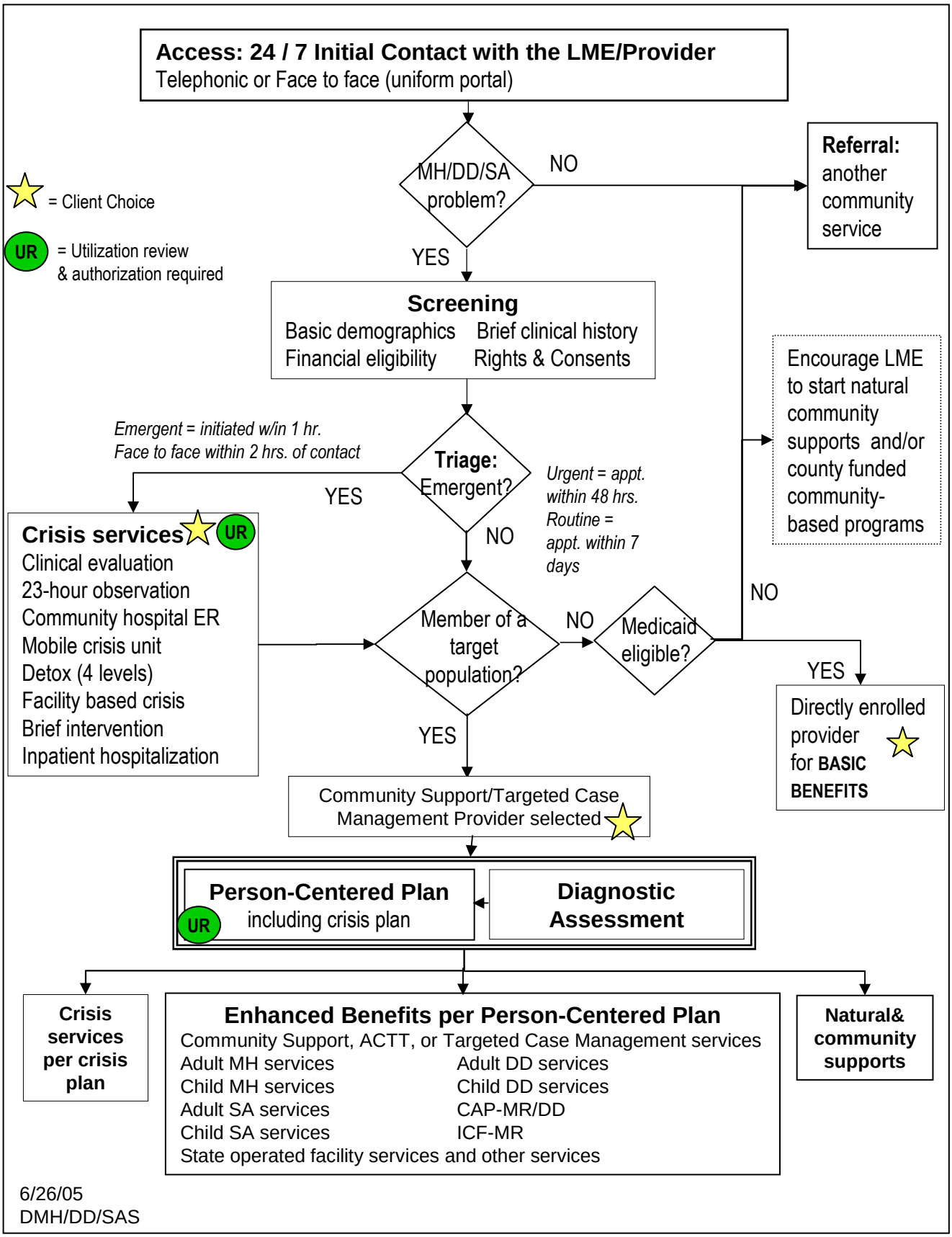
Access: 24 / 7 Initial Contact with the LME/Provider
Telephonic or Face to face (uniform portal)
MH/DD/SA problem?
NO
Referral: another community service
= Client Choice
UR = Utilization review & authorization required
YES
Screening
Basic demographics
Brief clinical history
Financial eligibility
Rights & Consents
Encourage LME to start natural community supports and/or county funded community-based programs
Emergent = initiated w/in 1 hr.
Face to face within 2 hrs. of contact
Triage: Emergent?
YES
Urgent = appt. within 48 hrs.
Routine = appt. within 7 days
NO
Crisis services
Clinical evaluation
23-hour observation
Community hospital ER
Mobile crisis unit
Detox (4 levels)
Facility based crisis
Brief intervention
Inpatient hospitalization
Member of a target population?
NO
Medicaid eligible?
NO
YES
Directly enrolled provider for BASIC BENEFITS
YES
Community Support/Targeted Case Management Provider selected
Person-Centered Plan including crisis plan
Diagnostic Assessment
Crisis services per crisis plan
Enhanced Benefits per Person-Centered Plan
Community Support, ACTT, or Targeted Case Management services
Adult MH services
Adult DD services
Child MH services
Child DD services
Adult SA services
CAP-MR/DD
Child SA services
ICF-MR
State operated facility services and other services
Natural& community supports
6/26/05
DMH/DD/SAS