

# Access to Care

Partners' employees that work in Access to Care and perform the screening, triage and referral (STR) function are all licensed clinicians, experienced and trained in customer service, Access to Care protocols, and behavioral health care. Staff are knowledgeable about community resources, insurance, enhanced benefit providers and services. Trained and licensed, masters-level employees are available for consumers 24/7/365 via the 1-888-235-4673 number. The Access to Care Department staff possess a diverse range of knowledge, skill, education and cultural diversity. A psychiatrist is available to consult with the team 24 hours per day. There is an emphasis on cross-training and continual professional development. The unit is staffed by masters-level independently licensed clinicians and Bachelors level Access to Care Specialists. Only Independently Licensed Clinicians may provide the Triage portion of the STR.

## Access to Care Departmental Duties

- **Suicidal Follow-up** – All callers are screened for suicidality. Callers that present positive for suicidality: licensed clinicians contact the caller – 2 hours after the call ends, 1 day later and 7 days later. A report is generated internally, used to track on suicidal follow-ups for callers.
- **Daily Hospital Tracking form** – Staff contact all area hospitals inpatient units and ED's, area facility based crisis facilities and Rapid Response Bed providers to get bed availability and to see if they may need assistance. This report is generated internally, used to keep track of consumers in ED's, inpatient hospital units, facility based crisis units and rapid response beds.
- **Mobile Crisis** - Mobile Crisis Management provides support for children, youth, and adults experiencing a mental health, substance use or developmental crisis. Mobile crisis management is an assessment, intervention and crisis prevention service available 24/7/365 delivered "in the least restrictive environment", a safe location, such as the home, school or workplace. Daily Report – generated internally, used for MCM providers to send daily information of who they have seen for the past 24 hours, Access checks and follows up if needed.
- **Access to Care Resource Directory** – Access staff update and manage current resource directory. This report is generated internally, used to keep up with providers, services and funding sources for referral purposes
- **URAC Health Call Center Call Log Audit Tool** – This tool is used for supervision purposes. The report is generated by our URAC consultant to meet URAC accreditation requirements.
- **Access to Care Aggregation Live Call Monitoring Tool** – This tool is used for supervision purposes. The report is generated internally to meet URAC accreditation requirements.
- **Primary Care Physician QIP** – Staff are documenting how callers found out about us, keeping up with this departmental Access to Care PCP QIP.
- **Reminder Calls** – QP's and licensed clinicians run a report generated through Reports Manager specifically pertaining to Daymark and Phoenix so Access to Care can make reminder calls with upcoming appointment information.

- **Follow-up Calls** – QP's and licensed clinicians call consumers who fail to show for their scheduled appointments.
- **Broughton waiting list** – Staff updated during first and second shift with those waiting for available beds. Referral information is gathered throughout the day where additions and changes are made to the waiting list.
- **Inpatient Facility Discharge** – QP's and licensed clinicians run a report generated through Reports Manager used to remind consumers of follow-up inpatient facility discharge appointments.
- **Western Regional Partnership Rollover Calls** – QP's and licensed clinicians are available to take overflow calls from Vaya Behavioral Health.
- **Broughton Diversion** – Staff assist with Broughton diversion, assisting with diversion screening and disposition.
- **ACTT Consumers** – Access to Care staff link ACTT consumers to their assigned teams.
- **IDD Consumers** – Access staff are trained to assist families and consumers with IDD questions and connect with IDD services.

## Frequently Asked Questions and Answers

**Q: How do I contact Access to Care employees?**

*A: By way of our 24/7/265 phone number, 1-888-235-4673 (HOPE)*

***Q: Should I use this number to call other Partners' employees?***

*A: No. Providers should call 1-877-864-1454 to reach other departments or to access the Staff Directory. The HOPE Line should be reserved for use by consumers whenever possible.*

## Who to Contact in Access To Care

Providers who need to speak with Access to Care employees can call 1-888-235-HOPE to reach them. To contact employees in other Partners' departments, please call 1-877-864-1454 to access the staff directory.