

**SUD Access Form FAQ (information is current as of 3/29/19).**

1. I am a program that offers same day ASAM screenings/assessments what would the SUD access form look like if a client requested a non-urgent service over the phone?

Request Date: 03/19/2019

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: \_\_\_\_\_

Comments: Client called seeking services. Client scheduled for today 3/19 at 3:45pm for ASAM Screening.

Request From:  Other  Self

Requesting Party: \_\_\_\_\_

Initial Contact Attempt:
 

- First Appointment Offered: 03/19/2019
- First Appointment Accepted: 03/19/2019
- Unable to Schedule Appt. at this time:
- Comments: Client accepted appointment for today at 3:45pm.

Follow-Up Disposition:
 

- Accepted SUD Services
- Declined SUD Services
- Unable to Contact
- Other

**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

2. Most clients that are referred to my program, (e.g. Turning Point) are usually referred for services by probation via email, how would the SUD Access form for a non-urgent service look like?

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: 106275-1.0-Turning Point - First Street

Comments: 3/26/19: Client was referred by probation via email

Request From:  Other  Self

Requesting Party: Probation

Lock:  Lock

**Side note:** For Probation or court-ordered referral, it has been clarified by the State that the service “request date” has to be the date that the client has confirmed the appointment, not just the date that Probation received the referral and sent to the SUD program. Please **DO** use the comments section to document if the date that the client confirmed is different than this “Request Date”. The client **has** to confirm in order to start the timeliness

Please note that when LOCK is check-marked, the entries for **Type of Request** and **Request From** becomes locked. The form must be locked to submit.

3. If client who was referred for services by Probation via Fax on 3/20/19 and has been contacted 3 different times (3/21, 3/22, and 3/25) with no success. What would the SUD Access Form look like?

1. Access SUD Form at time referral from probation was received by agency (e.g. Delta Care) via Fax (on 3/20) for a non-urgent service request.

2. SUD Access Form Contact Attempts Tab after 3 unsuccessful contacts (edited the same SUD Access form originally completed on 3/20 on 3 different occasions: 3/21, 3/22 and 3/25). The First Appointment Offered and Accepted are left blank since no contact has been successfully made. Please note the follow up disposition is marked "Unable to Contact".

3. SUD Access Form Input Tab after 3 unsuccessful contacts. Note Other is now marked on the Initial disposition. This was changed from previously marked Referred to ODS-DMC Provider. Under Other Disposition please notate what occurred. This may also be added in the Comments section. You may add your name, initials, and/or agency after your comment in the comments section if you would like, as well.

4. I received a call from a SAS at Urgent Care Wellness Center (UCWC) who previously completed a screening for a client who requested services the same day. I was able to schedule an appointment at my agency (e.g. 3.1 WestCare MLK) with the client over the phone while he was in the office with the SAS at UCWC. I looked up client's chart in Avatar and saw that the SAS at UCWC already completed the SUD Access Form (I can see details of it if I double click the line highlighted green and can exit out of it without making any changes by clicking on the red exit icon "X"). Because an SUD Access Form is already in the client's chart (along with knowing that UCWC just referred the client to my agency), I will **EDIT** the same SUD Access form that the SAS at UCWC just completed by opening it and making the needed changes.

**SUD Access Form was previously completed by a SAS at UCWC**

**My EDITED Access SUD Form**

**Contact attempts tab would not be edited as First Appointment Offered and Accepted are there specifically for the first screening/service, which UCWC already provided. The other contact attempts and comment boxes can be used as needed to document any details of resulting contact attempts. Resulting in No-show/cancel: Remember to use the ASSESS codes (ASSESS-N, ASSESS-C, etc.) in Client Charge Input Form as needed!**

**Request Date**  
01/17/2019

**Initial Disposition**  
Other

**Input**  
Administration Only  
Contact Attempts  
Initial Contact Attempt  
Second and Third Contact...  
Follow-Up Disposition

**Request Date**  
01/17/2019

**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  
101020-3.1-Westcare MLK

**Comments**  
Scheduled ASAM Screening for 1/17/19 at 8am at the Urgent Care Wellness Center. Screening recommended 3.1 ASAM LOC. Client spoke with WestCare and scheduled her own assessment for 1/23/19 at 1:30pm.

**Request From**  
 Other  Self

**Requesting Party**  
Locks Type of Request and Request From  
 Lock

**Initial Contact Attempt**  
First Appointment Offered  
01/17/2019  
First Appointment Accepted  
01/17/2019  
 Unable to Schedule Appt. at this time

**Comments**  
Conducted ASAM Screening and recommended 3.5 Residential Treatment. Client spoke with Mental Health Systems Program Director and scheduled her own assessment for 1/23/19 at 1:30pm.

**Second and Third Contact Attempts**  
**Follow-Up Disposition**  
Follow-Up Disposition  
 Accepted SUD Services  Declined SUD Services  
 Unable to Contact  Other

5. I received a referral to my agency (e.g. Promesa) from the SUD 24/7 Access line: Beacon. What would my SUD Access Form for a non-urgent service look like?

The screenshot shows the 'Request Date' section of a SUD Access Form. The date is 04/02/2019. The 'Urgent' status is 'No'. The 'Type of Request' is 'Phone'. The 'Refused Service' and 'Court Ordered' status are both 'No'. Under 'Initial Disposition', 'Referred to ODS-DMC SUD Provider' is selected. The 'Other Disposition' field is '101044-1.0-Promesa'. The 'Comments' field contains: '4/2/19: Referred from Beacon. Client called Access line requesting services. Clinician spoke to client during handoff from Beacon who agreed to appointment for ASAM Screening/Assessment scheduled for 4/8 at 1pm. Dalila J., Promesa.' The 'Request From' is 'Self' and 'Requesting Party' is 'Lock'. A callout box on the right states: 'Currently, Beacon does NOT complete Access SUD forms thus a receiving SUD Provider has to complete the SUD Access Form. Hopefully this will change in the near future.'

Here it is clear that client was successfully contacted and accepted the first offered appointment for 4/8 at 1pm.  
**Remember to complete the Follow up disposition!**

The screenshot shows the 'Initial Contact Attempt' and 'Follow-Up Disposition' sections. The 'Initial Contact Attempt' section shows 'First Appointment Offered' on 04/08/2019 and 'First Appointment Accepted' on 04/08/2019. The 'Comments' field contains: 'Clinician spoke to client during handoff from Beacon who agreed to appointment for ASAM Screening/Assessment scheduled for 4/8 at 1pm. Dalila J., Promesa.' The 'Follow-Up Disposition' section shows 'Accepted SUD Services' selected. The 'Other Follow-Up Disposition' field is empty.