



Broward Behavioral Health Coalition, Inc.	
Policy Title: Coordination of Services	
Policy Number: BBHC.0072	Contract Section: JH343
Effective Date:	Revision Date: 07/12/2024
Responsible Department: Operations/System of Care	
Approved by: <small>DocuSigned by:</small> Elida Segura, Director of Operations Signature: _____ <small>172B164165AD41D...</small> Date: 07/12/2024__	
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POLICY

It is the policy of Broward Behavioral Health Coalition, Inc. (BBHC) to plan, coordinate, and contract for the delivery of substance use and mental health services between multiple providers within the network to facilitate the effective delivery of services to the person(s) served.

PURPOSE

The purpose of this policy is to ensure that when the service needs of a person served are coordinated from among multiple providers within in the BBHC network, efforts are made to coordinate and streamline those services to reduce duplication among participating providers providing serves to the same person served. Case Managers have the responsibility to assist with coordinating services on behalf of persons served. This policy is in accordance with the “no wrong door model” which is the protocol for service delivery to persons served who have mental health or substance use disorders, or both, regardless of the point of entry to the behavioral health care system.

PROCEDURE

The BBHC provider network consists of substance use and mental health treatment agencies who provide and coordinate services for children and adults throughout Broward County, Florida. Providers agree to coordinate services with other providers rendering services to children, adults, and families, within and outside of the provider network, as applicable.

Services under the BBHC Provider Network range from acute care services, such as Crisis Stabilization Units, to less restrictive community based care. A full range of services by population is described in the Provider Handbook.

BBHC has outlined in its Provider Handbook that it will monitor each provider to ensure contractual obligations are being met and this includes the coordination of services. BBHC will provide training and technical assistance to support the facilitation of a coordinated system of care network. BBHC's provider network has and will continue to introduce programs that enable a more strategic approach to coordination of care such as the Care Coordination Teams for Adults and Children, Jail Post-arrest Diversion Program for Adults, Competent Referral Program, Primary Care Behavioral Health Integration, Power of Peers, and Child Welfare Integration. These programs speak to the core essence with which the network operates to have a coordinated effort to care for those we serve and their support system.

The provider network also takes into consideration and makes provisions for persons who are incarcerated and require the use of the services that would be available to them had they not been incarcerated. With this in mind, the providers agree to cooperate with BBHC in the development and maintenance of care coordination and integrated care system that will address the establishment of appropriate services to persons who have behavioral health and substance use problems.

BBHC will approve standardized tools and assessments, which must be used to determine placement and level of care for all network clients. BBHC provider network practices and encourages the use of Evidence Based Practices (EBP) as useful tools for the care of the persons served.

Wraparound services are a key tool in the coordination of services at multiple providers and utilizes "a warm hand-off" to assist in a smooth transition from one provider to another.

With the "no wrong door model", persons served are able to access the network from multiple service points. The person served or family will be asked to complete documentation giving consent to treatment and authorizing the provider to access their prior medical history that may be essential to the treatment and care of the person served. If or when coordination of services is needed outside of the admitted facility, the client or designee will be asked to complete the Authorization for Release of Protected Health Information, to authorize access to those within the network who may provide the various treatment options. As outlined in BBHC.0070 Entry/Access the Provider Network Policy that covers entry and access to the provider network, once a person enters the network and is assessed that they qualify for services they may then be given information about additional services that are available to them and the coordination of care begins with the appropriate service providers.

Providers must maintain timely communication regarding the person served regarding concurrent services and during times of transitions from one program, service, or level of care to another with appropriately signed Authorization to Release Protected Health Information Forms as required to address confidentiality requirements. Communication may happen either verbally or written in multiple manners.

This Authorization to Release Protected Health Information Form complies with legal and regulatory requirements based on BBHC contract with DCF. During monitoring, BBHC checks to ensure that there is established communication with providers, between providers regarding persons served in compliance with said requirements.

BBHC maintains an accurate inventory of the participating service providers and their service eligibility and exclusion criteria.

REFERENCES:
BBHC.0070 Entry/Access the Provider Network Policy

ATTACHMENTS:

DEFINITIONS:

REVISION/REVIEW LOG

DATE

Revised-No changes	08/03/2020
Revised – Minor updates in procedure to add new services	07/14/2021
Revised – No Changes	07/21/2022
Revised – No Changes	07/21/2023
Revised – Minor updates to include new programs	07/12/2024

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