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| <b>Broward Behavioral Health Coalition, Inc.</b>   |                                    |
| <b>Policy Title: Entry/Access to the Provider Network</b>  |                                    |
| <b>Policy Number: BBHC.0070</b>  | <b>Contract Section (s): JH343</b> |
| <b>Effective Date:</b>   | <b>Revision Date: 07/21/2023</b>   |
| <b>Responsible Department: System of Care</b>  |                                    |
| <p>Approved by: <small>DocuSigned by:</small> Elida M Segura, Director of Operations<br/> Signature: <u>Elida Segura</u> <small>172B164165AD41D...</small> Date: 07/21/2023</p> <p>Approved by: <small>DocuSigned by:</small> Silvia Quintana, Chief Executive Officer<br/> Signature: <u>Silvia Quintana</u> <small>38C7D57E4C654C4...</small> Date: 07/21/2023</p> |                                    |

**Policy:** It is the policy of Broward Behavioral Health Coalition, Inc. (BBHC), to provide access to behavioral health services through its provider network. Persons inquiring about accessing Mental Health or Substance Abuse services shall be provided information about available services. For those persons voluntarily entering the behavioral health network, it shall be necessary to obtain that person's consent. Thereafter, an evaluation for admission is conducted to determine the appropriate level of care for referral or admission for services.

**Purpose:** The purpose of this policy is to clearly define the admissions process for BBHC's network service providers to admit clients to their organization.

**Procedure:**

1. A person may call 9-8-8 Behavioral Health Crisis Line or 2-1-1 Broward ( live, 24-hour comprehensive helplines, providing all people with crisis, health and human services support and connecting them to resources in our community). These services may connect the person directly to a service provider or may provide them with the service provider's information to call for services. A person may also contact a network service provider directly from the directory found on our website.
2. When a person calls a network provider for the first time to inquire about services, the provider staff may make a preliminary determination whether the caller may be eligible for services. If the caller is determined not to be eligible for a provider, they may be provided with information regarding other community resources that may better suit their needs. Individual

providers may have an internal policy to log all call inquiries or only to provide information to a caller by telephone

3. If a person should call or walk into a provider agency to inquire about services and through preliminary evaluation, it is determined they may be eligible for services, a screening or intake appointment will be provided.
4. Upon attendance for the screening or intake appointment, the required demographic and clinical information will be entered and/or updated to the clinical record and subsequent evaluations, referrals, and linkage to care will be coordinated. The ASAM, LOCUS or CaLOCUS may be provided depending on the level of care required by the person seeking services. These level of care assessments will be used to assess level of care and transfer individuals from one level of care to another to ensure person's served needs are being met.
5. The Central Receiving System, including the Central Receiving Center, is one of four multi-entry "drop off" sites to gain immediate access to emergency services and coordination of care for Law Enforcement and Hospital Emergency Departments for adult individuals not meeting the criteria for involuntary hospitalization under the Baker Act or Marchman Act. The 4 "drop off" sites for Law Enforcement includes:
  - a. Memorial Regional Emergency Room, 3501 Johnson Street, Hollywood, FL 33021
  - b. Broward Addiction Recovery Center (BARC) 1101 SW 2<sup>nd</sup> Court, Ft. Lauderdale FL 33311
  - c. Henderson Crisis Stabilization Unit (CSU), 2677 NW 19<sup>th</sup> Street, Ft. Lauderdale, FL 33311
  - d. Henderson Behavioral Health Central Receiving Center (CRC) located at 4720 North State Road 7, Building B, Lauderdale Lakes, Florida, 33319.

Individuals appropriate for the Central Receiving System will be transported to the Henderson CRC location which is open 24 hours a day, 365 days a year. Upon premises at the CRC, the individuals will receive further clinical assessment to assess their needs including Crisis Support, Case Management, Recovery Support and covered services to support existing jail diversion programs. Standardized Assessment tools include utilizing The LOCUS (Level of Care Utilization System) and the SPDAT (Service Prioritization Decision Assistance Tool). Individuals transported to the CRC will follow Henderson's screening, intake, and admission policies and procedures.

6. Baker Act Receiving Facilities designated by the Florida Department of Children and Families (DCF) and Addiction Receiving Facilities designated by DCF are also crisis stabilization and detox units that provide emergency

access to care to adult and children in Broward County. BBHC funds both public receiving facilities and addiction receiving facilities.

**REFERENCES:**

**ATTACHMENTS:**

**DEFINITIONS:**

1. Screening: A screening is defined as a preliminary determination that a person may be eligible for provider services.
2. Intake: An intake process may include a more formal process and data entry by a qualified professional to determine eligibility for services.
3. Admission: An admission is defined as a determination that the person meets criteria for the agency/network services and the required data elements have been entered in the data base and services have been initiated.
4. Each agency may differ in combining the screening, intake, and admission to one appointment or scheduling according to their defined internal agency policy and procedure.
5. Central Receiving System: The Central Receiving System is a coordinated system of 4 "drop off" sites which include Memorial Regional Emergency Room in Hollywood, Broward Addiction Recovery Center (BARC), Henderson Crisis Stabilization Unit (CSU), Broward health, Holy Cross Hospital and Henderson's Central Receiving Center (CRC), for adult individuals, 18 years of age or older, needing evaluation or stabilization for the Baker Act or Marchman Act or a person experiencing an acute, mental, emotional, or substance abuse crisis who require immediate assessment and subsequent referral and linkage to network services.
6. Central Receiving Center: The Henderson Behavioral Health Central Receiving Center (CRC) located at 4720 North State Road 7, Building B, Lauderdale Lakes, Florida, 33319. Individuals who do not meet criteria for involuntary hospitalization will be transported to this location by Law Enforcement or other identified Coordinated Receiving System staff and will receive further evaluation to assess their needs including Crisis Support, Case Management, Recovery Support and covered services to support existing jail diversion programs.

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**REVISION LOG**

| <b>REVISION</b>                              | <b>DATE</b> |
|--|-------------|
| Position changes and new partners to the CRS | 1/15/19     |
| Revised no changes                           | 9/15/20     |
| Revised no changes                           | 7/14/21     |
| Revised 988 update                           | 07/21/2022  |
| Revised no changes                           | 7/14/23     |

The Director of Operations and Chief Executive Officer are responsible for all content in this policy.