

Western Highlands Network (WHN)
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Updates Communication Bulletin #33 Case Responsible Transfer Procedure (04/17/06) found at
http://www.westernhighlands.org/pr_commbulletins.htm

Case Responsible Transfer Procedure – Consumer Initiated

Consumers who are seeking a transfer of case responsibility from one service provider (referred to as the “1st provider”) to a new provider may either call Access (1-800-951-3792 or in Buncombe County 828-225-2800) on their own, or have their case transferred via the aid of the new service provider. The following is a procedure for both options.

The **consumer** may call Access to initiate a case responsible transfer at any time. Access will screen the consumer (and/or with the guardian) to offer a choice of providers based on the consumer’s stated needs/choice. Access will complete the process by doing the following with the consumer over the phone:

- Access will schedule an appointment with the new provider and fax a copy of the screening to the new provider.
- Access will give the new provider an appointment date.

The **new provider assists the consumer** to change case responsibility (“No Wrong Door”):

- The consumer signs the “*Consumer Transfer and Consent Form*” (attached).
- The new provider assists the consumer with the transfer by submitting required paperwork to WHN (STR, DCCI, PCP Admission Form, CCF, IPRS and PCP if requesting services beyond the assessment).

Once WHN receives the documents, they are reviewed for sufficient documentation to justify the level of services requested. If the documentation is incomplete, the screening/services requested will be placed in a pended status and an LON notifying the new provider of the pended status is sent with the corrections or documentation needed. The process will stop until the requested information is received.

If all of the information on the documents submitted is correct, transfer of the consumer’s case will be effective the date requested, if it is within 5 working days of the service. Otherwise, it will be effective on the date the fax is received. The following steps will be taken to complete the process:

- Current authorizations for the 1st provider will be lapsed effective the day before the new provider’s authorization begins. (For example, if we received the *Consumer Transfer and Consent Form* and WHN Screening on 1-7-08, then the 1st provider’s authorizations would be lapsed on 1-6-08). This will generate a LON to the 1st provider with an explanation box stating the case has been transferred.
 - Discharge Summary must be submitted by the 1st provider.

In the event a consumer is “transferring”, the case responsible provider will assist with the “transfer” until the consumer meets with the new provider. The case continues to be active to the 1st provider, who has all 1st Responder duties. The 1st provider continues to carry liability and clinical responsibility (including 1st Responder duties) until the case is active with the new provider.

If the consumer chooses later to return to the 1st provider, then the 1st provider must complete all required information for the initial authorization and fax these documents to WHN within 5 working days.