



COUNTY OF SANTA CLARA
Behavioral Health Services
Supporting Wellness and Recovery

MEMORANDUM

TO: Mental Health and Substance Use Treatment Services CCP Providers

FROM: Courtney Gray, Director of Quality Management

A handwritten signature in blue ink, enclosed in a blue rectangular box with the letters 'DS' in the top right corner.

RE: New Process for Accepting Walk-in Clients

DATE: January 30, 2024

Effective February 1st, Behavioral Health Services Department (BHSD) is updating the workflows for both the mental health and substance use treatment service providers to accept walk-in clients. The purpose of the change is to create a system that allows clients to easily access services.

Current practice for the mental health (MH) outpatient providers is to complete a Post-Auth form requesting approval for the services. The substance use treatment services (SUTS) outpatient and withdrawal management providers have clients call the BHSD Call Center when they present without a referral. BHSD Call Center completes the Integrated Screening Tool (IST). These two methods are how providers have historically dealt with walks-ins; however, our new streamlined process makes these steps unnecessary.

BHSD has developed workflows for all providers to accept walk-in clients without having to request post-auth or calling BHSD Call Center. Starting February 1st, providers can open clients without IST referral. If client has no Avatar Identification Number providers can call or email BHSD Call Center to request Avatar ID# at their convenience. At time of walk-in, agencies are responsible for all normal administrative paperwork, including client's financial and insurance (Medi-Cal, Medicare, other health coverage) eligibility.

BHSD will capture the required timely access data from the BHSD Timeliness Tool that will be released soon. The new tool will capture the date the client requested services from the IST or the date client walked into provider location.

Questions regarding medical record numbers (MRN) BHSDCALLCENTER@hhs.sccgov.org

Enclosures:

BHSD MH Walk-in Workflow

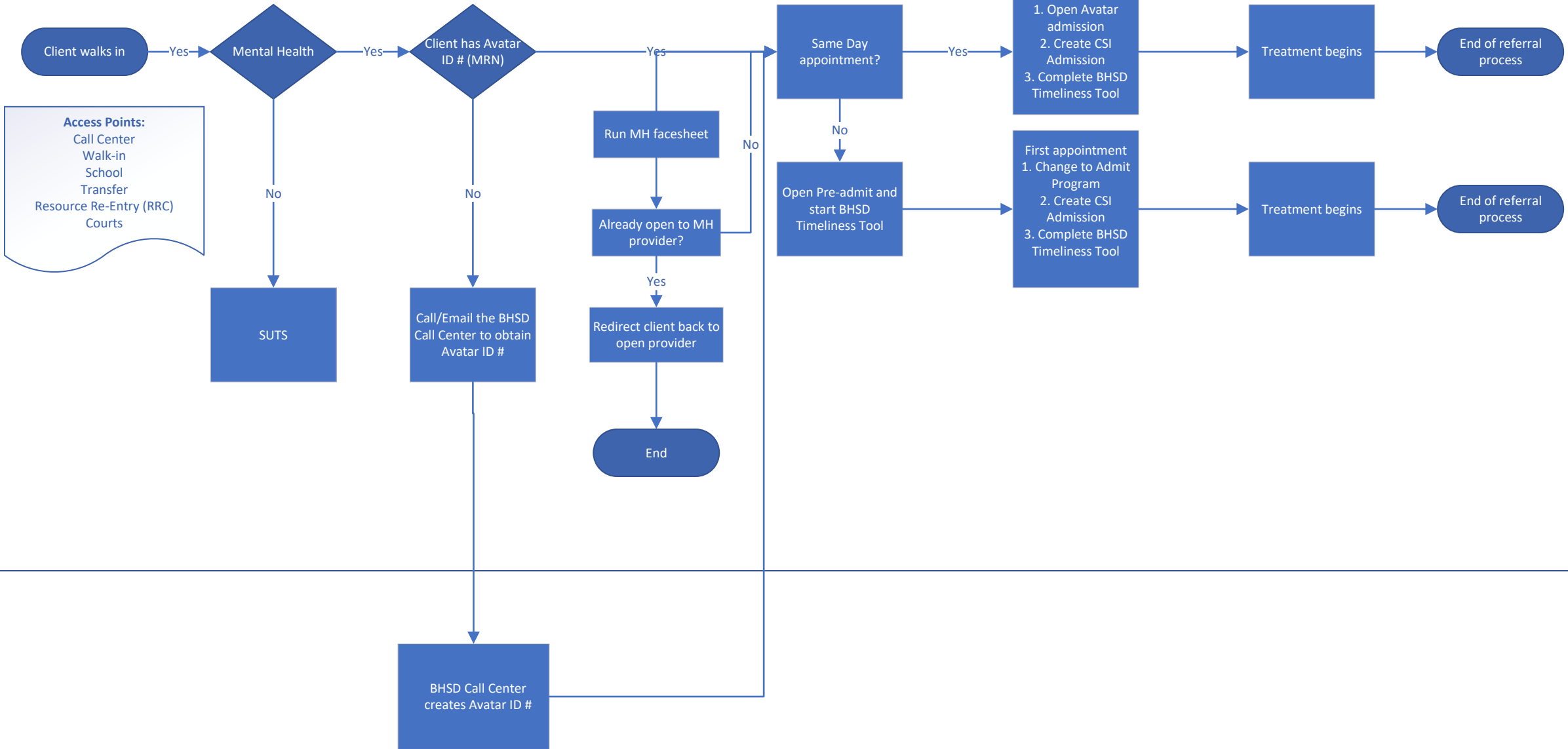
BHSD SUTS Walk-in Workflow

Mental Health Walk-in Workflow

Phase

CCP

BHSD Call Center



SUTS Walk-in Workflow

Phase

CCP

BHSD Call Center

