



Department of Health and Human Services
Child and Family Services
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To: Home and Community Treatment Providers, Section 65, Children's Behavioral Health Services
Re: Contact for Service Notifications and Wait Lists

The following requirements have been in effect since the end of Central Enrollment procedures in 2010 and continue to apply to Home and Community Treatment providers:

1. For any children or youth on a wait list for services with the Provider for over thirty (30) days and at every thirty (30) days thereafter, the Provider shall contact the child or youth's parent or legal guardian and provide information on the anticipated date of the start of service, information regarding other Providers of the service and/or contact information for the nearest office of Children's Behavioral Health Services in order to obtain information about other Providers, and offer assistance in making referrals to other Providers. The Provider shall document all communications with the client or family.
2. The Provider shall not remove a child or youth from a waitlist without providing information for the youth and/or family about other Providers of the service and/or contact information for the nearest office of Children's Behavioral Health Services in order to obtain information about other Providers, and shall offer assistance in making referrals to other Providers. Provider shall not remove a child or youth from a waitlist or encourage a youth or family to volunteer to be removed from a wait list solely on the basis of length of time on a wait list.
3. Home and Community Treatment Providers are required to follow the APS Healthcare Provider Manual. The manual at Appendix C, http://www.qualitycareforme.com/documents/provider_providermanual_appendixC.pdf, pages 40-45, sets forth the expectations for Home and Community Treatment:

"The Contact for Service Notification (CFSN) is required if the member must wait for service one or more days. Submit a CFSN to APS Healthcare at the point that a member first contacts the provider or is referred for service. " *There are no exceptions to this requirement.*

"For every 30 day period a child remains on a waiting list the provider must create a new CSFN. The provider adds a note updating the current status of the child, any referrals that have been made on behalf of the child, and the expected assignment date." *There are no exceptions to this requirement. Providers must advise parents about the option of seeking services with another provider and assist with a referral if requested. Notes must be updated in Careconnection.*

“On the Additional Info page, enter the updated note in the text field. The updated note should include the current status of the child, any referrals that have been made on behalf of the child, and expected assignment date at the agency.”

“If the child is removed from the wait list without being assigned, the provider submits a Discharge from the VERY FIRST dated Contact for Service Notification. The provider must report in the Discharge the reason that the child is removed from the wait list, any referrals that were made, and the living situation of the child at time of discharge.”

4. Providers must update the Children’s Behavioral Health Services Resource Coordinator about the geographic area(s) covered by the agency. If a referral is received for services in the geographic area set forth by the provider then the Contact for Service Notification procedures apply. Referrals cannot be rejected or placed on a wait list without entering the Contact for Service Notification. If there is a referral to provide service outside the geographic area, the provider must notify the referrant about the issue and provide contact information for an agency that does cover the geographic area and provide contact information for the Children’s Behavioral Health Services Office in the member’s area. Providers should check the agency information on the CBHS website regularly to ensure that it is accurate.