

**ACBH Revised Release of Information**  
**(For ROI effective November 18<sup>th</sup>, 2019)**

**Frequently Asked Questions**

1. The old ROI needed to be completed in order to open an episode for each client. Do we need to complete one with ACBH as the entity in order to open the episode? **No**
  - o Can we serve a client who refuses to sign a release? **Yes.**
  - o Can we use the term “SUD Providers” for in network (**No**) or do we need to identify each program? **Yes, specify the SUD provider.**
2. Do residential providers have to specifically release PHI to a specific person in Utilization Management as part of the residential authorization process. **No.**
3. Do we need to complete the new ROI for an emergency contact, even if the client doesn't identify anyone? **No**
4. Nathan shared during the Webinar we can use our own ROI along with the county one; When/in which situations would we need to use the county ROI and our own ROI? **Providers must use the ACBH ROI. Providers may also use their own ROI in addition, but not as a substitute.**
5. My understanding is all ROI's are good for a year, so even if the episode closes all ROI's will still be eligible to use when client returns. Is this correct? **The ROI is good for the time specified by the client on the ROI. The ROI does not necessarily terminate with the closure of the episode, unless the client specifies this in the ROI.**
6. Can the release be made for longer than 12 months? **Yes, it can be longer or shorter than 12 months, and can be specified by the client.**
7. Are EDD and SSA entities? **No, these are not treating providers. You must disclose to an individual at these entities.**
8. Isn't a signature required for when a ROI is revoked? **No.**
9. What if a drug court client refuses to sign any of the mandatory sections? **Provider cannot share information with the drug court, if the client refuses to sign. Explain the implications for declining to sign with regard to participation in drug court.**
10. In the section documenting the person/organization to whom the info is released, is only a phone number sufficient? **A name of the individual or entity must be present, but additional contact information is not required.**
11. How would the Helpline use this ROI for case managers and family members? **The helpline needs to get a signed ROI from the client in order to release to the case manager or family member.**

12. Does the signing of the ROI allow the recipient of information to CONTACT the client as well? Or is it just allowing them to receive the information? **The form neither permits nor denies contact by recipient. Client should be informed that recipient could contact them.**
- Should there be a separate section indicating that the provider is allowed to contact the client at specific phone number? **No; See previous answer.**
13. Is it permissible to have the patient initial (and sign) the form electronically? **Yes.**