

M E M O R A N D U M

Date: 9/9/2019

To: Managers, Supervisors, and Clinical Staff of Behavioral Wellness and Community Based Organizations

From: Quality Care Management

Subject: Psychiatric Referral Logging Process

CC:

The Department of Health Care Services (DHCS) has identified timeliness standards in accordance with the Managed Care Final Rule. The standards include timely access to psychiatry being within 15 business days from the request to the appointment. DHCS monitors timeliness through audits and reviews where Behavioral Wellness must submit data showing the time from request to appointment. Behavioral Wellness collects this data through the Psychiatric Referral template.

The process to log Psychiatric referrals is as follows:

1. The supervisor/manager will ensure that the staff use the Psychiatric Referral template in Gateway for all new clients (newly opened clients, returning clients who have been previously closed, or clients currently being served but have never seen the Psychiatrist, such as children's programs) being referred for the first time to see the Psychiatrist as determined by the client's assessment. The Psychiatric Referral template is located in Clinician's Gateway under the documents tab.
2. The supervisor/manager will ensure that staff document the date of the first request in the Psychiatric Referral template (date client requests or when referral is determined by the assessment or treatment team).
3. The supervisor/manager will ensure that the staff's documentation of the first offered appointment is logged. The first offered is the first opening the Psychiatrist has on calendar.

4. The timeliness requirements for Psychiatry is 15 business days. The expectation is that a client is offered their first appointment within 15 business days from the initial request for Psychiatry. If an appointment cannot be offered within this timeframe, an NOABD must be sent to the client.
5. If the client declines the first offered, log the date that was first offered, then offer a second appointment again within 15 business days of the initial request. Log any cancelations or no shows.
6. The supervisor/manager will ensure that the Psychiatric Referral template is finalized after the client attends the appointment or there is a cancelation/no-show.
7. When a client fails to keep an appointment for the first and second offered appointment, finalize the template indicating the cancelation or no-shows. If a client requests a third appointment, open up a new Psychiatrist Referral template and offer another appointment within 15 business days of the new request.
8. Do not log existing clients that are already seeing a doctor within our system. Do not log clients that transition from one provider to another that are already seeing the doctor.
9. The Psychiatric Referral template is completed by the designated team member within team based care at the time the team decides the client would benefit from a Psychiatric assessment. If a CBO refers a client to see the doctor, use the date the CBO contacted the clinic as the referral date.