

# CORNERSTONE BEHAVIORAL HEALTHCARE

## OP.11.A INACTIVE CLIENTS

An inactive client is a client who has not been seen at this Agency for ninety (90) days without good cause (illness, vacation, etc.).

Cornerstone will discontinue or interrupt client services, including placing clients on inactive status based on licensing and professional standards.

During this inactive status the employee will document any attempts in reaching the client either by telephone or by mail. A letter will be sent to the client after the client has cancelled or not shown up for appointments for a period of three months with a copy of this documentation filed in the clinical case record. All changes in client status will be documented in Pimsy, including the times that client did not show up for appointments. During the time the client is on inactive status, all information from contact with the client or with collaterals contacts will be documented and filed in the client's case record. A discharge summary will be completed no later than 90 days following placement on inactive status or earlier, given the following conditions:

1. Another agency submits a request for the client's discharge summary prior to the 90<sup>th</sup> day of inactive status.
2. Clinicians who are leaving Cornerstone employment must complete discharge summaries on all of their inactive status clients regardless of the time frame.

After ninety days and various attempts to reach the client, the client record will be closed. In the final chart entry, the employee will document that several attempts have been made to contact the client, whereby the client did not respond to the letter that had been sent, etc.

Clients wishing to resume services after being placed on inactive status, if due to their unwillingness to participate in treatment, must demonstrate their willingness to actively participate in the clinical process. Clients requesting to have their case reopened after discharge resulting from remaining on inactive status for 60 days will need the approval from the Executive Director or his/her designee.

A discharge summary will be completed on all clients discharged for other reasons than being on inactive status within fifteen (15) days of discharge. This discharge summary shall include the client's course of treatment and ongoing needs at discharge. Each discharge summary shall address the reasons for termination of service; the final assessment, including general observations and significant findings of the client's condition initially, while services were being provided and at discharge; the course and progress of the client with regard to each identified problem; and the recommendations and arrangements for further continued service needs.

Generally, services will be discontinued when the client has met their Goals and Objectives and/or the Discharge Criteria as outlined in their Individual Service Plan. Services may also be discontinued or interrupted should clients pose a threat of harm to any Cornerstone staff. Such harm may be in the form of a verbal or physical threat, client intoxication or being under the

influence of illegal substances. Services may also be interrupted should the client have a medical condition that the Public Health Department deems a hazard to Cornerstone staff should face-to-face contact continue.

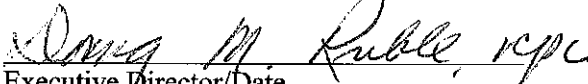
**EXCEPTIONS:** In accordance with Medicaid policy, Medicaid clients will not be denied services for failure to pay their co-payment. The Cornerstone employee will rely upon the client's representation that he or she does not have the cash available to pay the co-payment. The client's inability to pay a co-payment does not however relieve him or her of the liability for the owed co-payment. The Cornerstone employee will document the amount of co-payment charged to each client (regardless of whether the recipient has made payment) and may disclose that amount to other providers, as necessary, to confirm previous co-payments.

Consent Decree class members have special rights and those rights will be respected by Cornerstone. Cornerstone will first obtain prior written approval for discontinuing or interrupting services from DHHS. Cornerstone will give thirty (30) days written notice to the Department health and Human Services class members and the client's guardian. If the DHHS class member client poses a threat of imminent harm to persons employed or served by Cornerstone, Cornerstone shall give notice that is reasonable cause for discontinuation of services under the circumstances. Cornerstone will assist the DHHS class members in obtaining the services from another agency. Cornerstone will provide documented evidence in the client's clinical case record of compliance with these standards, through letters, progress notes, and phone logs and/or facsimile.

#### **SERVICE DISCONTINUATION / INTERRUPTION / NOTIFICATION**

The client will be informed in person if available and in writing when the services that he/she receives will be interrupted or discontinued. The following are some reasons that may cause a discontinuation or interruption in services:

- The Agency is no longer offering the specific services.
- The service provider is leaving the agency.
- The client is inactive.
- The service provider is going on vacation.
- The service provider is sick.
- If the client poses a threat of eminent harm to clinician.

 2-4-2015  
Executive Director/Date

Revised: 12/13/10; 1/28/15, LT