **Each CSA and specialty provider shall immediately request approval from the DMH Office of Delivery Systems Management to temporarily suspend referrals if they reach maximum capacity (maximum number of consumers that can be served).**
 - 5b. **The Office of Delivery Systems Management shall immediately notify the Access Helpline of the approved period of time that referrals shall be suspended so that the Access Helpline will be able to provide accurate, up-to-date information regarding availability.**
6. **Definitions.**
 - **Suspended Referral Status.** The period of time that DMH approves a temporary suspension of referrals to a CSA or specialty provider if they reach maximum capacity and are unable to enroll new consumers.
 - **Affiliation Agreement.** For purposes of this policy, an agreement that allows for referral of DMH consumers by a DMH-certified CSA to a DMH-certified specialty provider to provide specific mental health rehabilitation services.

7. Responsibilities and Procedures.**7a. CSAs and Specialty Providers.**

(1) **Immediately prepare** a request in writing, via fax or letter, to the Office of Delivery Systems Management, for permission to suspend intakes/referrals if you reach maximum capacity. Send requests to the Office of Delivery Systems Management, 77 P Street, N.E., Fourth Floor, Washington, D.C. 20002 -- fax number (202) 671-2971.

- **Identify** the prevailing conditions/circumstances that prevent you from adhering to the MHRS certification standards that require that each CSA and specialty provider be available to provide services and accept referrals based on consumer choice.
- **Indicate** a date when you expect to resume accepting referrals.
- **Include** a corrective action plan that describes the actions you will undertake during a suspension event to create access to services (e.g., recruit additional staff to manage the number of referrals received or secure additional therapeutic office space to deliver mental health services) with a method for communicating progress made in implementing the corrective action plan.

(2) **Expect** a focused review by the Division of Certification staff should you experience more than two (2) suspension status events within a six (6) month period.

(3) **Notify** the Office of Delivery Systems Management immediately when you are able to resume accepting new consumers. Notification must be in writing, via fax or letter, and **identify** actions taken to prevent reoccurrence of suspension status.

(4) **Agree** not to pursue a consumer who initially selected you as their choice of a CSA at the time that referrals were suspended, and who is now in active treatment with another provider.

(5) If the consumer chooses to transition to the CSA or specialty provider who was their first choice once services are available, both CSAs or both specialty providers, shall **coordinate** with the Access Helpline and work out a reasonable transition plan that assures continuity of care for the identified consumer.

7b. Office of Delivery Systems Management.

(1) **Review** the written request from the CSA or specialty provider to suspend their referral status and consider the conditions/circumstances presented, date that they expect to resume accepting referrals, and the corrective action plan submitted.

(2) **Consult** with the Division of Certification and **decide** on a suspended referral status expiration date (not to exceed six (6) months).

(3) **Notify** the CSA or specialty provider of the decision in writing, and provide a copy of the decision to Information Systems Management, Access Helpline, and the Division of Certification. **Provide** a copy to all DMH-certified CSAs if the suspended referral status is for a specialty provider.

(4) **Examine** provider's progress reports and follow-up with questions for clarification and compliance with corrective action plan and time line.

(5) **Follow-up** with the CSA or specialty provider thirty (30) calendar days prior to the expiration of the suspended referral status to ensure they will be able to accept referrals at the end of the expiration period.

(6) If the CSA or specialty provider does not expect to be able to accept new referrals by the end of the expiration period, **request** that the Division of Certification conduct a focused review.

(7) Upon written notification that the CSA or specialty provider is able to resume accepting referrals, **notify** Information Systems Management, Access Helpline, and the Division of Certification in writing and provide a copy to all DMH-certified CSAs if a specialty provider was in a suspended referral status.

(8) **Request** that the Division of Certification conduct a focused review if a CSA or specialty provider has experienced more than two (2) suspension status events within a six (6) month period.

7c. **Information Systems Management.**

(1) Upon written notification from the Office of Delivery Systems Management that the CSA or specialty provider has reached maximum capacity, **Flag** the CSA or specialty provider as being in a Suspended Referral Status (SRS) and **indicate** the expiration date in the eCura Provider Connect System.

(2) Upon written notification from the Office of Delivery Systems Management that they are able to resume accepting referrals, **reactivate** the CSA or specialty provider in the eCura Provider Connect System.

7d. **Access Helpline.**

(1) **Inform** individuals of all available CSAs and specialty providers that are currently certified by DMH whenever they call seeking access to mental health services.

(2) If an individual requests assignment to a CSA or specialty provider that is in a Suspended Referral Status, **advise** them that the CSA or specialty provider is not currently able to provide services, and **assist** the individual with alternative choices.

(3) If an individual does not choose an available CSA, assign the consumer to an alternate CSA based first on location (to the consumer) and second by availability.

7e. **The Division of Certification** shall conduct a focused review:

(1) Upon notification from the Office of Delivery Systems Management that a CSA or specialty provider will not be able to resume accepting new referrals as anticipated, and

(2) Whenever a CSA or specialty provider has two (2) suspension status events within a six (6) month period.

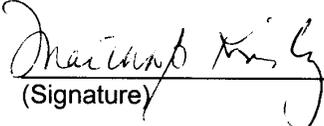
8. **Inquiries.** Questions regarding this policy may be addressed to the DMH Office of Delivery Systems Management at (202) 671-2900.

9. **Related References.**

Mental Health Rehabilitation Services Provider Certification Standards

Approved by:

Martha B. Knisley
Director, DMH

 December 30, 2002
(Signature) (Date)