



## **Cancellation and Discharge Policy for CCM/BHH**

Date of Origin: March 4, 2015

Modification Date(s):

Date of Last Review: 3/12/19

### **I. Purpose**

To equip staff and clients of UCP with a clear standard for attendance and participation within the Children's Case Management (CCM) and Behavioral Health Home (BHH) services.

### **II. Policy**

If a Case Manger (CM)/Health Home Coordinator (HHC) has made 3 attempts within a 10 day window to contact a client/guardian by phone, face-to-face meeting, or email, and contact is not made with the client or representative the CM/HHC will send a letter to a family requesting contact be made within 10 days from the date of the letter.

If after 10 days from the date of the letter the client/guardian has not made contact with the CM/HHC, the client will be discharged from the CCM/BHH service. The client/guardian will be sent a letter stating that the client has been discharged and that they may contact the Manager of Quality Assurance if they would like to re-access for CCM/BHH services.

  
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Scott Tash, CEO

3-13-19  
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Date