

SANILAC COUNTY COMMUNITY MENTAL HEALTH AUTHORITY

CLINICAL POLICY

NUMBER: BC004

NAME: WAITLIST POLICY

INITIAL APPROVAL DATE:	06/29/1999	BY: Sanilac CMH Board
STAKEHOLDER REVIEW:	09/06/2023	BY: Consumer Advisory Board
(LAST) REVISION DATE:	06/26/2023	BY: Administrative Committee
(LAST) REVIEW DATE:	07/27/2023	BY: Policy Committee
DISCONTINUED DATE:	N/A	REPLACED BY: N/A

I. **PURPOSE**

The purpose of this policy is to define the process when an individual who requests services, regardless of funding source, is placed on a waitlist/unmet needs list.

II. **APPLICATION**

Populations: **ALL**
Programs: **Direct - ALL**
Contracted - NA

III. **POLICY**

Individuals who currently have Medicaid, MI Child, Healthy Michigan, or CCBHC and are eligible for services on the basis of clinical or medical necessity will receive all necessary services without being placed on a waitlist/unmet needs list. Eligible individuals who do not have one of the above payers and who are clinically appropriate for services, but who have a limited benefit package, may be placed on a waitlist/unmet needs list until their benefit package changes or funding sources become available.

Individuals who are currently receiving services and are waiting for preferred or alternative program services provided by Sanilac CMH shall be placed into program services based on priority of need.

IV. **DEFINITIONS**

Priority of need is a determination made by clinicians based on a review of variables but is not limited to the following: Evaluation tools including the Locus, CAFAS, PECFAS, clinical information, diagnostic formulation(s), and availability of other external agency services/funding sources, etc. Mandated services will be provided to eligible individuals and will not be placed on a waitlist/unmet needs list.

V. **STANDARDS**

- A. The individual, either personally or by representation, is seeking mental health services.
- B. The individual has a condition for which the public mental health system has a responsibility to provide mental health services.

- C. The individual is determined not to be in need of immediate, emergency or crisis intervention services. These services cannot be waitlisted/unmet needs listed and will be provided when needed. Once the crisis situation is resolved, and the individual is stable, the individual can then be placed on the waitlist/unmet needs list.
- D. The individual's access to preferred or alternative services is determined by the priority of need, not by the time of arrival of the request for mental health services.
- E. The intake worker or primary staff assigned to the recipient will notify the COO and CIO or Designees that the individual is requesting a service that is not covered under their current benefit package. Notification will be submitted by the intake worker or primary staff to the Chief Operating Officer(COO)/Designee and Data Management Staff via e-mail.
 - 1. The staff will assess the individual's needs and document the following on the waitlist in OASIS.
 - i. Type of service being waitlisted.
 - ii. Age, gender and diagnostic group.
 - iii. An assessment of their severity and urgency of need.
 - iv. Inform the individual of their placement on the waitlist in writing within three business days. Additionally, an individual has the right to decline being placed on the waitlist.
 - v. An individual also has the right to appeal their placement on the waitlist and will follow the procedure outlined in the grievance and appeals policy.
- F. The COO/Designee (A Master's Level Clinician) will evaluate the data presented in order to determine placement on the waitlist. Once a waitlist score is determined, the COO/Designee will forward that data to the Data Management staff.
- G. The Data Management staff will add this individual's name, the service requested, severity score, and date requested to the Waitlist Module in OASIS for individuals ineligible for Medicaid/MI Child/Healthy Michigan/CCBHC services, who have requested services not covered under their benefit package.
- H. The Data Management staff will produce a quarterly report detailing the unmet needs for submission to the COO/Designee for review.
- I. The COO/Designee, with assistance from Clerical staff and Data Management staff, will maintain the waitlist including quarterly contacts to the individuals on the waitlist to verify that they are interested in being maintained on the waitlist and to determine if they have additional information that may affect their placement on the waitlist.
- J. As funding constraints and benefit plans are adjusted, individuals will be removed from the waitlist and provided services based on their severity and urgency of need. In situations in which two individuals have similar scores in severity and urgency of need the individual who has been maintained on the waitlist the longest will be considered first.
- K. Individuals will be removed from the waitlist due to the following conditions:

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1. Obtained Medicaid, MI Child, Healthy Michigan, or CCBHC.
2. Individual requests to be removed from the list.
3. Individual relocates out of the county.
4. Sanilac CMH is unable to locate the individual by mail, phone or using the emergency contact.
5. The Individual is able to receive all medically necessary services.

VI. ATTACHMENTS

None

VII. REFERENCES

None