

Substance Use Treatment Services

SYSTEM ALERT

Date: September 24, 2019

TO: All ASOC & YSOC
TOPIC: Gateway Referral Duration

Duration of Gateway Referral & Outreach Guidelines

Effective July 1 2019, the duration for which a Gateway referral has been reduced to **30 days** after the Gateway screen date. This rule applies currently **only to referrals with a Gateway Referral for Service form** that is generated by Gateway and a few other locations when a client seeks services. This form is typically completed when there is request for service from outside the SUTS system of care. The outcome of Gateway referrals is now tracked in the Referral Disposition section of the Gateway Referral for Service (GRS). This Alert describes the relevant procedures that must be followed to meet this new requirement.

Please note: Internal referrals from one provider to another will continue to operate as before, with an ALOC accompanying each transfer. This protocol does not apply to transfers within the SUTS System of Care.

The exceptions to the **30-day** rule include:

- ✓ A referral for which a Gateway Referral for Service **does not** exist. This includes referrals from DWC, by school staff or from VMC to QI staff.
- ✓ A client who is **in custody** when screened by Gateway
- ✓ A client who, **in collaboration with a provider**, has scheduled an intake after the 30th day of the screening date. Please see below for Client-arranged intake date protocol for more details.

The 30-day protocol

1. When a client does not show up for a pre-arranged intake session or an open access day, the provider must make a **minimum of 3 attempts** in the 14-day period following the screen date to reach the client via phone, email, regular mail, etc.
 - a. Providers must make multiple attempts to reach the client beyond 14 days and schedule an intake appointment within the 30-calendar day time-period that the referral is open.
 - b. These efforts and outcomes must be documented outside of Profiler in a spreadsheet or the provider's EHR, or another documentation system (eg. an Outlook scheduler) that can be made available for MCP review upon request.
2. If the client **cannot be contacted within a 30-day period**, the Gateway referral is considered closed.

3. The provider should take the following steps to close out the referral:
 - a. The show date field in the Referral Disposition screen should be left blank.
 - b. The option – No Show- No Contact – should be entered for Item # 2 on the Referral Disposition screen. No other field in the Referral Disposition screen needs to be entered.
 - c. The date field should not be completed until the **30th day** after the initial screen date. Providers are expected to actively reach out to the client before the expiration of the referral.
 - d. If the client contacts the program before the referral is closed out (prior to 30th day), the provider should schedule an intake appointment. The client does not need to call Gateway as long as the referral is open or the client proactively makes arrangements for an intake date beyond the 30-day period. (See below)
 - e. The GRS should be expired in Profiler:
 - i. After 30 days have passed and the program has not been able to contact the client for an appointment
 - ii. After the client has been admitted to the program

Client –arranged intake date protocol

4. If a client wishes to schedule her/his intake date after the 30th day, and **informs** the program of the decision, then it is allowable to admit a client on a **client-arranged date**.
 - a. The client does NOT need to call Gateway if this situation occurs.

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