

# CORNERSTONE BEHAVIORAL HEALTHCARE

## OP.1 WAITING LIST PRIORITY

### Outpatient Services

Perspective clients will be placed on a waiting list if immediate services are not available. They will be offered a referral to another agency or a spot on the waiting list. If the perspective client chooses to be placed on the waiting list, they will be contacted by phone or mail once there is an opening. The waiting list will be maintained by Medical Records, and openings will be prioritized based on severity of need and/or date referral was made.

### Community Integration (Section 17), Behavioral Health Homes (Section 92), Opioid Health Home (Section 93):

Cornerstone Behavioral Healthcare's policy is to serve people with same-day access. If Cornerstone Behavioral Healthcare (CBH) is not able to provide same-day access for a referral, they will submit a "Hold for Service" (i.e., referral) in Atrezzo. A chart will be created in CBH's electronic health record to document.

A Hold for Service is required when:

- the agency is unable to provide same-day service
- the member is not able to participate in a same-day service
- a referral is received from a community provider and the agency is unable to reach the member
- the agency is able to schedule a same-day service but the member is not available

A Hold for Service is not required when:

- when a member is provided services on the day of referral
- at the time of referral, the member is notified that they would need to be placed on a Hold for Service and they decline to wait for services

A Referral Refusal is required when:

- the member declines to wait for services
- agency is unable to reach member after several attempts
- an intake has been scheduled and the member declines services
- CBH is unable to accept the referral
- the member was on a Hold for Service with CBH and has decided to go to another agency for services

The Hold for Service will require member's name, date of birth, and diagnosis. If there is not an eligible diagnosis available, enter R69 (Illness Unspecified). This will be need to be changed upon submission of prior authorization.

CBH will manage the Hold for Service list in Atrezzo and reach out to all individuals every thirty (30) days to ensure circumstances have not changed. CBH will maintain and update the internal waiting list in Atrezzo.

Once a member has been served, there is no need to discharge the Hold for Service request. This will be removed once the prior authorization is submitted.

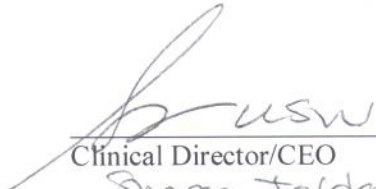
# CORNERSTONE BEHAVIORAL HEALTHCARE

## OP.1 WAITING LIST PRIORITY

For Sections 17, 92, and 93, CBH will not maintain an internal waiting list for services if immediate services are not available upon referral and the referent chooses to be put on the waiting list for requested services. When services are not immediately available, referents will also be offered information about options and referral to other providers in the community who may be able to serve them without wait. Outreach attempts will be documented in CBH's electronic health record.

Clients will be selected from the waiting list based on the date of referral, first come first served basis, unless they meet the priority category per contractual requirements. These priority categories include, but are not limited to:

- AMHI Consent Decree members
- Persons being discharged from a psychiatric hospital or crisis unit

  
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Clinical Director/CEO  
Sharon Jordan LSW

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Date  
4/7/23