

Substance Use Treatment Services

SYSTEM ALERT

Date: August 28, 2020

TO: All ASOC & YSOC Providers

TOPIC: Proposed SUTS Referral Flow

SUTS Referral Process-Contract providers – Beginning 9/1

After SUTS moves to its new EHR-MyAvatar-, the process for referring clients to services at contract provider agencies will change. The new process for SUTS referrals is described in this Alert. The Alert describes commonly encountered referral workflows. Other workflows may be developed in future. Please note that the document is color coded for your convenience: current process is shown in blue font and the new process, in red font.

Please share this document with your clerical and intake staff as they will be the most impacted by these changes.

SUTS has scheduled a Q/A session in the first week of September. Invitations have been emailed to regular attendees of the Data Quality Meeting. If you wish to attend, please send Kakoli Banerjee an email at the address provide in the footer of this document.

Contract provider - OP referral workflow

1. Gateway actions

- a. Gateway completes IST & refers client to a contract OP provider
- b. Gateway has the email address at all contract provider sites
- c. Gateway sends referral via CareConnect with IST & MyAvatar MRN attached to contract OP provider email's address. (If this is NOT up and running by Go-live, SCCSecure may be used instead).
- d. Gateway registers the client in UniCare (Needed so the OP contract provider can open the client at the appropriate cost center level in UniCare). **Minimum number of data elements need to be completed** to register clients will be entered in UniCare-NOT the entire GRS

2. Contract provider actions

- a. OP provider should reply to the secure message with a brief acknowledgment such as "Received Referral," or something similar.
- b. The other components of the pre-admission and admission workflow remain the same:
 - i. OP provider assesses the referred client for medical necessity (ALOC & preliminary diagnosis). The ALOC should be completed in UniCare.
 1. *Note: contract providers will have access to ALOC until UniCare is decommissioned*
 - ii. OP provider completes the Referral disposition and records whether or not the client will be admitted to its program
 - iii. Contract providers will enter the Referral Disposition in UniCare in the same location within the GRS. The GRS will remain activated until UniCare is decommissioned.
- c. **If the client meets medical necessity for OP tx**, then the contract provider opens the client in UniCare at the appropriate cost center level.
 - i. **UniCare ID is the primary ID. The MyAvatar MRN should be entered in the alias field in UniCare Admissions tab**
- d. Contract OP provider follows the current workflow until the client is discharged

OP Provider seeking an upgrade to residential treatment

No change is anticipated in the current process used to upgrade a client from OP to residential services. OP providers should continue to follow the current process *until further notice*.

Contract provider – Residential referral workflow

3. Gateway actions

- a. Gateway completes IST
- b. Gateway send client information to the Residential Placement Unit (RPU) in SUTS QI using the same methodology – via standard email
- c. Gateway registers the client in UniCare (Needed so contract Res provider can open the client at the appropriate cost center level)

4. Residential Placement Unit actions

- a. RPU processes the residential placement referral from Gateway using the current practice
- b. RPU identifies an open at a **contract Res provider** location to place the client
- c. RPU emails Gateway to inform Gateway to send the IST to the selected residential provider
(Please note that referrals will originate from Gateway via Care Connect Inbox starting 9/1/2020).

5. Contract provider actions

- a. Contract provider responds to the Gateway referral indicating receipt of the referral.
- b. Contract RES provider assesses the referred client for medical necessity (ALOC & preliminary diagnosis) for residential treatment. The ALOC will be completed in UniCare.
 - i. Note: *contract providers will have access to ALOC until UniCare is decommissioned*
- c. Contract RES provider completes the Referral disposition and records whether or not the client will be admitted to its program
 - i. Contract providers will enter the Referral Disposition information in the same location as usual in UniCare.
- d. If the client meets medical necessity criteria for residential treatment, the RES provider requests authorization from SUTS QI by sending the ALOC to SUTS auth email box for approval
- e. If SUTS QI authorizes residential treatment for the client, then the contract RES provider opens the client in UniCare at the appropriate cost center level
 - i. **UniCare ID is the primary ID and the MyAvatar MRN should be entered in the alias field In UniCare on admission tab**
- f. Contract RES provider follows the current workflow until the client is discharged

Contract provider action – No show for treatment

6. If a client does not show up for an intake within 30 days of the screening date, the referral is closed out.

The contract provider goes into the GRS and closes out the referral.

The referral disposition indicates no show. Other fields remain blank.

*If you have any questions regarding this Alert, please contact:
Kakoli Banerjee, Director of Research & Outcome Measurement
Kakoli.banerjee@hhs.sccgov.org*