

Missouri Division of Behavioral Health

Bulletin Number: FY 19—Clinical 050	COMMUNITY TREATMENT BULLETIN	Effective Date: January 1, 2019
New	Subject: CCBHC Criteria for Access to Care	Number of Pages: 3

1. **Programs Affected:** All CCBHC PPS demonstration participants.
2. **Background and Purpose:** Agencies designated by the Division of Behavioral Health (DBH) as Certified Community Behavioral Health Clinics (CCBHCs) must provide timely access to evaluation and treatment in accordance with SAMHSA CCBHC Certification Criteria. *This bulletin describes how timely access for youth and adults is defined for all CCBHCs.*
3. **SAMHSA CCBHC Certification Criteria Access Requirements**
 - 3.1. SAMHSA CCBHC certification criterion 2.b.1 requires that: “All new consumers requesting or being referred for behavioral health services will, at the time of first contact, receive a preliminary screening and risk assessment to determine acuity of needs. That screening may occur telephonically. The preliminary screening will be followed by: (1) an initial evaluation [eligibility determination], and (2) a comprehensive, person-centered and family centered diagnostic and treatment planning evaluation (initial comprehensive assessment)...”
 - 3.2. SAMHSA CCBHC certification criterion 2.b.1 also requires if, at first contact, an emergency/crisis need is identified, then “appropriate action is taken immediately,’ and: “If the screening identifies an urgent need, clinical services are provided and the initial evaluation [eligibility determination] completed within one business day of the time the request is made. If the screening identifies routine needs, services will be provided and the initial evaluation [eligibility determination] completed within 10 business days.”
 - 3.2.1. In addition to completing an eligibility determination, the initial face-to-face encounter with an individual seeking services should include the provision of a clinical intervention to address the individual’s immediate identified problem.
4. **General CCBHC Access Requirements**
 - 4.1. Emergency/crisis, urgent, and routine needs defined.
 - 4.1.1. An emergency/crisis need is indicated when an individual presents a likelihood of immediate harm to self or others.

4.1.2. An urgent need is indicated when an individual presents a need for service that, if not addressed immediately, could result in the individual becoming a danger to self or others or could cause a health risk.

4.1.3. A routine service need is indicated when a person requests services or follow-up, but otherwise presents no significant impairment in the ability to care for self and no apparent harm to self or others.

4.2. All CCBHCs must determine whether each call requesting service constitutes an emergency/crisis need for service, and take immediate and appropriate action to address any emergency/crisis needs.

4.3. All CCBHCs must be able to track and report the number and percentage of individuals seeking services with emergency/crisis, urgent, and routine service needs.

4.4. All CCBHCs must be able to track and report the average time from the date of first contact to the date when the individual is first seen face-to-face, an eligibility determination is completed, and initial services provided.

5. Same-Day/Next-Day Access Defined

5.1. A CCBHC is considered to be providing same-day/next-day access if any individual contacting the organization in person or by phone during any day of the work week is given the opportunity to meet with qualified staff who will complete an eligibility determination and provide initial services on the same work day or the next work day, at a site within the CCBHC service area where the individual resides.

6. Application of Access Requirements to CCBHCs that Provide Same-Day/Next-Day Access

6.1. For individuals with emergency/crisis needs, "first contact" is defined as the date on which an individual seeking services calls, or presents in person, ***whichever comes first***.

6.2. For individuals with urgent or routine needs, "first contact" is defined as the date on which an individual presents in person at the CCBHC seeking services.

6.3. For CCBHCs providing same-day/next-day access, the required preliminary screening and risk assessment to determine acuity of needs shall occur on the date that an individual first presents in person seeking services.

7. Application of Access Requirements to CCBHCs that Do Not Provide Same-Day/Next-Day Access

- 7.1. For CCBHCs that do not provide same day/next day access, “first contact” is defined as the date on which an individual seeking services calls, or presents in person, ***whichever comes first.***
- 7.2. When a call is received, if the call does not constitute an emergency/crisis call, the CCBHC must determine whether the call is an urgent or routine call.
- 7.3. For CCBHCs that do not provide same-day/next-day access, the required preliminary screening and risk assessment to determine acuity of needs shall occur on the date that an individual seeking services calls, or presents in person, ***whichever comes first.***