


<b>CHAPTER:</b> 2	<b>SECTION:</b> 4	<b>SUBJECT:</b> CONTINUUM OF CARE
<b>TOPIC:</b> WAITING LISTS		
<b>ADOPTED:</b> 12/15/1995	<b>REVIEWED/ REVISED:</b>	10/27/2022, 10/27/2022
<b>ISSUED AND APPROVED BY:</b>  EXECUTIVE DIRECTOR		

**I. PURPOSE**

- A. To establish policy and procedure concerning waiting lists for Community Mental Health services.

**II. APPLICATION**

- A. All Community Mental Health of Ottawa County (CMHOC) operated and contracted programs as specified by contract

**III. DEFINITIONS:**

- A. Waiting List: A register of those individuals determined to be eligible for public mental health services but are not receiving those services due to insufficient funds. The list includes type of service needed, program category, age, gender and length of time since initial request for service. The list must be in priority order according to severity and urgency of need

**IV. POLICY:**

- A. A local CMHOC waiting list shall be established and maintained when CMHOC is unable to financially meet requests for public mental health services for persons eligible for CMHOC services. The following conditions apply to development of waiting lists
  1. Access to services will always be prioritized to those individuals with the most severe and urgent needs.
  2. Those individuals not in an emergency or crisis situation will be provided with appropriate resource referrals.
  3. Persons with less severe forms of mental illness, and insurance status other than Medicaid or MICHild will be placed on a waiting list as determined by available agency resources and consumer request
  4. No individual eligible for services through Medicaid or MICHild programs will be placed on waiting lists for any medically necessary service. Consumers will be provided service in accordance with the timeliness standards established by the Department of Community Health.

**V. PROCEDURE**

- A. All eligibility decisions and decisions to place persons on a waiting list will follow CMHOC written access protocols.

- B. Consumers on the waiting list will have access to crisis intervention; brief clinical intervention, and resource referral services. Services are provided by the Crisis Team, Access Center, and Drop-In Center.
- C. The use of waiting lists must be explicitly authorized by the Executive Director.
- D. Standard criteria for service eligibility and waiting lists will be developed by the organization. At a minimum, waiting lists shall meet the following requirements
  - 1. A copy of the waiting list policy and procedures will be made available to providers, consumers, and stakeholders as requested.
  - 2. Waiting lists will identify the person placed on the list, specific needs and services requested, date on which they were placed on the list, and service priority ranking. See Attachment 3 for specific data to be collected for individuals on waiting lists.
  - 3. CMHOC will assure the following regarding waiting lists.
    - a. Waiting lists will include prioritization of persons placed on the list.
    - b. CMHOC will provide regular review and update of persons on a waiting list, including planned contact and follow-up with persons based on each person's needs.
    - c. Minimally CMHOC will conduct a monthly chart review of individuals on the waiting list. This will involve a review of their Medicaid and MICHild program status and a review of inpatient and crisis activity since placement on the waiting list. Any change in status will be communicated to the consumer.
    - d. Financial Services and CMHOC Clinical Teams will provide monthly data on financial and clinical capacity to serve persons on the waiting list.
    - e. CMHOC will maintain documentation for all contacts made with persons on a waiting list.

## VI. REPORTING REQUIREMENTS

- A. Waiting list data will be reported in the CMHSP's annual program plan submission to MDHHS.
- B. Waiting list data will be incorporated into the organization's information management system.

## VII. ATTACHMENTS:

- A. Waiting List Procedures (5/5/15)
- B. Definitions (5/1/15)
- C. Waiting List Guidelines (5/1/15)
- D. Service Priority Number (5/1/15)
- E. Waiting List Specifications (5/1/15)

**VIII. REFERENCES:**

- A. MDHHS/CMHSP Managed Mental Health Supports and Services Contract FY 15, Prepaid Inpatient Health Plans and Community Mental Health Services Programs, Access System Standards. (Note in particular Section III.a.i – iv, and Section VIII.d.)
- B. MDHHS Technical Advisory for Establishing and Managing a General Fund (GF) Waiting List- March 2011
- C. CARF Manual. Section 3.B.5. Section 3 General Program Standards.
  - 1. Section B – Screening and Access to Services.
  - 2. 5 – If a waiting list is maintained.