



Discharge Policy for CCM/BHH and the Communication and Cancellation Procedure in the Event of Family Disengagement

Date of Origin: March 4, 2015
Modification Date(s): 8/18/23
Date of Last Review: 12/10/24

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. Also provides guidance for situations where there has been a significant lapse in contact with a client/guardian which might suggest the family has disengaged from the service.

II. Policy

Clients will be discharged from CCM/BHH services generally under four conditions. First, if the client has made satisfactory progress toward their goals and the service is no longer medically necessary. Second, a family may choose to end services for a range of reasons including but not limited to: relocation, selecting a new provider, or determining the time is not right the family to engage in services. Third, a lapse in MaineCare coverage renders the service nonbillable and the CCM/BHH service cannot proceed without payment. Fourth, there may be times where a client /guardian does not return the Case Manager (CM)/Health Home Coordinator's (HHC) communication attempts.

III. Procedure

In instances where the CM/HHC has lost contact with a client/guardian, the CCM/BHH service will begin counting attempts at contact. If the CM/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 their representative, the CM/HHC will send a letter to the 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. In all instances of discharge, 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 CCM/BHH services.



Scott Tash, CEO



Date