Category:	**Subject:** FCNi TBS & IHBS Referral Process
Behavioral Health	**Scope:** SLO Behavioral Health Department – Mental Health Services **Effective Date:** 8/01/2023

Purpose: Referral process between SLO Behavioral Health Department-Mental Health Services & FCNi TBS & IHBS.

Procedure:

1. Therapist/Primary adds the relevant referral information to a targeted case management (TCM) Service Note in SmartCare using the Word doc templates provided for the relevant programs/services.

2. Therapist/Primary adds to the targeted case management (TCM) Service Note in SmartCare a co-signature request for their Program Supervisor, Health Information Technician (HIT), and the associated Family Care Network (FCNi) Program Supervisor.

3. Therapist/Primary sends a SmartCare message to their Program Supervisor and the associated FCNi Program Supervisor noting the referral being made.

4. County Health Information Technician (HIT) opens the referral program in SmartCare, status as "requested" and assigns the appropriate FCNi Program Supervisor as "assigned staff" to that program.

    a. HIT adds in the "comments" section the date of the Service Note that has the referral information in it.

    b. Family Care Network (FCNi) Program Supervisor to assign to the requested referral programs as "assigned staff":

       TBS/IHBS: Jess Gladwill

    c. FCNi programs to assign as "requested":

       TBS: FCN TBS (3404)
       IHBS: FCN ICC/IHBS (3464)

5. County HIT sends a SmartCare message to the associated FSP Program HIT to inform them that the client has been opened to the Referral program as "requested".

6. When client is being placed into the program:

    a. For TBS and IHBS, the associated FCNi Program Supervisor emails County staff informing client is being placed into the program.

    b. The FCNi HIT changes the client's program from "requested" to "enrolled".

Templates:

IHBS Template:

MEDI-CAL ELIGIBILITY:

- Youth has full-scope Medi-Cal, verified today (Answer Yes or No):
- Medical was verified by:

BEHAVIORS BEING TARGET (What are the current behaviors/symptoms to be targeted by IHBS and how are they impacting the client's functioning?):

FREQUENCY OF SERVICES

- Estimate the frequency of IHBS services needed per week:
- Estimate the frequency of ICC services needed per month:

Is this a stepdown from TBS? (Answer Yes or No):
Has there been a CFT for this family? (Answer Yes or No):
Does this youth have an open Child Welfare case? (Answer Yes or No):

TBS Template:

MEDI-CAL ELIGIBILITY:

- Youth has full-scope Medi-Cal, verified today (Answer Yes or No):
- Medi-Cal was verified by:
- Out-of-County Authorization Needed? (Answer Yes or No):

TBS CLASS ELIGIBILITY CRITERIA

___ Currently place in an STRTP

___ Considered for an STRTP

___ Emergency MH hospitalization within las 24 months

___ At risk of emergency MH hospitalization

___ Previously receive TBS

WITHOUT TBS, ONE OR MORE OF THE FOLLOWING IS HIGHLY LIKELY:

___ Will require out-of-home placement

___ Will need higher level residential care

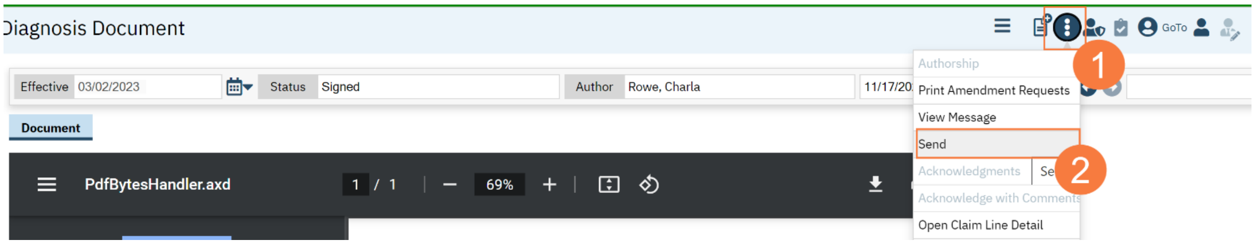
___ Will need acute care (hospital/crisis)

___ Unable to transition to lower level of care (ex. from STRTP to resource family home)

DESCRIBE BEHAVIORS THAT PUT CHILD/YOUTH AT RISK:

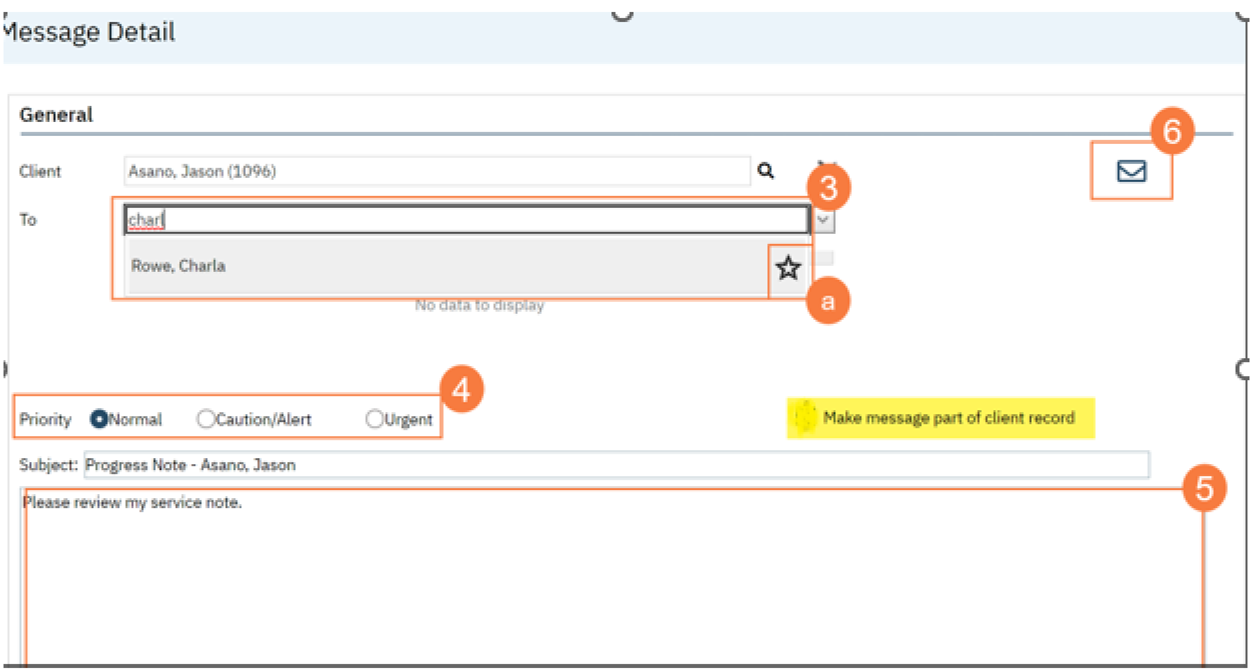
How to send the referral service note in a SmartCare message

1. Open the note you want to send. **Click on the three dots icon** in the upper right side.
2. **Click Send** from the menu.



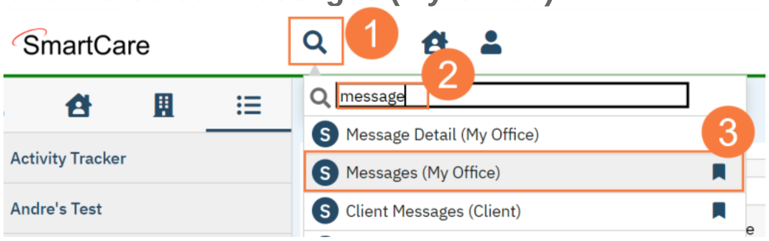
3. **Click in the To box and begin to type the staff member's name.**
    a. To save this person as a favorite **click the Star icon**.
4. **Click the radial button** to change the priority from Normal if it applies**.**

5. **Click in the empty box below** and **type the message.**
6. **Click the mail icon** to send the message.
7. **NOTE: DO NOT CHECK THE BOX TO MAKE MESSAGE PART OF THE CLIENT RECORD**

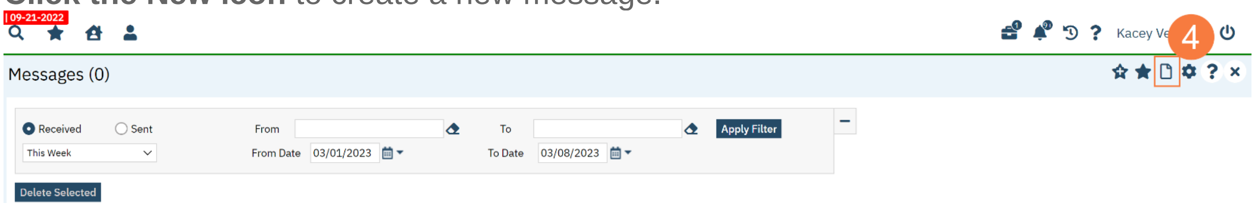


How to send a SmartCare message

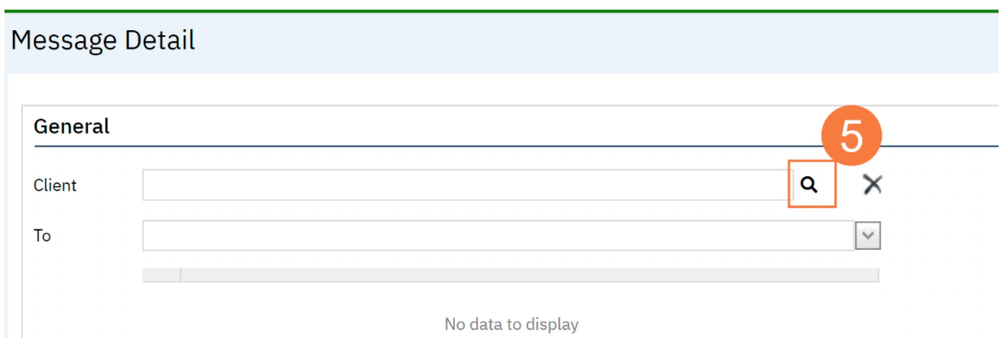
1. **Click the Search icon**.
2. **Type Messages** in the search bar.
3. **Click to select Messages (My Office)**.



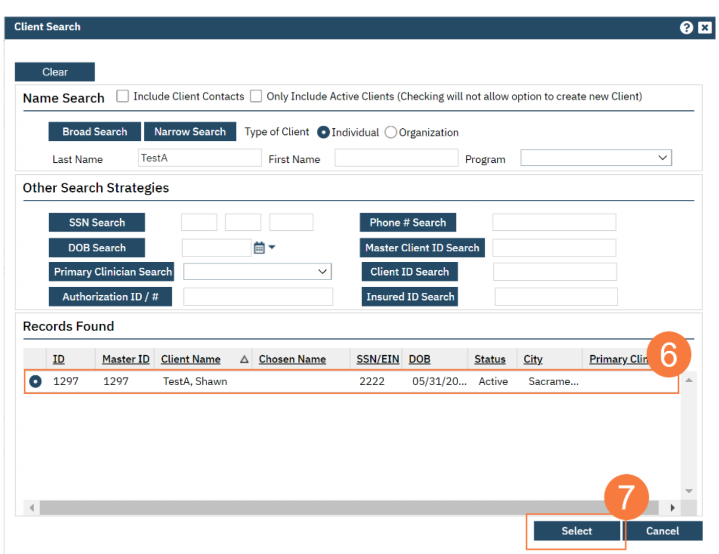
4. **Click the New icon** to create a new message.



5. **Click the Magnifying glass icon** next to the Client field and search for the client (if applicable).

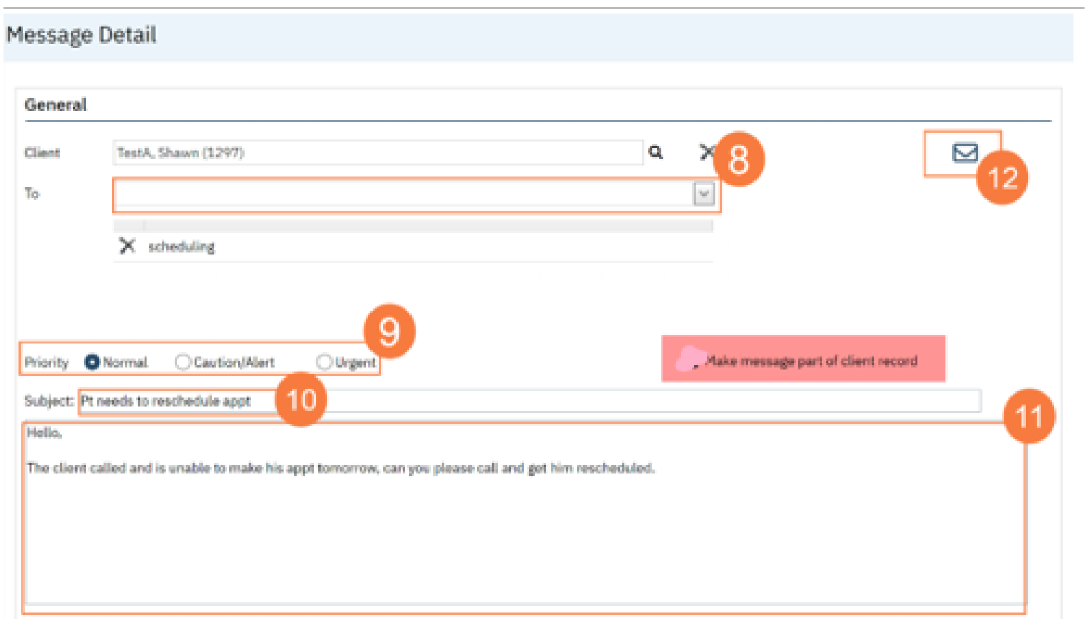


6. **Enter the search criteria** and **click the radial button** to select the patient.
7. **Click Select**.



8. **Click in the To box and begin to type the staff member's name.**
    a. **To save this person as a favorite click the Star icon.**
9. **Click the radio button** to change the priority from Normal if it applies**.**

10. **Click in the Subject field** and **type an appropriate subject.**
11. **Click in the empty box below** and **type the message.**
12. **Click the mail icon** to send the message.
13. **NOTE: DO NOT CHECK THE BOX TO MAKE MESSAGE PART OF THE CLIENT RECORD**



Revision History

Date:	Section Revised:	Details of Revision:
8-01-23	Original	