

CenterPoint Human Services
DIRECTIVE ON CONTINUITY OF CARE FOR CONSUMERS OF AGENCIES
WHO CEASE SERVICE PROVISION

D- 3.02

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Authorized Signature

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Date

CONTINUITY OF CARE FOR CONSUMERS OF AGENCIES WHO CEASE SERVICE
PROVISION

PURPOSE:

To facilitate continuity of care and consumer choice, CenterPoint Human Services (“CenterPoint”) shall follow this directive when an Agency ceases service provision for any reason (i.e. endorsement withdrawn, provider goes out of business, etc.).

If fewer than ten (10) consumers are being served by the Provider

- CenterPoint executive leadership will be notified upon knowledge by Manager of Provider Operations.
- Human Rights Committee and Board of Directors will be notified as determined appropriate by executive leadership.
- If the service no longer provided is Child Residential of any level, the SOC Coordinator will be involved in the transition process to the degree described in procedure titled “Continuity of Care for Discontinued Services”.
- Care Coordination will assist in the implementation of a transition plan. A meeting may be held to outline the transition plan and responsible persons; the need for this will be determined by Care Coordination.

If ten (10) or more consumers are being served by the Provider

- CenterPoint executive leadership will be notified upon knowledge by Manager of Provider Operations.
- Human Rights Committee and Board of Directors will be notified as determined appropriate by executive leadership.

- If the service no longer provided is Child Residential of any level, the SOC Coordinator will be involved in the transition process to the degree described in procedure titled “Continuity of Care for Discontinued Services”.
- Care Coordination will ask the provider to immediately submit the following information to CenterPoint:
 1. Current consumer list, with contact information (phone, address, guardian, etc.)
 2. Listing of pending consumers (consumers who have been referred but not yet seen, consumers who are waiting on services, etc.).
 3. Clinical Home of consumer (if different than identified provider)
 4. Contact information for Qualified Professional responsible for consumer’s Person-Centered Plan (PCP)
 5. Person-Centered Plan
 6. Comprehensive Assessment
 7. Current service authorization (s)
- Provider Operations will expedite the withdrawal of service endorsement as appropriate. Provider Operations will send a “checklist” to the provider, indicating what actions are expected of them when they cease business operations for any reason. This checklist will be sent with the notification of endorsement withdrawal and will include the following expectations:
 1. Notification to consumers
 2. Contact with NC-TOPPS lead at LME to facilitate appropriate action regarding NC-TOPPS (i.e. discharge, transfer)
 3. Provider choice appropriately offered to consumers and documented
 4. Contact with Medical Records staff at LME to arrange transition and security of consumer records as appropriate (provider may choose to maintain records)
 5. Release of consumer medical record information to alternate providers if requested by consumer (must have appropriate consent to release information)
- Provider Operations, SOC Coordinator and Care Coordination will determine other agencies to be notified of provider status change (i.e. other LME’s, DSS, DJJP, schools, etc.) and will work in collaboration to facilitate these notifications.
- Consumer Affairs Specialist at CenterPoint will meet with consumers as needed to inform and educate regarding consumer rights and consumer choice. Any allegations of rights violations will be reported to Manager of Provider Operations and will be investigated as appropriate. These allegations will also be reported to the CenterPoint Human Rights Committee for review.
- Provider Operations will communicate internally with Contracts Department to facilitate the termination of provider MOA and/or Provider Agreement as appropriate.
- Other activities may occur as needed and/or as determined appropriate by executive leadership (i.e. review of Medicaid billing, review of IPRS billing, communication with DMA, DMHDDSAS, involvement of Peer Specialists, communication with Value Options, end dating authorizations, etc.).
- Reports are made to Consumer Affairs and/or Provider Operations when there is evidence that the clinical home or primary care provider (if there is no clinical home for consumer) are not fulfilling their obligations in planning a rapid, smooth and appropriate transition for the consumer.

Reference: Division of MH/DD/SAS MOA and Provider Agreement (sections 1.3-Informed Choice, 2.2-Service Records, and 2.5-Service Coordination); Continuity of Care for Discontinued Services (Residential)

CENTERPOINT HUMAN SERVICES

CHECKLIST TO FACILITATE CONTINUITY OF CARE FOR CLIENTS OF AGENCIES WHO CEASE SERVICE PROVISION/ PURSUANT TO DIRECTIVE D-3.02

- _____ notification given to consumers and supporting documentation is available**
- _____ contact with NC-TOPPS lead at LME to facilitate appropriate action regarding NC-TOPPS**
- _____ provider choice is appropriately offered and supporting documentation is available**
- _____ contact with Medical Records staff at LME to arrange transition and security of consumer records as appropriate (provider may choose to maintain records)**
- _____ release of consumer medical record information to alternate providers if requested by consumer (must have appropriate consents completed to release information)**