



Integration with Primary Care

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I. Purpose

To describe the process that occurs during the first three months for Behavioral Health Home (BHH) members related to individual outreach, education and support to the member and family regarding Behavioral Health Home Organization (BHHO) services and benefits.

Aligns with Regulation: MaineCare Benefits Manual Section 92 Behavioral Health Home Services (92.05/Page 14, Number 3).

II. Policy

During the first three months after a member's enrollment, the BHHO will provide individualized outreach, education and support the member and family regarding BHHO services and coordination with primary care services.

III. Procedure

Health Home Coordinator (HHC) meets with client/family during the first ~~thirty~~ 30 days to discuss the following:

- HHC at the intake process explains the difference between Case Management and BHH program and services. Once the Choice Form is signed for the BHH program the services are discussed and releases are signed.
- The "Guide to Good Health" is presented and discussed to help explain and prepare the client/family to share personal health information and coordinate primary care services.
- A physical health questionnaire is completed with the client/family and medical and mental health records are requested. Information to opt-in to HealthInfoNet (HIN) is also given.
- Goals are developed with the client/family for the Plan of Care (POC) and the POC is sent to the Primary Care Provider (PCP). POC is reviewed at least every ninety days and the revised POC is sent to PCP.
- Appropriate resources are accessed to meet goals on POC, and HHC and /or Nurse Care Manager can help prepare and/or go with the client/family for PCP visit.



Scott Tash, CEO

10-15-21

Date