

CCBHC Criteria On-Demand Lessons: Availability and Accessibility of Services

Updated for Revised CCBHC Criteria Released March 2023

CCBHC-E National Training and Technical Assistance Center

Funded by Substance Abuse and Mental Health Services Administration and operated by the National Council for Mental Wellbeing

This publication was made possible by Grant No. 1H79SM085856 from the Substance Abuse and Mental Health Services Administration (SAMHSA). Its contents are solely the responsibility of the authors and do not necessarily represent the official views, opinions or policies of SAMHSA, or the U.S. Department of Health and Human Services (HHS).

Today's Agenda

1

-----• **2.A,** General Requirements of Access and Availability

2

-----• **2.B,** General Requirements for Timely Access to Services and Initial and Comprehensive Evaluation

3

-----• **2.C,** 24/7 Access to Crisis Management Services

4

-----• **2.D,** No Refusal of Services Due to Inability to Pay

5

-----• **2.E,** Provision of Services Regardless of Residence

What is a Certified Community Behavioral Health Clinic (CCBHC)?

CCBHC is a model of care that aims to improve service quality and accessibility. CCBHCs are required to serve anyone who requests care for mental health or substance use, regardless of their ability to pay, place of residence or age – including developmentally appropriate care for children and youth. CCBHCs do the following:



Provide integrated, evidence-based, trauma-informed, recovery-oriented and person- and family-centered care.



Offer the full array of CCBHC-required mental health, substance use and primary care screening services.



Coordinate care with other behavioral health, physical health, and social services systems in the community.

The primary goal of the CCBHC program is to increase access to mental health and substance use care for underserved communities.

NATIONAL
COUNCIL
for Mental
Wellbeing



CCBHC Criteria Program Requirements

1: Staffing

2: Availability and Accessibility of Services

3: Care Coordination

4: Scope of Services

5: Quality and Other Reporting

6: Organizational Authority, Governance and Accreditation

NATIONAL
COUNCIL
for Mental
Wellbeing





Availability and Accessibility 2.a.1-8: Access and Availability Generally

- The CCBHC uses telehealth/telemedicine, video conferencing, remote patient monitoring, asynchronous interventions and other technologies to support access to all required services.
- Services are subject to all state standards for the provision of both voluntary and court-ordered services.
- The CCBHC continuity of operations/disaster plan:
 - Includes the process for notifying staff, people receiving services and health care and community partners when a disaster occurs/services are disrupted.
 - Identifies alternative locations and methods to sustain service delivery.
 - Addresses health IT systems security/ransomware protection and backup and access to these IT systems, including health records.



Availability and Accessibility 2.b.1: Timely Access to Services and Initial and Comprehensive Evaluations




- All people new to receiving services receive a preliminary triage, including risk assessment, to determine acuity of needs.
- If the triage:
 -  Identifies urgent needs, clinical services will be provided, including an initial evaluation, within one business day of the time the request is made.
 -  Identifies routine needs, services will be provided, and the initial evaluation completed, within 10 business days.
- For those presenting with emergency or urgent needs, the initial evaluation may be conducted by phone or through use of technologies for telehealth/telemedicine and video conferencing.

Availability and Accessibility 2.b.2: Timely Access to Services and Initial/Comprehensive Evaluations

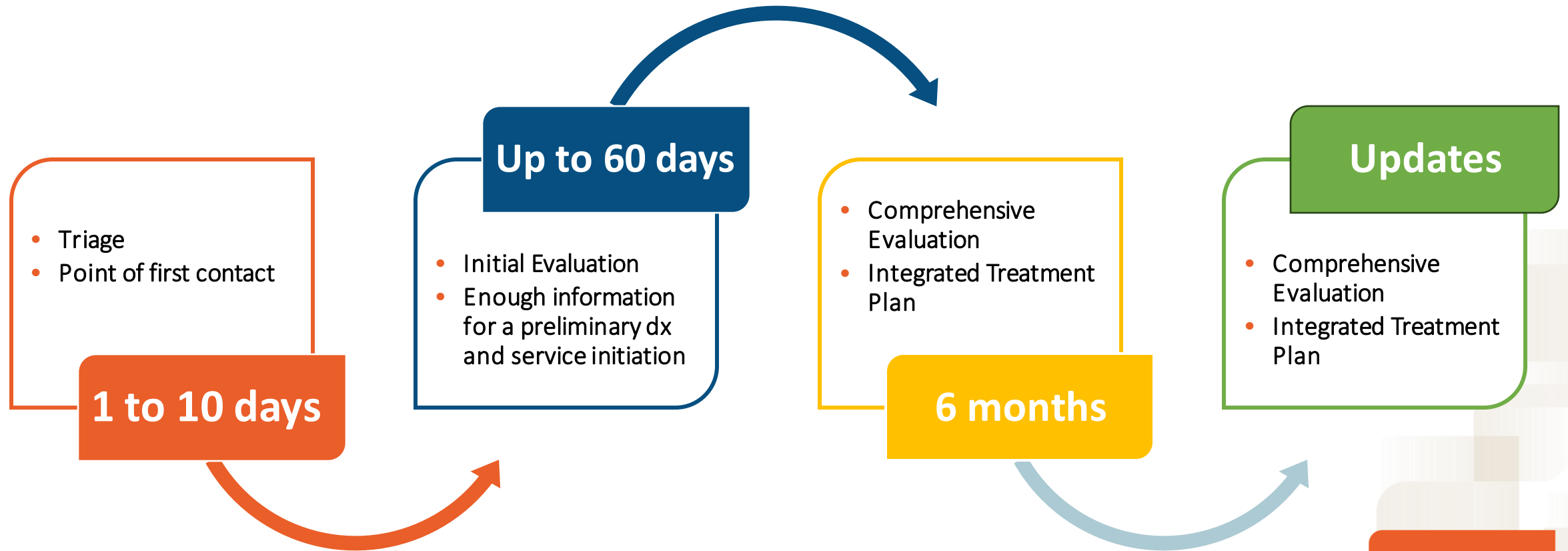
- The preliminary triage and risk assessment will be followed by:
 - An initial evaluation.
 - A comprehensive evaluation.
- Subject to more stringent state, federal or applicable accreditation standards, all new people receiving services will receive a comprehensive evaluation to be completed within 60 calendar days.
- The person-centered and family-centered treatment plan is reviewed and updated as needed and no less frequently than every six months, unless the state, federal or applicable accreditation standards are more stringent.



Availability and Accessibility 2.b.3: Timely Access to Services and Initial and Comprehensive Evaluations

- People who are already receiving services from the CCBHC:
 -  Seeking routine outpatient clinical services must be provided an appointment within **10 business days**.
 -  Presenting with an urgent, non-emergency need are generally provided clinical services within **one business day**.
 -  Presenting with an emergency/crisis need are immediately offered appropriate action, including **crisis response**.
- Same-day and open access scheduling are encouraged.

Progressive Evaluation and Treatment Planning



NATIONAL
COUNCIL
for Mental
Wellbeing



Availability and Accessibility 2.C: 24/7 Access to Crisis Management Services

- The CCBHC provides crisis management services **24 hours a day, 7 days a week**.
- A description of the methods for providing a continuum of crisis prevention, response and postvention services is included in the CCBHC policies and procedures and made available to the public.
- People served are educated about crisis planning; psychiatric advanced directives; how to access crisis services, including the 988 Suicide & Crisis Lifeline (by call, text or chat) and other area hotlines and warmlines; and overdose prevention.
- This includes educating individuals with Limited English Proficiency (LEP) or disabilities (in ways that meet their needs).



Availability and Accessibility 2.C: 24/7 Access to Crisis Management Services

- The CCBHC maintains a working relationship with local hospital emergency departments (EDs).
- Protocols are in place to reduce delays for initiating services during and following a behavioral health crisis including those for:
 - The involvement of law enforcement.
 - People receiving services in psychiatric crisis who come to EDs.
 - Maximizing the delivery of recovery-oriented treatment and services.
 - Minimizing contact with law enforcement and the criminal justice system.
- In conjunction with the person receiving services, the CCBHC creates, maintains and follows a crisis plan.



Availability and Accessibility 2.D: No Refusal of Services Due to Inability to Pay

- The CCBHC ensures no individuals are denied behavioral health care services – including, but not limited to, crisis management services – because of the individual’s inability to pay for such services.
- The CCBHC has written policies and procedures describing eligibility for and implementation of a sliding fee discount schedule that is:
 - Readily accessible on the CCBHC website.
 - Posted in the CCBHC waiting room.
 - Communicated in languages/formats for those with LEP, literacy barriers or disabilities.

Availability and Accessibility 2.E: Provision of Services Regardless of Residence

- The CCBHC ensures no individual is denied behavioral health care services, including, but not limited to, crisis management services, because of place of residence, homelessness or lack of a permanent address.
- The CCBHC has protocols addressing the needs of individuals who do not live close to the CCBHC:
 - Providing, at a minimum, crisis response, evaluation and stabilization services.
 - Addressing management of the individual's ongoing treatment needs beyond the minimum services.
 - May provide for agreements with clinics in other localities.
- These criteria do not require the CCBHC to provide continuous services, including telehealth, to individuals who live outside of the CCBHC service area.

CCBHC-Expansion Grantee National Training and Technical Assistance Center

We offer CCBHC grantees...



Virtual Learning Communities, Webinars and Office Hours

Regular monthly offerings that are determined based on grantees expressed needs.



Opportunities for Collaboration with Other Grantees

Monthly Peer Cohort Calls for CCBHC Program Directors, Executives, Evaluators and Medical Directors.



Direct Consultation

Request individual support through our website requesting system and receive 1:1 consultation.



On-demand Resource Library

Includes toolkits, guidance documents, and on-demand learning modules.



Access our website to register for upcoming events, submit a consultation request or scan our on-demand resource library:
<https://www.thenationalcouncil.org/program/ccbhc-e-national-training-and-technical-assistance-center/>

NATIONAL
COUNCIL
for Mental
Wellbeing

NATIONAL COUNCIL for Mental Wellbeing
HEALTHY MINDS • STRONG COMMUNITIES

Engage Login Store Search

About Us Our Work Get Involved Membership News & Events

Working to ensure that mental wellbeing is a reality for everyone.

Our Vision & Values

HILL DAY at Home
OCTOBER 18, 2023
Register Now!

Event
Hill Day at Home 2023
Oct 18, 1:00 pm – 4:00 pm
Register now for our Virtual Policy Institute, where we'll contact our elected officials and urge them to pass meaningful legislation supporting expanded access to mental health and substance use care.
[Read more →](#) PUBLIC POLICY

Blog
Shaped by a Moment: My Journey to Mental Health First Aid
Sep 20, 2023
[Read more →](#)

Blog
Keeping Youth Mental Wellbeing in Mind (Part 2)
Sep 15, 2023
[Read more →](#)

Blog
Recovery Month: Let's Hear it for Peers
Sep 12, 2023
[Read more →](#)

National Recovery Month 2023
Sep 1, 2023
[Read more →](#)

How You Can Get Involved

Questions or Looking for Support?



Visit our website and complete the [CCBHC-E NTTAC Request Form](#)



thenationalcouncil.org/program/cbhc-e-national-training-and-technical-assistance-center/request-training-assistance/

NATIONAL COUNCIL for Mental Wellbeing