

PerformCARE®		Policy and Procedure
<b>Name of Policy:</b>	Provision of Reasonable Access to Behavioral Health Services Provided by Federally Qualified Health Centers Within the Access Travel Guidelines	
<b>Policy Number:</b>	PR-032	
<b>Contracts:</b>	<input checked="" type="checkbox"/> All counties <input type="checkbox"/> Capital Area <input type="checkbox"/> Franklin / Fulton	
<b>Primary Stakeholder:</b>	Provider Relations Department	
<b>Related Stakeholder(s):</b>	All Departments	
<b>Applies to:</b>	Associates	
<b>Original Effective Date:</b>	10/01/01	
<b>Last Revision Date:</b>	04/12/21	
<b>Last Review Date:</b>	04/12/21	
<b>Next Review Date:</b>	04/01/22	

**Policy:** It is important that all Members have access to behavioral health (BH) services that honor site preferences such as location and appointment availability, in addition to provider preferences regarding gender, age, race, and culture. There are several Federally Qualified Health Center (FQHC) within the Territory. Linkages exist with key providers of physical health services so that Members with identified behavioral health treatment needs have quick and easy access to services.

**Purpose:** To assure Members access to behavioral health services provided by Federally Qualified Health Centers.

**Definitions:** None

**Acronyms:** None

**Procedure:**

1. There are several Federally Qualified Health Centers identified in the PerformCare territory.
2. When behavioral health services are provided at the FQHC, PerformCare makes every effort to credential and contract with the FQHC as a PerformCare provider of behavioral health care services.
3. In the event that additional FQHCs decided at a later time that they would like to serve as a behavioral health care provider, letters of service coordination will be developed outlining the following:

- 3.1. Options for the sub-contracting for mental health professionals, if behavioral health services do not currently exist on site.
- 3.2. Procedures for referral and authorization of behavioral health services.
- 3.3. Mechanisms for coordination, including any needs for scheduled or ad hoc coordination of care meetings.
- 3.4. Required policies and protocols for the release of records consistent with confidentiality law.
4. In the event services are developed by the FQHC, the Medical Assistance Transportation Program (MATP) resources will be used to assist consumers with transportation to behavioral health treatment at the FQHCs.
5. Additionally, *Member Handbooks* and *Provider Manuals* with descriptions of behavioral health services within the various required travel parameters, along with telephone numbers, web site, and e-mail addresses, are issued to all Members in the territory.

**Related Policies:** None

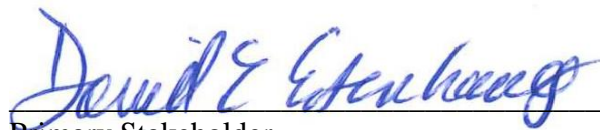
**Related Reports:** None

**Source Documents  
and References:** None

**Superseded Policies  
and/or Procedures:** *QI-008 Provision of Reasonable Access to Behavioral Health Services Provided by Federally Qualified Health Centers Within the Access Travel Guidelines*

**Attachments:** None

Approved by:

  
Primary Stakeholder