



Avatar SUD Access Form

Welcome SUD Contracted Providers!

March 22, 2019

What is the SUD Access form and why do we even need to complete it?

- SUD Access Form is used primarily for tracking purposes to help ensure the DMC-ODS programs are responding to beneficiary SUD service needs in a timely manner.
- The data collected is also used to help inform decisions about timely access to services, resource allocation, and reporting including the annual External Quality Review Organization (EQRO).
- **Future update in the near future will be a pop up box that will warn/prevent a new SUD Access form from being added if there is one already present in an open SUD episode.**

BHC Behavioral Health Concepts, Inc – California EQRO | www.caleqro.com | info@bhceqro.com
 5901 Christie Ave, Ste 502, Emeryville, CA 94608 | Tel: (855) 385-3776 | Fax: (855) 385-3770

SECTION II – TIMELINESS FINDINGS
 Please identify the time frame you are referencing (e.g. FY16-17, CY16, CY17, etc.):
 Click or tap here to enter text.

• In this section, please provide the timeliness findings for select key timeliness metrics that were marked YES in Section I.
 • Leave blank for items that the DMC-ODS does not collect or calculate.

1. **The length of time from initial request to first offered appointment (if tracked):**
 Use this text box to provide any specific methodological issues: Click or tap here to enter text.

Data: Entire System County Operated Only Contract Providers Only

	All Services	Adult Services	Children's Services
Average length of time from first request for service to first face to face appointment	▒ days (mean)	▒ days (mean)	▒ days (mean)
DMC-ODS standard or goal for offered appointment	▒ days	▒ days	▒ days
Percent of appointments that meet this standard	▒%	▒%	▒%
Range	▒ days	▒ days	▒ days



SUD Program List on AVATAR

How do I find it and what can this be used for?

Click in Form Search → Type "SUD Program List" → Double click "SUD Program List" → Click "Process" Button



How can I check if an SUD Access Form has already been completed?

Click in Form Search → Type "Access SUD" → Double click "Access SUD" → Click in box to search Client by name, DOB, or SSN → Brief List of Access SUD Forms completed will pop up

When do I know to **ADD** or **EDIT** an existing SUD Access Form?

- **Non-Urgent:** Non-urgent request is one that will be followed up within 10 business days.

An SUD access form is completed at each new service initiation of the intake process for a Non-Urgent service request (as long as client is not currently admitted to any SUD program/continuum of care).

The SUD Access Form must be completed at all entry/access point programs (contracted SUD provider, county-operated program, etc.) **every time** a client/beneficiary is:

- A brand new client (does not have an Avatar ID) or Not currently admitted to **any SUD programs OR URGENT**

Example of when a new SUD access form would be **Added** for a non-urgent service:

- Client was discharged from all previously admitted SUD programs and is restarting services***

(Currently exploring options on how to allow providers to check discharge info).

- Examples of when a new SUD Access form would **NOT** be **Added** but **EDITED**:

- Client was referred to a contracted provider (e.g., WestCare) from a Fresno County operated access and referral program (e.g., Urgent Care Wellness Center) where an SUD Access Form has already been completed after client initiated intake process at Urgent Care Wellness Center.

- Client was referred by law enforcement where client has been contacted and scheduled an appointment (SUD Access form was added at that time) where then client fails to show to their first appointment. Law enforcement resends the same referral on the same client 3 weeks later. First SUD Access form added would be **EDITED** as this would still count as a service initiation as client has not yet been seen for an initial service following the referral.

- **Urgent:** “..imminent and serious threat to his or her health including, but not limited to, the potential loss of life, limb, or other major bodily function, or the normal timeframe for the decision making process would be detrimental to his or her life or health ...”. An urgent request is one that will be followed up within 24 hours.

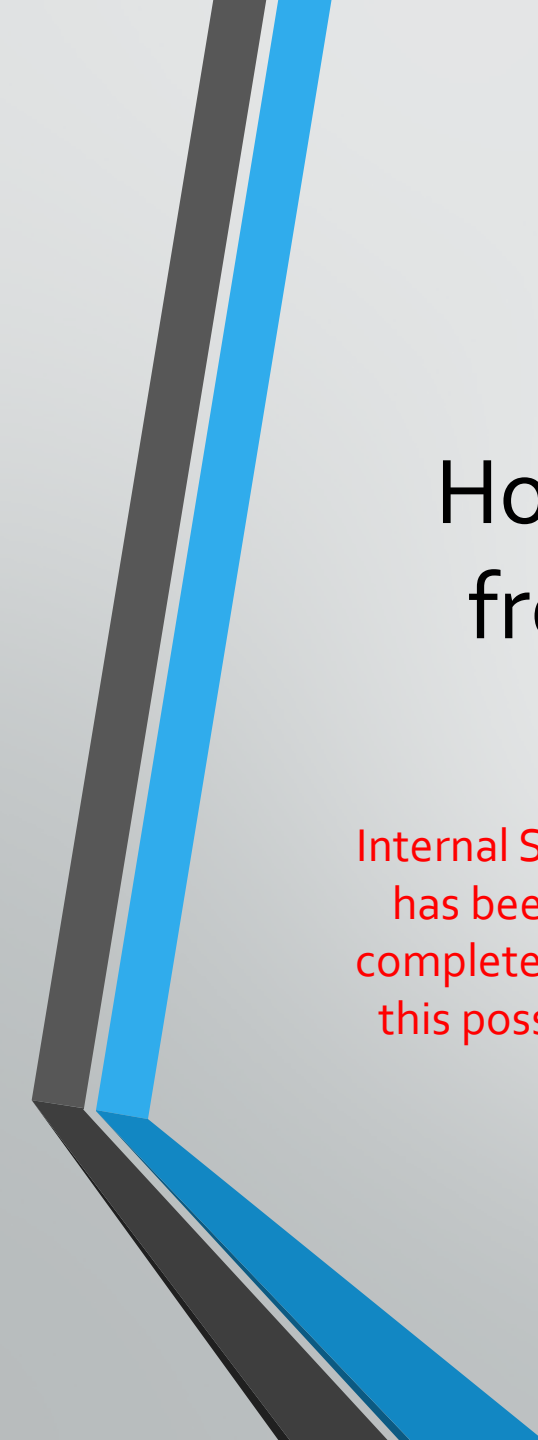
The SUD Access Form is mandatory and must be completed at all entry/access point programs **every time** a service request is deemed “**Urgent**”. Complete this form even if the client is currently admitted to an SUD program and already has an SUD Access Form previously entered as a “**Non-Urgent**” service request.

Reminder:

Registration (Admission (Outpatient) and Financial forms) should have both already been completed on AVATAR before adding a new SUD Access Form.

UPDATE (Per email dated 3/29 sent by DMC-Waiver) :

If client was entered into Fast Financials in a previous entry like January 2019 then, you can **skip the SUD** Fast Financials entries. Fast Financials is **only** for new client moving forward. Just continue entering in services for each month.



How can I check if a client has been discharged from an SUD program or has been previously admitted to an SUD program?

Internal Substance Abuse Specialists are currently the only role able to confirm (at this time) if a client has been discharged from an SUD program. All programs should be able to see SUD Access Forms completed, but no discharges or admittances to other programs that are not yours. Hoping to change this possibly in the future but CFR 42 also makes it difficult to allow just anyone to see all treatment info history of a client.



AVATAR
Time!

Completing the SUD Access Form

Reminders of Info not Emphasized/missed at Training

- Overall, the “end point” of the Access SUD form is when an appointment is offered or **offered and accepted** to the consumer; even if this takes more than 3 contact attempts.
- This would mean, **No Additional Access SUD Form** is added even after 3 contact attempts have been “locked out”.
- The same Access SUD Form would be edited and the contact attempts (4th, 5th, etc.) would be documented in the comments section in the contact attempts tab.

The screenshot displays the 'Initial Contact Attempt' section of the Access SUD form. It includes fields for 'First Appointment Offered', 'First Appointment Accepted', 'First Attempt Date' (03/21/2019), 'First Attempt Time' (10:08 AM), and 'First Attempt by' (Dalia Jimenez, LMFT (DAJIMENEZ)). A checkbox labeled 'Unable to Schedule Appt. at this time' is checked. The 'Comments' section contains the text: 'Clinician called; no answer. Clinician left voicemail for client to call at earliest convenience.' Below the comments are checkboxes for 'Unable to Contact' and 'Lock', both of which are checked. The 'Second and Third Contact Attempts' section is also visible, showing similar fields for the second and third attempts, with the same comment text. The 'Follow-Up Disposition' section at the bottom has radio buttons for 'Accepted SUD Services', 'Declined SUD Services', 'Unable to Contact', and 'Other', with 'Unable to Contact' selected.



On SUD Access Form which did not result in any follow up service **after 3 unsuccessful contact attempts (no time specifier)** → Mark “unable to contact” on Follow Up Disposition in the Contact Attempts tab → Return to initial disposition to Mark **OTHER** and explain what occurred in the **Other Disposition** section (e.g. Client was unable to be contacted after 3 attempts).

The screenshot displays the SUD Access Form interface. The 'Follow-Up Disposition' section is highlighted with a blue box and contains four radio button options: 'Accepted SUD Services', 'Unable to Contact' (which is selected), 'Declined SUD Services', and 'Other'. To the right of these options is a text field labeled 'Other Follow-Up Disposition'. Below this, the 'Initial Disposition' section is shown with a list of checkboxes: 'Asked to Walk-In', 'Referred to Crisis Services', 'Referred to MHP Provider', 'Scheduled Assessment', 'Referred to Community Resources', 'Referred to ODS-DMC SUD Provider', 'Referred to PCPs/Health Care Plan', 'Not an SUD Request', and 'Other' (which is checked). To the right of the 'Initial Disposition' is the 'Other Disposition' section, which contains a text field with the text 'Unable to successfully contact client after 3 attempts.' Below this are two more text fields labeled 'MHP Program Referred To' and 'SUD Program Referred To'. At the bottom of the form, there is a 'Comments' section with a text area containing the text '3/25/19: Unable to successfully contact client after 3 attempts.' and a 'Request From' section with radio buttons for 'Other' (selected) and 'Self'. A 'Locks Type of Request and Request From' section is also visible with a checked 'Lock' option.

In the event that the client did not show or cancelled:

- Service Codes: Please input these codes on billing form (Client charge input) as appropriate for scheduled appointments (these are **non-billable** codes and are only used for tracking).
 - ASSESSC (appointment cancelled by client)
 - ASSESSN (appointment was a No Show)
 - ASSESSP (appointment cancelled by Practitioner)

In Summary...

- Please please please complete first appointment offered, first appointment accepted, and contact attempts as needed, being as specific as possible in the Contact Attempts tab on the SUD Access Form.
- Helpful tip is to have the SUD Access form of the client you are contacting open when you are making the contact attempt(s).
- Please remember to complete the **Follow-up Disposition Section** near the bottom of the Contact Attempts tab on the SUD Access Form.
- For up to date information of SUD programs within Fresno County DMC-ODS remember to use SUD Program list on AVATAR.
- **Urgent conditions** (definition under  on Avatar)= **ALWAYS add** a new SUD Access Form
- Use clinical judgement to decide if client meets urgent condition based on definition under  on Avatar.

In Summary (continued)...

- If ASAM screening/assessment is offered and accepted the same day at your agency, please mark on SUD ACCESS Form as you are referring to your same program along with the same date offered and accepted on contact attempts tab. SAS or clinician can always go back to edit the referred-to section after screening is complete or once more information is obtained.

- If **ASAM Assessment is scheduled the same day please mark on SUD ACCESS Form** as:

- Referred to ODS-DMC SUD provider → Specify which SUD program client will be referred to (IN MOST CASES, if this is at the same program, input your own SUD program code → Complete the appointment first offered, accepted, etc. and any other info on SUD Access Form.
- Note: Latter is also dependent on your workflow. That is, if ACCESS SUD Form is completed before or after ASAM screening/assessment has been completed.

- In the end, the **Referred to section** should always reflect where client will be receiving treatment.

😊 Thank you for your time and also patience with the SUD Access Form!

Request Date: 03/26/2019

Urgent: Yes No

Type of Request: Phone Writing In-Person Other

Refused Service: Yes No

Court Ordered: Yes No

Initial Disposition:

- Asked to Walk-In
- Referred to Crisis Services
- Referred to MHP Provider
- Scheduled Assessment
- Referred to Community Resources
- Referred to ODS-DMC SUD Provider
- Referred to PCPs/Health Care Plan
- Not an SUD Request
- Other

Other Disposition:

MHP Program Referred To:

SUD Program Referred To: 106223-1.0-Turning Point - First Street

Side note: Only SUD Access entries checked with the **first six** bullets of the initial disposition will be included in the timeliness data pull, to determine the timeliness. By checking the “**Referred to ODS-DMC SUD Provider**” and selecting a program under “**SUD Program Referred To**”, we will be able to run the timeliness data by a **program**. Thank you!