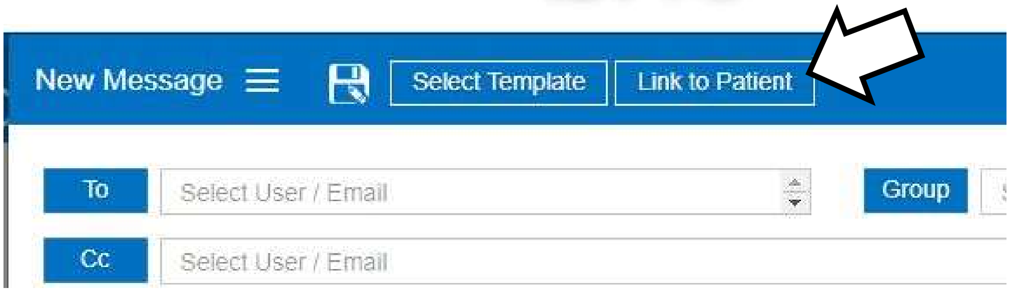
Behavioral Healthcare Corporation
Mental health for all we serve.™

Process for MPN & OPC Referrals and Intakes

1. Receive phone call from potential client **OR** fax/letter from a referring source.
    a. Preclusions to our services include the following.
        - **OPC** – The client must be at least 14 years of age.
        - **MPN/MMHT –** The client must be at least 18 years of age.
        - Other Preclusions may be determined by director.
2. Verify that we accept their insurance. Please reference the 'Verification Check' section in this manual. Continue to number 3 if we accept their insurance.
3. Return phone call by the next business day.
4. Add potential client to EHR.
    a. Begin by verifying that the person is not already in EHR by doing a search of all clients. Please search in the discharged Patient Files within the Shared Drive as well. (S: SP_PatientFiles)
        - If the potential client is already in EHR verify their information.
    b. Include the following information in the demographic section of the chart.
        - Name
        - DOB
        - Address
        - Phone Number
        - Referral Source if Applicable
        - Assign the Director as the 'Assigned Provider'
        - Enter Insurance
            - Run a verification and index into chart.
            - **MPN –** Complete a PerformCare MPN Auth Request
                - Located in - Shared Drive: Nursing: PerformCare Authorizations: PerformCare MPN Auth Request Feb 2022
                - Save into Initial Authorizations as the client's last name, first initial.
        - Index any supporting information.
    c. Inform them that someone will be calling them within the next two business days to schedule an intake and provide further information. (**OPC –** If time allows, continue to step 6.)
    d. Fill out a checklist.
5. **MPN** - Email the Director of the program through EHR.
    a. Link email to the Patient. Please see arrow below.
    b. Make sure to enter "Potential Client" in the subject line. Additional information can be placed in the body of the email.

822 Marietta Avenue, Lancaster, PA 17603
535 Locust Street, Columbia, PA 17512
PH: 717.399.8288 F: 717.399.8968



6. **MPN –** As acting Intake Specialist, the Director will call to schedule the intake within one business day of receiving the email from the Clerical Staff.
    a. Director will contact Clerical Staff through EHR, making sure to attach client's chart.
        - Clerical Staff will re-run insurance eligibility and index into the Client's chart.
    b. If the Director/Intake Specialist is assigning the client to another nurse, they will email the assigned Nurse, and Clerical Staff through EHR.
        - Link to Patient as seen above.
        - Make sure to enter "Client Assigned" in the subject line.
    c. The checklist and backup packet should be taken to the scheduled appointment.
7. **OPC –**
    a. The Clerical Staff will call the client within one business day of receiving the email in order to complete the EHR Demographics and schedule an appointment with the Mental Health Worker.
    b. The Clerical Staff will email the Director and Mental Health Worker through EHR.
        - Link to Patient as seen above.
        - Make sure to enter "Client Assigned" in the subject line.
    c. The Mental Health Worker will schedule the client with an available Therapist.
        - The Mental Health Worker will email the Director and Therapist through EHR.
            1. Link to Patient as seen above.
            2. Make sure to enter "Client Assigned" in the subject line.