



Integrated School Tele-Behavioral Health Program – Referral Protocol

March 2018

The Children's Health Integrated Behavioral Health (BH) program provides BH assessment, treatment and care management as an adjunct to school services for additional support to the family.

Services Provided

- Licensed Behavioral Health Clinician (LCSW, LPC) assigned to school to assist students with behavioral health issues
- Brief telephonic assessment on every referral
- Ongoing follow up care management to assure treatment progress and needs are met
- Advocacy with school and other provider and family resources
- Schedule to be developed and convenient for you and your staff
- Collaborative conversations with school personnel
- Consent forms clarify role of Children's Health as separate from school
- Immediate access via phone queue to a BH clinician for consultation
- Short-term treatment interventions, including brief action planning, behavioral activation and psycho-educational counseling
- Communication back to school personnel regarding student progress
- Measured outcomes to assess effectiveness of interventions
- Trending patient needs for development of additional services
- Documentation and billing by Children's Health
- Clinicians will be contracted with managed care payers

Patients/Families to Refer

The BH CM will conduct a brief screening to address a wide variety of psycho-social issues that impact children and families. There is no "wrong" patient to refer, so if there is suspicion of any behavioral health issues within the family, please refer them for an assessment. Typical problems addressed include:

- Depression
- Anxiety
- Attentional issues
- Autism
- Behavioral problems
- Learning issues
- Social issues
- Psychiatric diagnoses
- Stressful family situations
- Grief or loss
- Social service issues
- Physical, sexual or emotional abuse or neglect
- Complex medical issues needing support
- Aggressive behaviors
- Bullying
- Drug/alcohol use
- Low self-esteem, insecurity
- Poor family communication/discipline issues

How to Refer a Student

Once you've determined that a referral to behavioral health is indicated, give the family the Children's Virtual Behavioral Health Consent for to complete, and then contact us with the patient information in one of the following ways:

- Email the patient demographics form to behavioralhealth@childrens.com with a cc to your assigned Behavioral Health Care Manager.

Treatment Planning and Follow-Up

- All student and parent contacts are documented in the Children's Epic EHR. The BH CM will provide you with written communication of treatment recommendations and plans.
- Follow-up with the family occurs as is clinically appropriate on a case by case basis.
- You will be notified of updates as they occur as well as when the patient/family are no longer actively working with the BH CM. These updates could be verbal via phone call or in-person or via secured email.
- The BH CM may refer the student/family to a community provider for ongoing psychotherapy or other behavioral health services. You will be notified when this occurs and every attempt will be made to obtain sufficient HIPAA releases so that we can receive updates from the outside provider.
- Even when other providers are involved, the BH CM will continue to contact the family and coordinate services to assure that you are updated on the patient's progress.
- Coordination with schools is often an important aspect of the treatment plan; information gained and shared with school personnel will be included in the case updates

Costs

This program is intended to increase access to behavioral health services. Telephonic assessment and care management services are provided at no cost to the school or to its students or parents. Virtual Behavioral Health psychotherapy sessions will be billed to student's insurance (beginning in Fall 2018). All students will go through Children's Health Patient Financial Services process to determine eligibility and financial need.

Contact Information

Your Behavioral Health Care Manager will become an integral member of your team. Please contact her with any questions regarding patient referrals or treatment concerns:

TBD

Behavioral Health Care Manager

Email: TBD

Toll-free: 844-856-8492