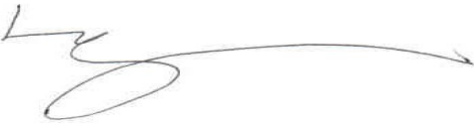


CHAPTER: 2	SECTION: 17	SUBJECT: CONTINUUM OF CARE
TITLE: MANAGEMENT OF INACTIVE CONSUMERS		
EFFECTIVE DATE: 9-24-01	REVISED/ REVIEWED DATE: 3/16/04, 6/7/05, 3/20/07, 12/11/09, 2/28/11, 2/18/13, 5/9/14, 5/21/15, 5/13/15, 4/30/17, 5/6/19, 5/20/20; 4/23/2021, 10/21/22, 11/16/23	
ISSUED AND APPROVED BY:  <p style="text-align: right;">EXECUTIVE DIRECTOR</p>		

I. PURPOSE:

To give guidance to staff regarding the management of case closing and inactive consumers.

II. APPLICATION:

To all Community Mental Health of Ottawa County (CMHOC) programs serving mentally ill adults, emotionally disturbed children, I/DD children and adults, and adults and children with substance abuse disorders.

III. DEFINITIONS:

Inactive Consumers: are those consumers who currently are not receiving services by virtue of the fact that the consumer is not showing up for services and cannot be located.

IV. POLICY:

It is the policy of CMHOC to value continuous treatment relationships that provide ongoing recovery-based services and support over time in accordance with the individual's stage of change, and regardless of treatment adherence.

V. PROCEDURE:

Planned Case Closing Group

1. Consumers who are satisfied that their treatment plans have been successfully met will have their case closed at CMHOC.

- An advance Notice of Adverse Benefit Determination will be mailed to individuals who are in agreement with their case being closed at CMHOC.
- The holder of the record will complete a Discharge Summary for all consumers in this category.
- Consumers will be given information on how to contact the Access Center in the event they wish to resume services.

- CMHOC staff will coordinate with the consumer's chosen community-based outpatient provider, if requested, and provide necessary medical records as authorized.

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2. Consumers who plan to move out of county and those who are no longer eligible for CMHOC services will have their case closed at CMHOC.

- An advance Notice of Adverse Benefit Determination will be mailed to individuals who plan to move out of county and/or are no longer eligible for CMHOC services.
- The holder of the record will complete a Discharge Summary for all consumers in this category.
- CMHOC staff will coordinate with the consumer's chosen community-based outpatient provider, if requested, and provide necessary medical records as authorized.

Unplanned Case Closing Group

Repeated no-shows or cancellations will be discussed with the consumer by the assigned staff with the intent of removing barriers to regular attendance. Efforts via phone and mail will be employed to contact the individual.

- If after 30 days with no success at contacting the individual, an advance Notice of Adverse Benefit Determination will be mailed to the individual explaining that services will be terminated but they are welcome to resume services if so desired.
- The holder of the record will complete a Discharge Summary for all consumers in this category.
- Consumers will be given information on how to contact the Access Center in the event they wish to resume services.

Medication Clinic Services

Consumers may, at the prescriber's discretion, receive refills on prescriptions. For missed appointments, the policies are:

- One Missed: The prescriber and/or nursing staff may call in a prescription that will last until the consumer's next appointment. The next appointment will be the earliest time slot available, and the consumer will receive a refill that will last only until the earliest available appointment time scheduled.
- Two or more Missed: No additional prescriptions until the consumer has a face-to-face meeting with the prescriber.

The next appointment will be the earliest time slot available, and the consumer will receive a refill that will last only until the earliest available appointment time scheduled. Failure to keep this appointment will result in CMHOC being unable to offer additional prescriptions until the consumer meets with the prescriber face-to-face.

VI. ATTACHMENT:

- Letter sent to “Planned Case Closing” group
- Cover letter to accompany Notice of Adverse Benefit Determination to “Unplanned Case Closing” group.

VII. REFERENCE:

Lakeshore Regional Entity Policy regarding Grievance and Appeal (Policy # 6.1)