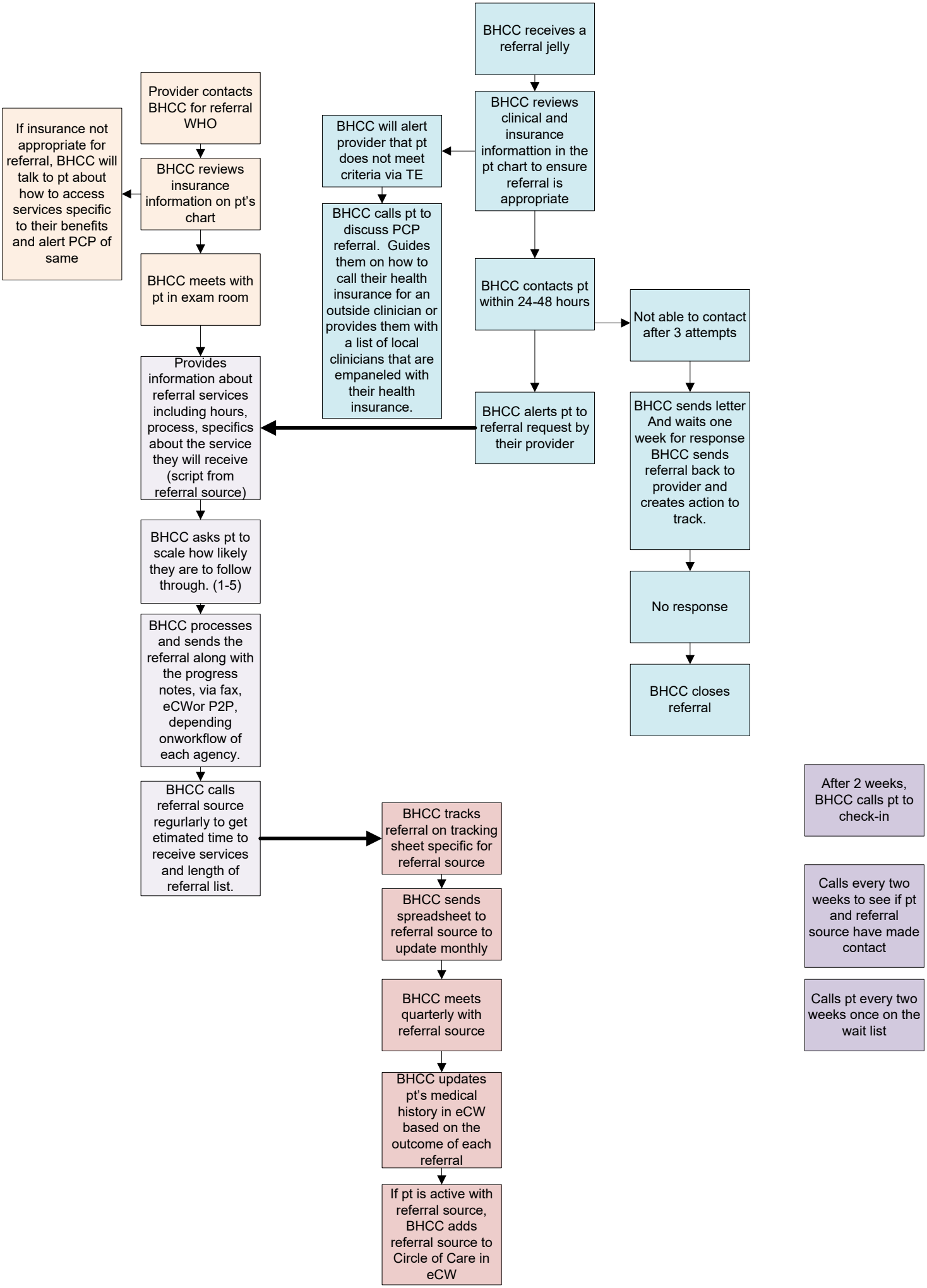
BHCC receives a referral jelly
BHCC reviews clinical and insurance informattion in the pt chart to ensure referral is appropriate
BHCC will alert provider that pt does not meet criteria via TE
BHCC calls pt to discuss PCP referral. Guides them on how to call their health insurance for an outside clinician or provides them with a list of local clinicians that are empaneled with their health insurance.
BHCC contacts pt within 24-48 hours
Not able to contact after 3 attempts
BHCC sends letter And waits one week for response BHCC sends referral back to provider and creates action to track.
No response
BHCC closes referral
BHCC alerts pt to referral request by their provider
Provider contacts BHCC for referral WHO
BHCC reviews insurance information on pt's chart
If insurance not appropriate for referral, BHCC will talk to pt about how to access services specific to their benefits and alert PCP of same
BHCC meets with pt in exam room
Provides information about referral services including hours, process, specifics about the service they will receive (script from referral source)
BHCC asks pt to scale how likely they are to follow through. (1-5)
BHCC processes and sends the referral along with the progress notes, via fax, eCWor P2P, depending onworkflow of each agency.
BHCC calls referral source regurlarly to get etimated time to receive services and length of referral list.
BHCC tracks referral on tracking sheet specific for referral source
BHCC sends spreadsheet to referral source to update monthly
BHCC meets quarterly with referral source
BHCC updates pt's medical history in eCW based on the outcome of each referral
If pt is active with referral source, BHCC adds referral source to Circle of Care in eCW
After 2 weeks, BHCC calls pt to check-in
Calls every two weeks to see if pt and referral source have made contact
Calls pt every two weeks once on the wait list