
**GA-U Mental Health Integration Program (MHIP)
Service Protocols
November 2009
Making a GA-U Mental Health Referral: Step-by-Step**

1. Verify that the client has GA-U managed care coverage with Community Health Plan.
2. Identify client's primary care clinic and Primary Care Provider (PCP) (if unsure, contact CHP customer service at 1-800-440-1561).
3. Schedule a primary care appointment.
4. The PCP may make a referral to the GA-U care coordinator for a mental health assessment at the time of the office visit. If the primary care clinic does not have an onsite care coordinator, outreach care coordination services are available.
5. If no care coordination services are available through the primary care office, call Community Health Plan customer service for more information.
6. If client is in crisis, RSN crisis services are available.

For Level 2 Providers Requesting a Retroactive Referral for Level 2 Services

1. Verify that the client has GA-U managed care coverage with Community Health Plan (CHPG).
2. Review RSN Transitions document (attached) to determine whether a retroactive referral is appropriate for your client.
3. Identify client's primary care clinic and PCP (if unsure, contact CHP customer service at 1-800-440-1561).
4. Call the clinic's care coordinator to request a retroactive referral for Level 2 services.
5. The care coordinator will review your request, and if approved, will enter the Level 2 referral in MHITS. Services may now begin and may last for up to six months.

For Level 1 Care Coordinators: Reviewing Retroactive Referral Requests

1. Review RSN Transitions document (attached).
2. For any retroactive referral requests from a Level 2 provider, ensure that the RSN
1. Transitions protocol is followed.
2. If appropriate, enter a Level 2 referral in MHITS.
3. Notify Erin Hafer at 206-613-5022 or erin.hafer@chpw.org whenever a retroactive referral is authorized in MHITS.
4. If you have any questions about the appropriateness of a retroactive referral, call Betsy Jones at 206-947-2254 or email betsy@kjcory.com.

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For Level 1 Providers: Psychiatric Consultation: Expansion Counties

1. Review the attached list of psychiatric consultants for GA-U Expansion counties.
2. Call the psychiatric consultant for your region to set up time for regular weekly consultations on your caseload.
3. If an interim consulting psychiatrist has been assigned for your region, call this person with any questions related to GA-U clients on your caseload. (You will be notified when a permanent consulting psychiatrist has been appointed and should schedule regular weekly consultations at that point in time.)
4. Please do not refer GA-U clients to any psychiatrist who has not been contracted through the GA-U Mental Health Integration Program to serve GA-U clients.

For L1 Outreach Providers: Outreach Services: Connecting with GA-U clients needing MH services

1. Review the list of affiliate primary care providers providing services to GA-U clients in your area (see attached).
2. Contact those affiliate providers to discuss the GA-U MHIP program and which clients in their practice may need mental health assessments by outreach care coordinators.
3. Contact GA-U clients who are receiving medical services through those affiliate providers to inform them about the GA-U MHIP program and process for obtaining a mental health assessment (mental health referrals are usually made by primary care providers to care coordinators—see attached GA-U MHIP Flow).
4. Accept referrals from affiliate primary care providers for GA-U mental health clients. Coordinate integrated care services with those providers.
5. Consult with the L1 consulting psychiatrist for your region.
6. Make referrals for Level 2 care as necessary.
7. Follow L1 Quality Aims.
8. Submit monthly billing statements for outreach services to Erin Hafer at CHP, erin.hafer@chpw.org.

For Affiliate providers: Referring a GA-U client to outreach mental health services

1. Refer any CHP managed care GA-U clients with mental health issues to the outreach care coordinator assigned to your clinic.
2. If you do not know who is providing outreach mental health services for your clinic, call Erin Hafer at 206-613-5022.
3. Upon referral, the outreach care coordinator will schedule a mental health assessment with the GA-U client.
4. Clients with mental health issues will be enrolled in the GA-U Mental Health
5. Integration Program (MHIP) and will receive Level 1 brief mental health intervention services from the outreach care coordinator and referrals to Level 2 services (6 months in care with a specialty mental health provider) as appropriate.
6. The outreach care coordinator will coordinate with affiliate providers to ensure integration of care for GA-U clients.
7. Psychiatric consultation support is available to primary care providers who are serving CHP GA-U clients enrolled in MHIP care coordination. Call Erin Hafer at 206-613-5022 for more information.