

JEFFERSON BEHAVIORAL HEALTH
Collaborative Exchange of Information with Referring Primary Care Providers

I. POLICY DESCRIPTION

This policy exists to establish the minimum collaboration standards for Jefferson Behavioral Health (JBH) participating Community Mental Health Programs (CMHP) for communication with referring Primary Care Providers (PCPs) with a Notice of Referral/Authorization for Release of Information.

II. APPLICABILITY

For the purposes of this policy, the term Jefferson Behavioral Health (JBH) includes JBH staff and its authorized representatives. JBH shall follow this policy as it applies to the Oregon Health Plan (OHP) mental health services governed by the Mental Health Agreement between the State of Oregon and JBH. Participating CMHPs shall follow this policy to the extent that it applies to the mental health services they provide to JBH members.

III. PROCEDURE

1. JBH and/or its participating CMHP shall maintain data in the individual patient's clinical record to substantiate that the following information is shared with the referring Primary Care Provider (PCP):
 - A. Entry date into the mental health system;
 - B. Initial diagnosis;
 - C. Prescribed medications and any reported use of herbs, home remedies, over the counter medications.
 - D. Medication changes;
 - E. Treatment termination summary.
2. Upon a JBH participating CMHP's receipt of a *Notice of Referral/Authorization for Release of Information*, other referral form or phone call from a PCP or staff, the participating CMHP shall:
 - A. Schedule an intake date to occur within 10 business days of the contact or sooner;
 - B. Provide written verification of the scheduled intake date and time to the primary care provider.
3. On the date of the scheduled mental health screening, JBH's participating CMHP will screen the member for service eligibility and provide written documentation within 5 business days to the referring PCP detailing the entry date and initial diagnosis. If a member does not show for a scheduled appointment, the participating CMHP contacts the member and reschedules the appointment. CMHPs provide information on Translink or other community resources that might promote the likelihood of appointment follow through. Participating CMHPs are expected to reschedule missed appointments at least twice. After two missed appointments, CMHPs notify the member's FCHP's ENCC or the JBH Special Health Care Needs Coordinator to allow the coordinators to inquire about possible barriers to access and problem solve options for

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resolution.

4. Participating CMHPs shall maintain proof of correspondence with the PCP in the consumer's medical record at intake, each time a medication changes, and at termination from mental health treatment.