

CHAPTER Service Delivery	CHAPTER 02	SECTION 003	SUBJECT 30
SECTION Access to Services		DESCRIPTION Intake Procedures	
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APPLICATION:

<input checked="" type="checkbox"/> CMH Staff	<input type="checkbox"/> Board Members	<input type="checkbox"/> Provider Network	<input checked="" type="checkbox"/> Employment Services Providers
<input type="checkbox"/> Employment Services Provider Agencies	<input checked="" type="checkbox"/> Independent Contractors	<input checked="" type="checkbox"/> Students	<input checked="" type="checkbox"/> Interns
<input checked="" type="checkbox"/> Volunteers	<input checked="" type="checkbox"/> Persons Served		

POLICY:

Lapeer County Community Mental Health (LCCMH) ensures timely entry into services and complies with regulatory reporting requirements.

STANDARDS:

- A. LCCMH defines reporting procedures for non-identifying information and obtains informed consent from the person served and/or their guardian to release the information, in accordance with the Michigan Mental Health Code and Michigan Department of Health and Human Services (MDHHS) Administrative Rules.
- B. Persons served and/or their guardian consent to participate in treatment.
- C. LCCMH offers walk-in intakes Monday-Friday, 9 a.m.-3 p.m., for adults seeking services and Monday-Friday, 8 a.m.-2 p.m., for children seeking services. Individuals seeking services can also call to schedule an intake.
- D. Individuals requesting services are offered an intake appointment within 14 days of their request.

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- E. Michigan Mental Health Code permits individuals ages 14 and older to request an intake appointment without consent or knowledge of parent/guardian. See LCCMH Policy 02.003.45 Informed Consent.
- F. Individuals requesting services are notified of the rights guaranteed by Chapter 7 of the Michigan Mental Health Code. A complete copy of Chapters 7 and 7a is available for review if requested (see Section 706 of the Michigan Mental Health Code).

PROCEDURES:

- A. Individuals seeking services are transferred via phone to or meet with a Registration Clerk. The Registration Clerk completes the Request for Screening in OASIS and schedules their intake.
- B. As the individual enters the building for their intake, the Front Desk Support Staff have individuals complete an intake packet and verifies insurance.
- C. If an ability to pay determination is needed, the individual meets with the Finance Staff designee. See LCCMH Policy 06.003.130 Ability to Pay Determination.
- D. The individual meets with the intake clinician to complete a Biopsychosocial (BPS) Assessment to assess their need for services.
 - 1. The intake clinician completes and explains all the required initial consent documentation found on LCCMH Form #339 Documentation Requirements. Documentation must be obtained by the intake clinician from the person served and/or guardian in the electronic health record (EHR). The intake clinician explains the purpose, benefits, and risks of treatment.
 - 2. The Orientation Checklist Form #288 is used to obtain acknowledgement of the individual having received information about required brochures.
- E. If services are deemed medically necessary based on the BPS, the intake worker schedules ongoing services. See LCCMH Intake to Individual Plan of Service (IPOS), Continuity of Care (CCR) to Next Appointment Work Instructions.

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- F. If services are not deemed medically necessary or person served is not interested in services, the intake worker informs the individual requesting services and completes an Adverse Benefit Determination (ABD).
- G. The clinical supervisor of the receiving department assigns the case to a primary case holder. The primary case holder continues with the Person Centered Planning Process.
- H. If individual does not show for their scheduled intake appointment, support staff provides an initial outreach call to reschedule.
 - 1. If the individual is not reached, at least two additional outreach attempts are provided within 30 days by LCCMH staff.
 - 2. If the individual does not follow through with intake, an ABD letter and Discharge Summary report is completed.

REFERENCES:

Chapter 7 of the Michigan Mental Health Code
 LCCMH Intake to IPOS, CCR to Next Appointment Work Instructions
 LCCMH Policy 02.003.45 Informed Consent
 LCCMH Policy 06.003.130 Ability to Pay Determination
 Michigan Department of Health and Human Services Administrative Rules

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