



## Policy and Procedures

<b>Policy: Agency Termination of Mental Health Services to Member</b>	<b>Effective: 10/1/2017</b>	<b>Policy #: 303</b>
Original Date: 10/1/2017	Prepared By: Utilization and Care Coordination Manager	Approved By: Executive Director
Revised Date:	Prepared By:	Approved By:

### Purpose:

To ensure Member rights and access to care when providers discharge members from services.

### Policy:

As a delegate of Willamette Valley Community Health CCO, BCN and its providers will follow CCO policy in situations where the treating professional or clinic unilaterally decides to withdraw mental health care from a WVCH Member. BCN and the CCO continue to be responsible for care of the Member even though a specific provider or agency has terminated their treatment relationship. In these situations, BCN will facilitate problem solving with the provider and arrange appropriate services within the Network. Agencies will notify and consult with BCN prior to terminating services for the Member.

### Definitions:

**Termination of Service:** Means a unilateral decision by an agency or clinician contracted with BCN to terminate clinical services. This does not include situations in which services are ended due to Member choice, completion of treatment, or a pattern of no-shows.

### Procedures:

When a BCN agency or clinician identifies a Member for whom they are considering terminating services under this policy, it is expected that the agency clinical supervisor has been consulted and supports the decision. If so, the following process shall be followed:

1. Agency notifies BCN Utilization and Care Coordination Manager before notifying Member of termination. Such notification shall include the reasons for the termination decision and recommended transition.
  - a. For adults:
    - i. Agency submits Early Responders Transition Plan Form (top section only) by Friday for staffing the following Tuesday. Fax to 503-585-4989.
    - ii. Agency therapist, case manager, and/or clinical supervisor shall attend the Early Responders by phone or in person.
  - b. For children:
    - i. Agency shall consult with designated Behavior Health Care Coordination staff to discuss situation and potential options.

2. Prior to withdrawing care:
  - a. The agency and BCN will identify a person to talk with the Member about their care and get their input.
  - b. The agency will work with BCN to finalize the transition plan which includes an in-person hand-off to a new clinician when appropriate. In most cases, a thirty (30) day notice is considered reasonable.
3. The agency will continue to be available during the transition for any medically necessary treatment until the date of termination.
4. BCN will follow up with the Member within 30 days after the transition.
5. If the basis for termination of a Member from the clinic is disruptive behavior or behavior which is dangerous to other Members or staff, the period may be shortened to as little as one (1) day. BCN will work with the provider to determine the transition timeline, considering safety, the severity of the Member's condition and the availability of other care in the community.