

CCBHC Criteria On-Demand Lessons: Care Coordination

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CCBHC-E National Training and Technical Assistance Center

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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.

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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

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Care Coordination 3.A: General Requirements

Based on a person- and family-centered treatment plan, the CCBHC coordinates care across the spectrum of health services, including access to:



High-quality physical health care (acute and chronic) and behavioral health care.



Social services, housing, educational systems and employment opportunities as necessary to facilitate wellness and recovery of the whole person.



Other systems necessary to meet the needs of the people they serve, including criminal and juvenile justice and child welfare.



Care Coordination 3.A: General Requirements

- The CCBHC maintains the necessary documentation to satisfy the requirements of HIPAA, 42 CFR Part 2, and other federal and state privacy laws.
- The CCBHC obtains necessary consents for sharing information with community partners where information is not able to be shared under HIPAA and other federal and state laws and regulations.
- Consistent with privacy and confidentiality requirements, and the preferences and needs of people receiving services, the CCBHC assists people receiving services (including the families of children and youth) referred to external providers or resources in obtaining an appointment and tracking participation in services to ensure coordination and receipt of supports.

Note: CCBHCs are encouraged to explore options for documenting consent electronically where it's feasible and responds to the needs and capabilities of the person receiving services.



Care Coordination 3.A: General Requirements

- The CCBHC shall coordinate care in keeping with the preferences of the person receiving services and their care needs. To the extent possible, care coordination should be provided, as appropriate, in collaboration with the family/caregiver of the person receiving services and other supports identified by the person. To identify the preferences of the person in the event of psychiatric or substance use crisis, the CCBHC develops a crisis plan with each person receiving services.
- At minimum, people receiving services should be counseled about the use of the 988 Suicide & Crisis Lifeline, local hotlines, warmlines, mobile crisis and stabilization services should a crisis arise when providers are not in their offices. Crisis plans may support the development of a psychiatric advance directive.

Care Coordination 3.A: General Requirements

- Nothing about a CCBHC's agreements for care coordination should limit the freedom of a person receiving services to choose their provider within the CCBHC, with its designated collaborating organizations (DCOs) or with any other provider.
- Appropriate care coordination requires the CCBHC to make and document reasonable attempts to determine any medications prescribed by other providers.
- To the extent that state laws allow, the state prescription drug monitoring program (PDMP) must be consulted before prescribing medications and during the comprehensive evaluation.



Care Coordination 3.A: General Requirements

- Upon appropriate consent to release of information, the CCBHC is also required to provide such information to other providers not affiliated with the CCBHC to the extent necessary for safe and quality care.
- The CCBHC assists people receiving services and families in accessing benefits, including Medicaid, and enrolling in programs or supports that may benefit them.



Care Coordination 3.B: Care Coordination and Other Health Information Systems

- The CCBHC establishes or maintains a health information technology (IT) system that includes, but is not limited to, electronic health records (EHR).
- The CCBHC uses its secure health IT system(s) and related technology tools, ensuring appropriate protections are in place, to conduct activities such as:
 - Population health management
 - Quality improvement, quality measurement and reporting
 - Reducing disparities
 - Outreach
 - Research
- When CCBHCs use federal funding to acquire, upgrade or implement technology to support these activities, systems should utilize nationally recognized, HHS-adopted standards, where available, to enable health information exchange.



Care Coordination 3.B: Care Coordination and Other Health Information Systems

- The CCBHC uses technology that has been certified to current criteria under the Office of the National Coordinator (ONC) Health IT Certification Program for the following required core set of certified health IT capabilities that align with key clinical practice and care delivery requirements for CCBHCs:
 - Capture health information, including demographic information such as race, ethnicity, preferred language, sexual and gender identity and disability status (as feasible).
 - At a minimum, support care coordination by sending and receiving Summary-of-Care records.
 - Provide people receiving services with timely electronic access to view, download or transmit their health information or to access their health information using a personal health app of their choice.
 - Provide evidence-based clinical decision support.
 - Conduct electronic prescribing.



Care Coordination 3.B: Care Coordination and Other Health Information Systems

- The CCBHC will work with DCOs to ensure all steps are taken, including obtaining consent from people receiving services and complying with privacy and confidentiality requirements.
- Within two years following CCBHC certification or submission of attestation, the CCBHC develops and implements a plan to focus on ways to improve care coordination between the CCBHC and all DCOs using a health IT system. This plan includes information on how the CCBHC can support electronic health information exchange to improve care transition to and from the CCBHC using the health IT system it has in place or is implementing for transitions of care.
- To support integrated evaluation planning, treatment and care coordination, the CCBHC works with DCOs to integrate clinically relevant treatment records generated by the DCO for people receiving CCBHC services and incorporate them into the CCBHC health record.

Care Coordination 3.C: Partnerships

Required Partnerships

- Department of Veterans Affairs medical centers, independent outpatient clinics, drop-in centers and other facilities
- Federally qualified health centers (FQHCs)/Rural Health Centers/primary care
- Hospitals/Emergency Departments (EDs)
- Inpatient acute care hospitals and hospital outpatient clinics
- Inpatient psychiatric facilities, substance use detox, post-detox step-down services and residential programs
- Other community or regional services, supports and providers, including schools, child welfare agencies, juvenile and criminal justice agencies and facilities, Indian Health Service youth regional treatment centers, state-licensed and nationally accredited child-placing agencies for therapeutic foster care service and other social and human services

Additional Recommended Partnerships

- Other specialty and social and human services providers
- Indian Health Service and tribal programs
- Suicide and crisis hotlines and warmlines
- Shelters and housing agencies
- Employment services systems
- Peer-operated programs
- Developmental disabilities agencies and resource centers
- Substance use prevention and harm reduction programs
- Programs and services for families with young children

****Any health care organization or social service provider supporting CCBHC clients.***



Care Coordination 3.D: Care Treatment Team, Treatment Planning and Care Coordination Activities

- All treatment planning and care coordination activities are person- and family-centered.
- All treatment planning and care coordination activities align with the requirements of Section 2402(a) of the Affordable Care Act. All treatment planning and care coordination activities are subject to HIPAA (Pub. L. No. 104-191, 110 Stat. 1936 (1996)), 42 CFR Part 2, and other federal and state laws, including patient privacy requirements specific to the care of minors.



Care Coordination 3.D: Care Treatment Team, Treatment Planning and Care Coordination Activities

- The CCBHC treatment team includes:
 - The person receiving services.
 - Family/caregivers, to the extent the person receiving services desires their involvement or when they are legal guardians.
 - Any other people the person receiving services desires to be involved in their care.
- The CCBHC designates an interdisciplinary treatment team that is responsible – with the person receiving services and their family/caregivers (to the extent the person receiving services desires their involvement or when they are legal guardians) – for directing, coordinating and managing care and services. The interdisciplinary team comprises individuals who work together to coordinate the medical, psychiatric, psychosocial, emotional, therapeutic and recovery support needs of the people receiving services, including, as appropriate and desired by the person receiving services, traditional approaches to care for people receiving services who are American Indian or Alaska Native or from other cultural and ethnic groups.

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Direct Consultation

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



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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/>

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The screenshot shows the homepage of the National Council for Mental Wellbeing. At the top, there is a navigation bar with links for Engage, Login, Store, and Search. Below this are dropdown menus for About Us, Our Work, Get Involved, Membership, and News & Events. The main header features the organization's logo and tagline, "Working to ensure that mental wellbeing is a reality for everyone." A large photo of four diverse women is positioned to the right of the header. Below the header, there is a section for "HILL DAY at Home" on October 18, 2023, with a "Register Now!" button. To the right of this section is a "Blog" area with three articles: "Shaped by a Moment: My Journey to Mental Health First Aid" (Sep 20, 2023), "Keeping Youth Mental Wellbeing in Mind (Part 2)" (Sep 15, 2023), and "Recovery Month: Let's Hear it for Peers" (Sep 12, 2023). Below the blog is a section for "National Recovery Month 2023" (Sep 1, 2023). At the bottom left, there is an "Event" section for "Hill Day at Home 2023" on Oct 18, 1:00 pm - 4:00 pm, with a "Read more" link and a "PUBLIC POLICY" tag. The footer includes a "How You Can Get Involved" section.

Questions or Looking for Support?



Visit our website and complete the [CCBHC-E NTTAC Request Form](https://thenationalcouncil.org/program/cbhc-e-national-training-and-technical-assistance-center/request-training-assistance/)



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