



SOLANO COUNTY MENTAL HEALTH PROCESS MANUAL

2017

This Process Manual provides information about various clinical and administrative processes throughout the Mental Health Plan. This manual is a reference for all mental health staff serving clients in Solano County to promote and ensure coordination, efficiency, appropriate documentation and authorization, all working to emphasize the importance of client care.

Why We Have a Process Manual

As stated in the introduction of the Documentation Manual, the Solano County Mental Health Plan's (MHP) objective is to provide mental health (MH) services and supports in Solano County that are person-centered, safe, effective, timely, and equitable. The Documentation Manual focuses on billing codes, scope of practice, and documentation in efforts to support best practice and client care. This Process Manual has the same intention to support MH staff and their work with clients by outlining and explaining the most current processes throughout the MHP. This manual is to be a reference for all behavioral health staff, looking at various processes from referral and intake, through treatment and discharge.

Referral and Intake

This section will focus on how a client enters the MHP to receive services and what the intake process entails.

Service Authorization

This section will look at what is necessary for a program to authorize its services. It will also address workflows regarding authorization when cases are shared or transferred as well as how to navigate the hybrid system of EHRs and paper documents.

Treatment

This section will provide information about the treatment process, appropriate Level of Care (LOC), and expectations regarding coordination of care. It will also discuss the process for group services.

Annual and Periodic Updates

This section will outline the annual update process and necessary documentation. The six month update and periodic updates will also be addressed.

Changes in Levels of Care (LOC)

This section will address the transitions that occur between programs when the LOC for a client changes.

Discharge

This section will outline the discharge process and necessary documentation.