



Wellplace

1333 Brewery park Blvd., Suite 140, Detroit, MI 48207

Standards: 2.A.1, 2.A.10, 2.E.1, 2.E.2, 2.B.4.2,

Revision Date: 8/22/08; 2/27/09; 11/1/09; 10/8/10; 4/18/11, 11/28/11; 7/11/12; 7/1/13, 10/8/2014

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Chapter: II. Access Center Line

Subject: A. Program Description and/ Scope of Services

I. POLICY:

Wellplace operates the Detroit-Wayne County Community Mental Health Access Center on a 24-hour basis, which serves as the central front door and screening agent for the local public mental health system.

Wellplace does not provide or oversee the use of Medications in its program including medication control, prescribing, dispensing or administering. Consumers may access medication services if determined to be eligible for services within the DWMH network at the provider level based on medical necessity

Wellplace promotes the use of non-violent practices and does not utilize seclusion or restraint in the delivery of services.

II. PURPOSE:

To establish protocol for the provision of Access Center services including Customer Services, Crisis Line Services and Clinical Screening Services for all callers contacting the Detroit-Wayne County Community Mental Health Access Center.

III. APPLICATION:

This policy applies to the Customer Service Specialist(s), Access Center Clinician(s), Customer Service Manager, Clinical Services Manager, Clinical Director, and Program Director.

IV. DEFINITIONS:

Detroit-Wayne County Community Mental Health Agency (DWMHA): A community mental health services program established and administered pursuant to provision of the State Mental Health Code, for the purpose of providing a comprehensive array of mental health services appropriate to the condition of individuals who are residents of Wayne County or individuals in Wayne County requiring emergent or urgent services, regardless of the ability to pay.

V. PROGRAM DESCRIPTION

Wellplace provides telephonic crisis, referral, access, eligibility, enrollment verification and credentialing services for the Detroit Wayne Mental Health Authority (DWMHA). DWMHA is contracted by the State of Michigan to provide public mental health and development disabilities support services to consumers residing in the Wayne County area. The system currently services over 70,000 consumer annually. Wellplace functions as the Authority's Access Center and as such is the front door to the public mental health system.



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Wellplace provides an array of services and assists consumers with accessing services as well as providing any needed information about the system at large. The eligibility determination and enrollment process within this program involves telephonic clinical screenings by Master’s Level practitioners to assess the needs of consumers, enroll if appropriate into the DWMHA network and link to a qualified provider to provide ongoing mental health, developmental disability, substance abuse or co-occurring disorder treatment.

Wellplace works with DWMHA local providers and Manager of Comprehensive Provider Networks (MCPN’s) to ensure an overall integrated and effective access system for persons with severe mental illness, severe emotional disturbance, developmental disabilities and persons with co-occurring disorders.

The Wellplace Access Center operates 24 hours a day, 7 days a week and is fully staffed with both Bachelor’s level Customer Services Specialists and Master’s Level Clinicians for both Screening and Crisis Services.

Wellplace provides crisis and information and referral services in order to provide immediate de-escalation support to consumers and links them to community resources as needed.

Wellplace functions as the credentialing verification organization for DWMHA and provides credentialing services to direct contracted providers of DWMHA.

VI. PHILOSOPHY

The Wellplace Access center has a philosophy and core set of operating values that it embraces including:

- We are designed for community benefit and ensure that the community is continually educated on how to contact the public mental health system for needed services.
- We are available on a 24/7 basis and are immediately accessible across the local service area regardless of where the person contacts or enters the public mental health system.
- All persons contacting Wellplace are made to feel welcome regardless of how they contact us and are treated with dignity and respect. Operating under the “no wrong door” philosophy, persons are screened for eligibility, coverage determination and referred for services and supports regardless of where they make contact.
- All persons contacting Wellplace are treated with individualized, person centered care and are given access to needed services and supports designed to achieve their desired outcomes.
- All persons are empowered to exercise informed choice.
- All services provided by Wellplace are individual and family-centered.
- The Wellplace Access Center is designed to foster engagement and supports recovery, resiliency and self-determination.



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- Wellplace maintains a continuous quality improvement focus.

VII. GOALS AND STANDARDS:

1. The Detroit-Wayne County Community Mental Health Access Center operated by Wellplace will be available 24 hours per day, 7 days per week, and 365 days per year.
2. Access Center services will be *available to any caller*, regardless of the origin of the call. Access Center services do not require prior authorization and are to be provided *without charge*. *Callers may call at any time and as often as needed*.
3. The Access Center can be reached by calling locally, (313) 224-7000, toll free (800) 241-4949 or the TTY/TDD line for the hearing impaired (866) 870-2599.
4. The Access shall be answered by a live voice 24 hours per day. Callers will never encounter a phone tree or be sent to voice mail.
5. Wellplace Michigan will operate as the Access Center for DWMHA while providing callers requesting information and referral services appropriate linkage to the best currently available resources that are fit for their needs and provide a seamless transition to the caller with services that will allow for the most effective service delivery
6. The Access Center shall provide Translation Services on a 24 hour basis to all non-English speaking callers who require assistance. These services shall be offered at no cost to the caller.
7. Wellplace will maintain 24 hour availability of staff that is able to assist callers in urgent and emergent situations.
8. All calls into the Access Center will be answered by a Customer Service Specialist utilizing a standard welcoming greeting that identifies the Access Center and has been approved by DWMHA. (See Opening Answer Script Policy).
9. All Access Center staff will identify themselves to each caller by providing information including their name and position within the Access Center.
10. All non-emergent callers will not be kept on hold for more than 120 seconds for Customer Service assistance.
11. Callers requiring clinical screening services will not be placed on hold. If a clinician is not available at the time of the call, the Customer Service Specialist will offer a call back to the caller. All Clinical Call Backs will be returned within the same day (See Clinical Call Back Policy).



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12. All Wellplace Access Center staff shall maintain current training in HIPAA, Recipient Rights, Medicaid Fair Hearing, Local Appeals and Grievances in addition to the required trainings as indicated by DWMHA and Wellplace (See Staff Training Policy).
13. All Access Center staff must utilize every available resource to ensure that privacy and protection protocols are met and that quality service is provided.
14. All incoming phone calls into the Access Center are provided a timely and effective response and are documented in the MHWIN database to ensure appropriate documentation, tracking and follow-up.
15. All Customer Service Specialists shall follow a script upon answering the Access Center response line to ensure that all calls are answered in a consistent and professional manner.
16. The Access Center will share information about its programming and scope of services with persons served, families / support systems, DWMHA and other relevant stakeholders and the general public via the access center website at www.access.wellplace.com.
17. Wellplace will stay up to date regarding state and county legal, policy, contractual and Medicaid plan updates through monthly participation in the DWMHA Managed Care Operations Committee, DMHA Quality Improvement Committee, attendance at Michigan Association of Community Mental Health Board events and Review of Michigan Association of Community Mental Health Board weekly Friday Facts reports highlighting key issues and legislative changes.

VIII. PROGRAM SERVICES AND MODALITIES

The Access Center is comprised of 4 service components

1. Customer Services

- i. Initial call answer and triage to appropriate services
- ii. Demographic information/data entry
- iii. Provides general information in regards to benefit plans, coordination of benefits,
- iv. Coordination of benefits
- v. Information and referral
- vi. Due process and appeal management services

2. Crisis Services



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Subject: A. Program Description and/ Scope of Services

- i. Telephonic crisis response and crisis stabilization services
- ii. Suicide Prevention services
- 3. Clinical Screening Services
 - i. Telephonic Clinical screening to determine eligibility and level of care
 - ii. Referral and linkage to a qualified provider
 - iii. Service Authorization or denial
 - iv. Second opinion/appeal services
- 4. Administrative Services
 - i. General Fund Wait List Management
 - ii. Due Process Rights and Notifications
 - iii. Credentialing Services

IX. POPULATIONS AND SERVICES

- 1. Wellplace provides eligibility screening and determination services for persons with severe mental illness, severe emotional disturbance, developmental disabilities and persons with substance abuse and co-occurring disorders for access in to the public service delivery system network operated by DWMHA.
- 2. For consumers with developmental disabilities, the Access Center Clinician will compute the total score on the DWMHA designated DD screening tool. If the consumer scored 5 or more on 3 or more of the major life activities, the Access Center Clinician will determine DD eligibility.
 - i. Developmental Disability means a severe, chronic condition which appears before the age of 22 years; is likely to continue indefinitely, is attributable to a mental or physical impairment or combination of these impairments, such as mental retardation, cerebral palsy, autism or other condition found to be similar to one of these impairments, does not include mental illness and results in substantial functional limitations in 3 or more of the 5 major life activities.



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- ii. Scoring 5 or more in any Major Life Activity indicates there is a substantial functional limitation for the identified Major Life Activity; 3 or more Major Life Activities with scores of 5 or more indicates a Developmental Disability
 - iii. Aggregate Score is an indication of overall severity of functional limitation, if 3 or more Major Life Activities have scores of 5 or more, the higher the aggregate score the more severe the functional limitations.
3. For consumers with SMI or SED, the Access Center Clinician will complete the LOCUS/CALOCUS and the MH-WIN system will calculate a score which will determine SMI/SED eligibility based on insurance type. Items within the LOCUS/CALOCUS assess for Medical and Clinical necessity through assessing Risk of Harm, Functional Status, Co-Morbidity, Recovery Environment, Treatment and Recovery History, Engagement and Recovery Status and Parental Acceptance and Engagement.
- i. The LOCUS/CALOCUS scoring is influenced by the following individualized considerations:
 - 1. Age
 - 2. Co morbidities
 - 3. Complications
 - 4. Progress of Treatment
 - 5. Psychosocial situation
 - 6. Home environment.

X. QUALITY ASSURANCE:

The Quality Improvement Committee shall monitor adherence to this policy as one element of its overall quality processes. The Wellplace Policy and Procedure Manual is reviewed and revised on an annual basis and is approved annually by the Board of Managers. When applicable, the Wellplace subcontractor to whom this policy is applicable shall monitor adherence to this policy as part of a program of ongoing quality management.

XI. COMPLIANCE WITH ALL APPLICABLE LAWS:



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Wellplace, Inc. and its subcontractors are bound by all applicable federal, state, and county laws, rules, regulations, policies, and guidelines.

XII. REFERENCES

None

XIII. EXHIBITS:

None