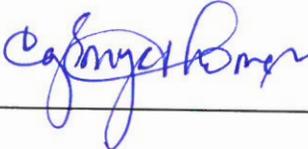


San Bernardino County Department of Behavioral Health

Relocation of Clinic Procedure

Effective Date 05/24/2016
Approval Date 05/24/2016



CaSonya Thomas, Director

Purpose To provide general guidance regarding the actions the Department of Behavioral Health (DBH) and DBH contract providers must take when a clinic, DBH or contract, relocates one or all of its clinical operations.

Definition **Relocation**, for the purposes of this policy, is moving an existing clinic to a different location.

Roles and Responsibilities The following table outlines the roles, responsibilities and timeline related to the relocation of a clinic:

Role	Responsibility	Timeline
Contract Provider	Notifies DBH Program Manager of intent to relocate clinic(s) for contracted services	Within ten (10) calendar days of the decision to relocate clinic
	Addresses Programs' questions or concerns regarding the relocation	Immediately and ongoing during relocation process
	Drafts notification to post at clinic regarding pending relocation and provides to DBH. See Notification to Clients and Community section of this procedure regarding required elements	Within 10 calendar days of decision to relocate for DBH to review and approve
	Posts notice to its clients at its applicable facility(ies)	Within 15 calendar days of decision to relocate
	Works with applicable DBH Program Manager II in completing the Medi-Cal Certification application and other required paperwork regarding relocation	Immediately and ongoing during relocation process
	Updates any marketing materials, policies, procedures, etc., that list the address of the clinic that is being relocated	No later than five (5) calendar days after the clinic has relocated

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Relocation of Clinic Procedure, Continued

Roles and Responsibilities, continued

Role	Responsibility	Timeline
Contract Provider, continued	Updates its National Provider Identifier (NPI) with new clinic address	Within 30 calendar days of closure
	Deactivates its Medicare certification, if applicable	Within thirty (30) days of closure
Applicable DBH Program Manager or designee	Advises applicable DBH programs of the relocation: <ul style="list-style-type: none"> • Deputy Director • Contracts Unit • Quality Management (QM) • Compliance • Information Technology (IT) 	Within ten (10) business days after DBH notified of relocation decision
	Reviews the draft relocation notice for approval, and returns to contract provider	Within two (2) business days after receiving draft
	Assists contract provider in the completion of the necessary forms	Ongoing during relocation
	Completes and submits a Request for Action to the Contracts Unit	Within ten (10) business days after DBH notified of relocation decision
	Completes and submits Change Order Request to close out former contract provider and to set up billing codes for new contract provider	Within five (5) business days after amended contract approved by the Board
Contracts Unit	Amends the contract of provider for the new information, if applicable	Ongoing during relocation
	Prepares the Assignment Form for signature (if needed)	Ongoing during relocation
QM	Updates Medi-Cal information in the Department of Health Care Services' (DHCS) Information Technology Web Services (ITWS)	Within five (5) calendar days of the relocation completion

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Relocation of Clinic Procedure, Continued

Roles and Responsibilities,
continued

Role	Responsibility	Timeline
Compliance	Assists contract provider with any questions regarding its NPI number(s) and/or regarding Medicare	Ongoing as requested
IT	Updates any information on the Change Order Request related to the relocation.	Upon receipt of request to change, but no later than the relocation completion

DBH Clinic Relocation

When DBH makes a determination to relocate one of its own clinics, the appropriate Program Manager, under the direction of the Deputy Director, will ensure the completion of all applicable actions noted in the Roles and Responsibilities section of this procedure.

Notification to Clients and Community

When DBH or its contract provider relocates clinic operations, the agency/clinic has a responsibility to provide notification to clients. In order to ensure proper notification, the following guidelines shall be followed:

If...	Then...
Client is currently receiving services at contract provider clinic(s)	<ul style="list-style-type: none"> • Clinic shall notify clients immediately but in no less than 15 calendar days of decision to relocate. Clinic shall draft a letter containing the following information, as applicable: <ul style="list-style-type: none"> ○ Notice of clinic relocation ○ Effective date of new location and end date for services at existing clinic ○ DBH Access Unit contact information, in case client is seeking alternate clinic locations • If a contract provider is relocating, DBH shall review, approve and send letter to contract provider to post and/or send to clients within two (2) business days • Clinic shall post relocation notice and send notices to clients, if applicable

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Relocation of Clinic Procedure, Continued

Notification to Clients and Community,
continued

If...	Then...
Client is no longer receiving services at clinic	<ul style="list-style-type: none">Individual notification of the relocation is not required

References

California Code of Regulation, Title 9, Section 784.28
California Code of Regulation, Title 16, Section 1881 (i)
California Health and Safety Code, Section 123145
Code of Federal Regulation, Title 42, Section 438.10 (f)(5)
State of California Standard Agreement (MHP), Specialty Mental Health Services

Related policies

DBH Standard Practice Manual:

- ADS 0203: DUI/DEJ Certified Provider Closure Procedure
 - BOP 3033: [Assignment, Closure, Merger or Relocation of Clinics Policy](#)
 - BOP 3033-1: [Closure of DBH Contract Provider Procedure](#)
 - BOP 3033-2: [Assignment of DBH Contract Provider Procedure](#)
 - BOP 3033-3: [Merger of DBH Contract Provider Procedure](#)
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