

RIVER VALLEY COUNSELING CENTER, INC.

POLICY/PROCEDURE # COVID C10.02

SUBJECT: INTAKE AND REGISTRATION

DATE REVIEWED/REVISED: 3/20

POLICY STATEMENT: RVCC believes that a professional intake and registration process during the COVID-19 crisis is critical to the success of treatment and is to be completed within one business day.

PURPOSE: To ensure that new requests for services are during the COVID crisis: (1) handled in a professional and timely manner, and (2) furnish the clinical and financial information necessary for proper case assignment and billing.

Referrals for MASSHealth's Children's Behavioral Health Initiative (CBHI) In-home Therapy (IHT) are accepted 24 hours per day/365 days per year. The family/guardian must be contacted within one calendar day of referral to schedule a face- to- face intake/interview. Any waitlist for the CBHI program is managed by a master's level clinician for the purposes of triage and follow up including weekly calls to update the families/guardians on the waitlist.

RESPONSIBILITY: Central Intake Staff.

PROCEDURE:

1. All new requests for service are handled by the Central Intake Staff.
2. The Central Intake Staff will:
 - a. Register the client;
 - b. Conduct initial triage;
 - c. Determine whether the request is an emergency, urgent or routine.
 - d. Verify insurance coverage;
 - e. Inform the client of any existing co-pay, if applicable;
 - f. Assign medical record number;
 - g. Schedule the initial visit with the next appropriate available appointment;
 - h. Inform the appropriate Clinician by email and/or phone call
3. If the client does not attend the scheduled telehealth intake appointment, the clinician must (1.) notify Central Intake immediately and (2.) return all information to the Central Intake Department.
4. The following statement needs to be communicated to the client and documented on the Intake paperwork *"The client has provided verbal consent via telephonically. When conditions permit a signature in person will be obtained."*