

SAN MATEO COUNTY HEALTH SYSTEM
BEHAVIORAL HEALTH AND RECOVERY SERVICES

DATE: April 27, 2005

BHRS POLICY: 05-05

SUBJECT: BHRS Mental Health Admission Materials

AUTHORITY: Department of Mental Health Letter 04-08; CFR Title 42 sec. 438.6(i)(1), (3), and (4); CFR Title 42 sec. 438.10 (f)(3)(6) (i); Divisional

AMENDED: March 26, 2014, May 26, 2016, Technical Revision June 7, 2016

DEFINITION:

Admission refers to the opening of a client to Behavioral Health and Recovery Services (BHRS) Mental Health Teams when no other outpatient treatment episode is open.

PURPOSE:

To assure that youth, Transitional Age Youth (TAY), adult and older adult clients receive all mandated information concerning rights, benefits and opportunities wherever they are first admitted into outpatient BHRS services.

POLICY:

1. This policy applies to any county or contracted outpatient clinic or team that serves as a first point of contact for the client receiving mental health treatment.

Currently, this includes:

- ACCESS Team/Call Center authorizing clients to the provider network.
- All regional clinics, county specialty teams, and contracted mental health teams having the first face-to-face client contact in the course of providing the initial assessment.

2. Admission packets include mandated State and Federal materials (see below) and materials from the Health Plan of San Mateo, San Mateo Health System and BHRS.

Those mandated by State and/or Federal law shall be given in a language-specific (English and all threshold languages) packet to all clients/families on their first face-to face visit.

State and Federally Mandated Materials:

- Grievance/Appeal/Expedited Appeal form and envelope (BHRS Consumer Rights and Problem Resolution Brochure)
- “Guide to Medi-Cal Mental Health Services” (developed by Department of Mental Health, now Department of Health Care Services)
- Current List of Providers
- Information about Advance Health Care Directives (Adults/Older Adults and Emancipated Minors only)

- Information about Therapeutic Behavioral Services (Youth only)

A full list of all materials is maintained by the BHRS Patient Services Office Manager.

3. Financial information handouts will be included in the admission packets. This will include, but not be limited to, the following:
 - a. Glossary of health insurance terms
 - b. Short Guide to Public Health Insurance Programs
 - c. How to Schedule an Appointment for Health Insurance
4. In addition to the above, the Notice of Privacy Practices is required on admission; its distribution is managed by clinical staff along with Consent to Treatment. (See BHRS Policy 03-02, Notice of Privacy Practices).
5. Contracted organizational providers shall assure that all mandated information (above) is given to clients on their first face-to-face visit.
6. The ACCESS/Call Center will mail all mandated material to clients referred to the Provider Network with the initial authorization.
7. For clinics and programs seeing clients at a BHRS site, packets will be given to the client by administrative support staff (usually while doing the intake financial) at the time of first appointment.
8. For field based teams and programs, the administrative support staff will make packets available for the clinician/case manager to give to the client at the first field based appointment/meeting. Field based staff will make available to any client/family “upon request” the Beneficiary Handbook, Provider List, Grievance/Appeal/Expedited Appeal form and envelope (BHRS Consumer Rights and Problem Resolution Brochure) and any other requested document that is part of the admission packet.
9. In addition to material mandated to be distributed to new clients, Welcoming Packets containing site specific clinical information may also be distributed, as indicated by the level/types of services provided by specific teams.

Approved: (Signature on File)
Tracy Loum, LMFT
Patient Services Office Manager, BHRS

Approved: (Signature on File)
Stephen Kaplan, LCSW
Director, BHRS