
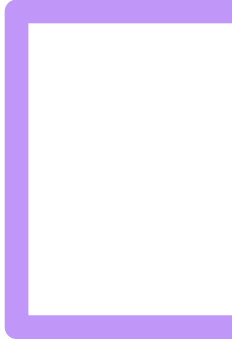




Closed Loop Referrals



What is a Closed Loop Referral?

- When a client receiving services from the Manage Care Plan (MCP) needs a step up in services, the MCP can request services from BHS SAC.
 - Once the client is fully linked in the program, the provider will then notify the MCP outside of SmartCare and close this loop in communications.
 - When a client needs a step down in services to the MCP, the provider will also need to close this loop in communications. They will need to contact the MCP and then discharge the client.
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MCP/BHS Bi-directional Closed Loop Referrals Effective 4/1/2025

REFERRALS FROM MCP TO BHS

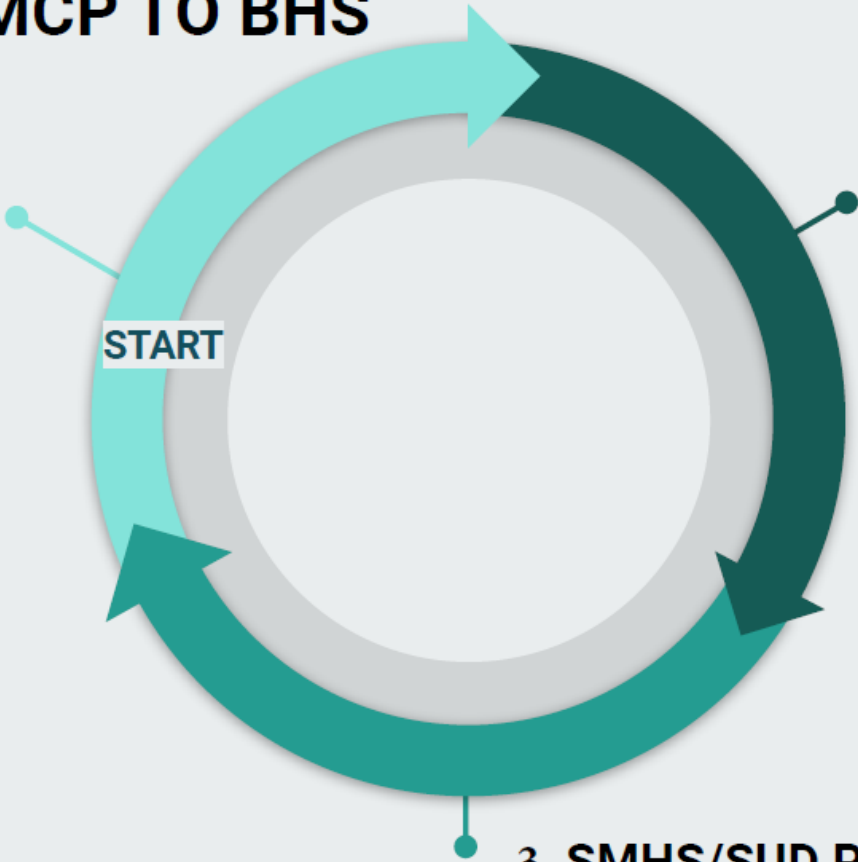
1. Managed Care Plan

For Mental Health Services:

- Completes Screening Tool or Transition of Care (TOC) and faxes or emails to BHS-SAC

For Substance Use Prevention and Treatment:

- Completes Online Service Request.



2. BHS-SAC


- Confirms receipt of referral via auto response, and provides update on referral.
- Completes EHR Inquiry Details:
 - Referral Type: MCP
 - Referral Subtype: Name of MCP


3. SMHS/SUD Provider


- Notes Referral Source as indicator to close referral loop.
- Closes referral loop by communicating with MCP POC that client is fully linked in program.
- Documents communication in EHR on the Contact Note Detail screen.



Referrals from MCP to BHS

Referrals from the MCP will show up in the Referral Resource section of the inquiry screen in SmartCare. When a Provider sees the MCP as the referral type, they will need to close the loop. After the client is admitted into the program, the provider will need to notify the MCP outside of SmartCare and then record the communication in the **Contacts Notes (My Office)** screen.

Referral Resource 

Referral Date02/28/2025

Referral TypeManaged Care Plan

Referral SubtypeMCP Anthem 

Organization Name

Phone


First Name

Last Name

Address Line 1

Address Line 2

City

State

Zip

Email

Comments



Demo

Contact Notes (My Office)

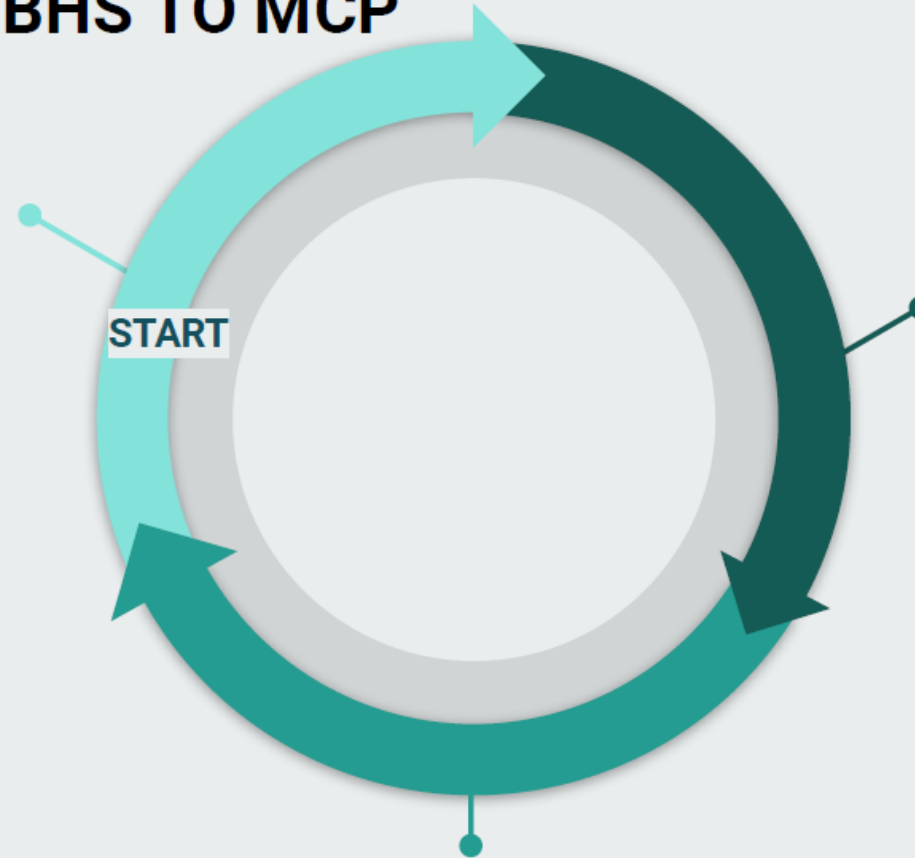
MCP/BHS Bi-directional Closed Loop Referrals Effective 4/1/2025

REFERRALS FROM BHS TO MCP

1. BHS/Contracted Provider:

For Mental Health Services Step Down to MCP:

- Completes TOC tool in EHR and sends to MCP.



2. Managed Care Plan

- Confirms receipt of referral and linkage to the referring BHS provider.

3. BHS/Contracted Provider:

- Discharges client (step down) to MCP in EHR.



Demo

Transition of Care (CaMHSA)

Discharge the client in Client Programs (Client)

Once the **Transition of Care (CalMHSA)** screen has been completed. Discharge the client from the BHS program. In the Discharge reason, select the option "Transfer to lower level of care".

Program Assignment Details

Program Assignment**Additional Information**

General

Program Name	APCC-TWC-14th Ave-12/04/2024	<input checked="" type="checkbox"/> Primary	Current Status	Discharged
Client...	Test, Andrew		Discharge Reason	Transfer to lower level of car
Assigned Staff			Requested Date	
			Enrolled Date	12/04/2024
Comment			Discharged Date	03/20/2025
			Next Schedule Service	



End of Demo
Questions?