



SUD ACCESS FORM TRAINING SUMMARY

SUD Providers Q and A

March 29, 2019

PURPOSE OF SUD ACCESS FORM

- SUD Access Form is used primarily for
 - Tracking Purposes
 - Data collection; 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.

SUMMARY OF AREAS EXPLORED ON AVATAR

SUD PROGRAM LIST ON AVATAR

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.

URGENT VS NON-URGENT REQUEST AND WHEN TO ADD/EDIT 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).
 - The SUD Access Form must be completed/**added** 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
 - As an example, the SUD Access Form is **Edited** when a previous SUD Access form has already been submitted by an agency who did an ASAM Screening and the client is being referred to your program for treatment.
 - Client was referred by law enforcement where client has been contacted and scheduled an appointment (SUD Access form was added at that time (new client)) 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:** An urgent request is one that will be followed up within **24 hours**.
 - When an "enrollee faces an 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 or could jeopardize the enrollee's ability to regain maximum function."
 - 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.

HOW CAN I CHECK IF A CLIENT HAS BEEN DISCHARGED FROM AN SUD PROGRAM AS TO KNOW WHEN TO ADD OR EDIT AN SUD ACCESS FORM?

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.

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' and 'Second and Third Contact Attempts' sections of the Access SUD form. The 'Initial Contact Attempt' section 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 red box highlights the 'Comments' field, which 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 Schedule Appt. at this time', 'Unable to Contact', and 'Lock'. The 'Second and Third Contact Attempts' section follows a similar structure, with 'Second Attempt Date' (03/22/2019), 'Second Attempt Time' (10:10 AM), and 'Second Attempt by' (Dalia Jimenez, LMFT (DAJIMENEZ)). The 'Third Attempt Date' is 03/25/2019, and the 'Third Attempt Time' is 10:10 AM, both by Dalia Jimenez, LMFT (DAJIMENEZ). The comments for both the second and third attempts are identical to the first attempt. The 'Follow-Up Disposition' section at the bottom shows 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).

Follow-Up Disposition

Follow-Up Disposition

Accepted SUD Services Declined SUD Services Other Follow-Up Disposition
 Unle to Contact Other

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

Unable to successfully contact client after 3 attempts.

MHP Program Referred To: _____

SUD Program Referred To: _____

Comments

3/25/19: Unable to successfully contact client after 3 attempts.

Request From: Other Self

Locks Type of Request and Request From: Lock

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...

- Complete First appointment offered, first appointment accepted, and contact attempts being as specific as possible in the comments sections of the Contact Attempts tab.
- Helpful tip is to have the SUD Access form of the client you are contacting open while you are making the contact attempt(s).
- Please remember to complete the [Follow-up Disposition Section](#) located near the bottom of the Contact Attempts tab on the SUD Access Form.
- 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.
 - Note: Latter is 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 the where client will be receiving treatment.

The screenshot displays a web-based form for SUD ACCESS. The 'Request Date' is 03/26/2019. The 'Urgent' section has 'No' selected. 'Type of Request' is 'Writing'. 'Refused Service' is 'No'. 'Court Ordered' is 'Yes'. Under 'Initial Disposition', 'Referred to ODS-DMC SUD Provider' is checked. The 'SUD Program Referred To' field contains '106223-1.0-Turning Point - First Street'. A red arrow points from the text 'where client will be receiving treatment' to this field.