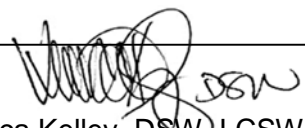


San Bernardino County Department of Behavioral Health

24/7 Access Line Requirements Procedure

Effective Date 04/29/2019
Approval Date 04/29/2019



Veronica Kelley, DSW, LCSW, Director

Purpose To outline the 24/7 Access Line procedure for the Department of Behavioral Health (DBH), contract agencies, and Fee-For-Service (FFS) providers, which applies to all behavioral health clients, including those receiving specialty mental health (SMH) and substance use disorder (SUD) services.

24/7 Access Line Regular Business Hours The 24/7 Access Line staff coverage must be on a rotation ensuring a live operator is available at all times.

Table 1. 24/7 Access Line Staff Responsibilities During Regular Business Hours

Description	Action
Prior to the start of regular business hours	Transfer 24/7 Access Line from after-hours back to the primary DBH telephone line prior to the appropriate start times, as noted below: <ul style="list-style-type: none"> • Access Unit (AU) - Prior to the 7:30 a.m. start time, and • Substance Use Disorder (SUD) Beneficiary Access Line (BAL) - Prior to the 8 a.m. start time.
The 24/7 Access Line rings during business hours	Clerical staff answers the telephone line and follows the clerical script.
General inquiry	Staff will provide general information requested or transfer call to clinical staff, if caller is requesting further assistance of a clinical nature.
During or at conclusion of call	Staff documents the call in the note section of the call log.

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24/7 Access Line Requirements Procedure, Continued

24/7 Access
Line Regular
Business
Hours,
continued

Description	Action
<p>The call needs to be transferred to a clinical staff member as more than general information is needed...</p> <p>For SUDRS BAL clerical staff, STOP HERE and go to Table 2 of this section.</p>	<p>Clinical staff accepts transferred call and provides requested referrals and/or resources.</p> <p>The required information must be provided to callers including, but not limited to:</p> <ul style="list-style-type: none"> • How to access SMH and/or SUD services • Information on services to treat urgent condition(s) • How to use beneficiary problem resolution and state fair hearing processes
Clinical staff manages the call	<p>Clinical staff documents note in call log, including:</p> <ul style="list-style-type: none"> • Date of call; • Name of Beneficiary; and • Initial disposition.
At end of business day (5 p.m.);	Confirm 24/7 Access Line is transferred to the after-hours staff appropriately.

Table 2. 24/7 Beneficiary Access Line Responsibilities for licensed practitioner of the healing arts (LPHA) and Alcohol and Other Drug (AOD) Counselors During Regular Business Hours

Description	Action
The call needs to be transferred to a LPHA or certified AOD Counselor as more than general information is needed	An LPHA or Certified AOD Counselor accepts the incoming call and follows the pre-assessment script, verifies Medi-Cal eligibility, completes American Society of Addiction Medicine (ASAM) screening to determine appropriate level of care and modality to refer the caller (if necessary).

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24/7 Access Line Requirements Procedure, Continued

**24/7 Access
Line Regular
Business
Hours,
continued**

Description	Action
An ASAM screening is not completed	The LPHA or Certified AOD Counselor provides the following information to the caller: <ul style="list-style-type: none"> • If caller is not willing/able to complete the screening, inform the client to call back when s/he is available to complete screening; • If caller is not ready to enter treatment within 24 hours, inform the caller to call back when s/he is ready to enter treatment; and/or • If caller is living and receiving Medi-Cal benefits outside of San Bernardino County, refer client to the appropriate SUD access line for the county of residence.
An LPHA or Certified AOD Counselor completes a call	The LPHA or Certified AOD Counselor shall manually complete the Call Log Status Report (CLSR) and submits to supervision daily.
Upon end of the business day (5 p.m.)	Clerical staff will ensure the 24/7 Access Line is transferred to the after-hours staff appropriately.

**24/7 Access
Line After-
Hours
Procedure**

Table 3. The following table represents the responsibilities of United Way 2-1-1 for the 24/7 Access Line after hours.

Description	Action
During business hours - prior to start of after hours	Ensure there is sufficient staff coverage on the call rotation to confirm a live operator at all times.
Upon 5 p.m. Monday-Friday and all day weekends and County recognized holidays	Ensure adequate 24/7 telephone coverage.
General calls are received	24/7 Access Line staff follow the phone script when answering calls.

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24/7 Access Line Requirements Procedure, Continued

24/7 Access
Line After-
Hours
Procedure,
continued

Description	Action
Depending on the nature of the call	<p>Provide requested referrals and/or resources to callers.</p> <p>The required information must be provided to callers including, but not limited to:</p> <ul style="list-style-type: none"> • How to access SMH services • Information on services to treat urgent condition(s) • How to use the beneficiary problem resolution and state fair hearing processes
Caller needs more than general information and is potentially in crisis	United Way 2-1-1 shall facilitate a warm transfer to DBH Community Crisis Response Team
During but no later than upon conclusion of each call	<p>Document each call in call log, including:</p> <ul style="list-style-type: none"> • Date of call; • Name of Beneficiary; and • Initial disposition of call.
Upon normal business hours (Monday-Friday, before 5 p.m., and during non-County recognized holidays)	<p>DBH resumes operation of the 24-7 Access Line during business hours</p> <p>2-1-1 shall submit prior evening call log by 9 a.m. to DBH Quality Management (QM) via email to: DBH-QualityManagementDivision@dbh.sbcounty.gov.</p>

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24/7 Access Line Requirements Procedure, Continued

24/7 Access Line After-Hours Procedure, continued

Table 4. The following table represents the responsibilities of DBH SUD BAL staff for the 24/7 Access Line after hours.

Description	Action								
Prior to after hours and prior to the start of after hours	Ensure sufficient staff coverage on the call rotation. During after hours, calls are be forwarded to County-issued cellphones.								
Starting at 5 p.m. Monday-Friday, and all day weekends and County-observed holidays	On-call LPHAs and/or Certified AOD Counselors shall provide telephone coverage to supply information and available resources, as needed. The caller may be asked for contact information to be contacted by an assessor the next business day.								
Calls are received	Follow the phone script when answering calls.								
Depending on the nature of the call	Provide requested referrals and/or resources based on prioritization of individual caller's needs.								
	<table border="1" style="width: 100%;"> <thead> <tr> <th data-bbox="868 1094 1133 1125">Detail</th> <th data-bbox="1138 1094 1412 1125">Action</th> </tr> </thead> <tbody> <tr> <td data-bbox="868 1131 1133 1255">Caller requesting information on accessing SUD services;</td> <td data-bbox="1138 1131 1412 1255">Provide information on accessing SUD services</td> </tr> <tr> <td data-bbox="868 1262 1133 1556">Caller is determined to be in need of a screening and is not currently experiencing an urgent condition or medical emergency</td> <td data-bbox="1138 1262 1412 1556">Obtain caller's contact information and inform he/she will be called back the next business day to complete screening process.</td> </tr> <tr> <td data-bbox="868 1562 1133 1757">Caller is filing a grievance or complaint</td> <td data-bbox="1138 1562 1412 1757">Complete a warm-hand-off to the Access Unit or Patients' Rights depending on grievance.</td> </tr> </tbody> </table>	Detail	Action	Caller requesting information on accessing SUD services;	Provide information on accessing SUD services	Caller is determined to be in need of a screening and is not currently experiencing an urgent condition or medical emergency	Obtain caller's contact information and inform he/she will be called back the next business day to complete screening process.	Caller is filing a grievance or complaint	Complete a warm-hand-off to the Access Unit or Patients' Rights depending on grievance.
Detail	Action								
Caller requesting information on accessing SUD services;	Provide information on accessing SUD services								
Caller is determined to be in need of a screening and is not currently experiencing an urgent condition or medical emergency	Obtain caller's contact information and inform he/she will be called back the next business day to complete screening process.								
Caller is filing a grievance or complaint	Complete a warm-hand-off to the Access Unit or Patients' Rights depending on grievance.								

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San Bernardino County Department of Behavioral Health

24/7 Access Line Requirements Procedure, Continued

**24/7 Access
Line After-
Hours
Procedure,**
continued

Description	Action
It is determined the caller has an urgent condition and/or medical emergency	<p>If the caller is sufficiently coherent and feels their life is at risk, instruct caller to call 9-1-1.</p> <p>If the caller is incoherent or non-responsive, DBH staff shall call 9-1-1 for a welfare/safety check.</p> <p>For other urgent situations, provide the caller with appropriate resources:</p> <ul style="list-style-type: none"> • Suicide hotline; • Crisis Community Response Team (CCRT); and/or • Crisis Walk-In Clinic (CWIC). <p>Contact LPHA on-call for therapeutic intervention, as needed.</p>
During but no later than upon conclusion of the call	Document all calls on the CLSR for each incoming call received.
Upon return to the office the next business day	Transfer all information from manual CLSR to the electronic report and properly shred paper copies. This action is to be completed prior to taking/completing any new screenings for the day.
Transferring of all manual CLSR to electronic report is complete	Forward the CLSR to Supervision for distribution/assignment of follow-up calls, etc.

**DBH
Administrative
Staff
Responsibilities**

The following lists the responsibilities of DBH QM and SUD BAL Administrative Staff for the 24/7 Access Line after hours:

- Ensure call logs are maintained for both business and after-hours;
- Review call logs submitted by the after-hours staff;
- Conduct monthly test calls during both business and after-hours, including calls in the County's threshold language(s) and conduct follow-up action accordingly;
- Complete quarterly test call report and submit to the Department of Health Care Services (DHCS);
- Complete monthly grievance report, and
- Complete annual grievance appeals report and submit to DHCS.

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24/7 Access Line Requirements Procedure, Continued

Questions

SMH questions regarding this procedure may be directed to the DBH Quality Management Division at: DBH-QualityManagementDivision@dbh.sbcounty.gov.

SUD questions regarding this procedure may be directed to the DBH Substance Use Disorder and Recovery Services Administration at:
DBH-SUDRSADMIN@dbh.sbcounty.gov

Related Policy or Procedure

DBH Standard Practice Manual:

- Beneficiary Grievance and Appeal Policy ([QM6029](#))
 - Beneficiary Grievance Procedure ([QM6029-1](#))
 - Beneficiary Appeal and State Fair Hearing Procedure ([QM6029-2](#))
 - Beneficiary Expedited Appeal and State Fair Hearing Procedure ([QM6029-3](#))
 - 24/7 Access Line Requirements Policy ([QM6045](#))
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Reference(s)

- California Code of Regulations, Title 9, Chapter 11, Sections 1810.405(d) and 1810.410(e)(1)
[https://govt.westlaw.com/calregs/Browse/Home/California/CaliforniaCodeofRegulations?guid=I10ACFCC0D45311DEB97CF67CD0B99467&originationContext=documenttoc&transitionType=Default&contextData=\(sc.Default\)](https://govt.westlaw.com/calregs/Browse/Home/California/CaliforniaCodeofRegulations?guid=I10ACFCC0D45311DEB97CF67CD0B99467&originationContext=documenttoc&transitionType=Default&contextData=(sc.Default))
 - California Department of Health Care Services (DHCS) Revenue Agreement for Provision of Specialty Mental Health Services
 - California DHCS Revenue Agreement for Substance Use Disorder Drug Medical Organized Delivery System
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