

POLICY TITLE

Child, Adolescent, and Young Adult System of Care (CYASOC) Level of Care Transfer

Policy No: 403-10-1

Date of Original Approval: 10/31/2022

Date(s) of Revision(s):

PURPOSE

This policy outlines the procedural policy for Alameda County Behavioral Health Care Services (ACBH) Child & Young Adult System of Care (CYASOC) for transferring client cases between levels of care for youth who are receiving specialty mental health services.

AUTHORITY

- U.S. Code of Federal Regulations §438.214 - Provider Selection
- U.S. Code of Federal Regulations §438.207 – Assurance of Adequate Capacity and Services
- ACBH Child and Young Adult System of Care (CYASOC) regarding partnerships with specialty mental health service providers.

SCOPE

All Alameda County Behavioral Health Care Services (ACBH) County-operated programs serving children and youth, including entities, individuals, and programs, providing specialty mental health under a contract or memorandum of understanding (MOU), shall hold responsibility for implementing this policy.

POLICY

Clinical cases identified as requiring a different level of care shall be presented to Acute Crisis Care and Evaluation for System-wide Services (ACCESS) for referral to the appropriate level of care. Coordination of care should occur between transferring and receiving level of care providers. Cases transferred to primary care do not need to go to ACCESS.

PROCEDURE

I. CLINICAL PROCEDURE:

- A. Identified cases are called into ACCESS for discussion and possible referral.
- B. ACCESS Children’s Supervisor will advise the clinician on further calls required to ACCESS staff to generate a referral.
- C. Once a referral is generated for transfer by ACCESS, the clinician alerts receiving clinic managerial staff of impending transfer.
- D. Accepting clinic manager alerts the referring clinic of the date of upcoming appointments and names of contact information of accepting clinical staff.

- E. Accepting clinical staff alerts referring clinician whether the patient made a scheduled appointment.
- F. Medical prescribers transferring care should continue providing medical coverage until the date of the first appointment with the new medical provider.

II. CLERICAL PROCEDURE:

- A. When transferring a client from one Reporting Unit (RU) to another (Level 1 to 3, or vice-versa), the client needs to be closed to the current RU and reopened to the new RU.
- B. An opening packet is required.
- C. Clinical staff will submit all required paperwork to Clerical, who will input the forms into Insyst and close/open the client. The process is the same whether the client’s level of care is stepped up/down.
- D. Additional clerical steps include:
 - 1. Creating a new medical records chart in Laserfiche. Each program or RU requires its own client medical records in Laserfiche.
 - 2. Scanning all documents into the client’s Laserfiche records.
 - 3. Moving the old chart to closed.
 - 4. Updating the Client Contact Info spreadsheet.

NON-COMPLIANCE

Any failure to comply with this policy may result in formal actions, including and up to formal sanctions as outlined in ACBH policy 1302-1-1 “Contract Compliance and Sanctions for BHCS – Contract Providers.”

CONTACT

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DISTRIBUTION

This policy will be distributed to the following:

- ACBH Staff
- ACBH Contract Providers
- Public

ISSUANCE AND REVISION HISTORY

Original Authors: Lisa Carlisle, M.Ed, MA, ACBH Child and Young Adult System of Care Director
Original Date of Approval: 10/31/2022 by Karyn L. Tribble, PsyD, LCSW, Behavioral Health Director

| Revision Author | Reason for Revision | Date of Approval by (Name, Title) |
|-----------------|---------------------|-----------------------------------|
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DEFINITIONS

| Term | Definition |
|---|---|
| Acute Crisis Care and Evaluation for System-wide Services (ACCESS) | This program provides general mental health and substance abuse screening and referral for Alameda County residents. Additional services include Help line for specialty mental health services for Medi-Cal recipients, telephone consultation to Medi-Cal Mental Health Plan Providers, telephone psychiatric consultation services for primary care physicians, referral for mental health and drug treatment services for identified Social Services clients and referral to county-wide crisis/mobile team services. |

APPENDICES

NONE