

Great Rivers Behavioral Health Administrative Services Organization

Policy Title: Client First Contact	Policy No. 3008.00
Category: Information System	Date Adopted: 01/10/2020
	Date Revised:
	Date Reviewed:
Reference: Washington Administrative Code Revised Code of Washington HCA Contracts, HIPAA, CFR	

Policy:

Great Rivers Behavioral Health Administrative Services Organization (Great Rivers) contracted provider agencies shall be required to complete and submit a First Contact record for all Great Rivers funded clients requesting services.

Procedure:

When an agency receives a request for services by a potential client or an individual having legal authority to authorize care for the potential client, and an appointment or referral to a walk-in intake is made, the Client First Contact screen must be completed. The date of the first contact is the date of the telephone call or walk-in. A screening for financial eligibility is to be completed at the time of request for services. The Client First Contact is to be submitted to Great Rivers within five (5) calendar days of the client or an individual having legal authority to authorize care, request services. This screen is to be completed for each new episode.

Because collected information may be limited when entering Client First Contact, agencies are required to complete all Great Rivers required data elements when the client presents for service.

If a client is entered into the information system and does not present for intake, the client will be discharged in the information system no later than ninety (90) days from first contact.

Business Rules:

- First Contact information is to be gathered when the client or individual having legal authorized to authorize care first contacts an agency to request services either by phone or in person.
 - First Contact Date: The actual date the client or individual having legal authority to authorize care first contacts an agency to request services either by phone or in person.
 - First Offered Appointment: The first available intake date offered.
 - First Accepted Appointment: The intake date the client accepts.
- Data is to be gathered and entered into the MIS at the time the client or individual having legal authorized to authorize care requests services.

- Data collection and entry into the MIS is not contingent on the client showing up for the intake.

First Contact compliance will be monitored on an ongoing basis either through Clinical Utilization Reviews or annual contract monitoring.

POLICY SIGNATURE

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Edna J. Fund

4/14/2020

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Edna J. Fund, Chair

Date

Great Rivers Governing Board