



# Single Case Agreement Procedure

**Effective Date** 04/17/0024  
**Revised Date** 04/17/2024

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**Purpose** The purpose of this procedure is to provide instruction to the DBH Substance Use Disorder and Recovery Services (SUDRS) workforce on how to proceed when a client is requesting services and is outside of time and distance standards for an in-network provider.

**Procedure** The following steps will be taken when it is identified all In-Network providers are outside of the time and distance standard and client would benefit from seeing an Out-of-Network provider.

Telehealth services with In-Network Providers should be offered prior to proceeding with requesting services from an Out-of-Network Provider.

Step	Action
1.	Alcohol and Other Drugs (AOD) Counselor determines SUD client is outside of established time and distance limits.
2.	AOD Counselor conducts screening to determine level of care.
3.	AOD Counselor transfers client information to Care Coordinator.
4.	Care Coordinator refers to SUDRS' list of Out-of-Network Providers to locate a provider closest to the client.
5.	<p>Care Coordinator contacts selected Out-of-Network Provider to confirm availability and initiate Single Case Agreement.</p> <ul style="list-style-type: none"> <li>Upon confirmation from Out-of-Network Provider, Care Coordinator will send an email with the following documents to the provider, including SUDRS in the email (<a href="mailto:DBH-SUDRSADMIN@dbh.sbcounty.gov">DBH-SUDRSADMIN@dbh.sbcounty.gov</a>):               <ol style="list-style-type: none"> <li>Single Case Agreement;</li> <li>Single Case Invoice, and</li> <li>W9 Request for Taxpayer Identification Number and Vendor Direct Deposit Agreement (if applicable)</li> </ol> </li> </ul> <p><b>Notes:</b></p> <ul style="list-style-type: none"> <li>To receive payment, providers must submit a W9 and direct deposit form. If the provider has an established vendor code with San Bernardino County, the forms are not required.</li> <li>DBH encryption guidelines must be followed when sending emails containing Protected Health Information (PHI) outside of the DBH network.</li> </ul>
6.	Care Coordinator will follow up with client and offer interim services until agreement with Out-of-Network Provider is completed.

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# Single Case Agreement Procedure, Continued

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## Follow up

- SUDRS Administration will work with DBH Contracts and Fiscal units to complete the Single Case Agreement and all necessary documents with Out-of-Network Provider, as follows:

Step	Action
1.	SUDRS will review forms obtained from the provider for completeness;
2.	SUDRS will forward documentation to Fiscal and Contracts;
3.	Confirmation and approval of provider is obtained from Fiscal and Contracts, and
4.	SUDRS will Inform Care Coordinator of approval.

- Care Coordinator will be notified when agreement is in place and Out-of-Network provider is ready to initiate client care.
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## Invoicing / Payment for Services

- After the agreed-upon services are received by client, providers will email an encrypted invoice to DBH-sudrsproviderpay@dbh.sbcounty.gov.
  - Invoices will be processed in approximately 6 to 8 weeks after receipt by Fiscal.
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## Referenced Forms, Policies, and Procedures

### [DBH Standard Practice Manual:](#)

- [Network Adequacy Monitoring Policy \(QM6043\)](#)
  - [Out of Network Access Policy \(QM6044\)](#)
  - [Out of Network Access Procedure \(QM6044-1\)](#)
  - [Service Availability Policy \(QM6046\)](#)
  - [Single Case Agreement Policy \(SUDRS0245\)](#)
  - [Timely Access Policy \(QM6041\)](#)
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## Reference(s)

- [Intergovernmental Agreement Exhibit A, Attachment I, II, C, 5, Network Adequacy Standards \(42 CFR §438.68\)](#)
  - [Behavioral Health Information Notice No: 22-033](#)
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