**Contracted Case Management Program and Assertive Community Treatment (ACT) Team Intakes from a non-Hennepin County provider or directly from a client**

1. The Hennepin County Initial Contact & Access role for these types of referrals is to complete an initial screening and then to facilitate the case opening to the Contracted Case Management and/or ACT Team Provider being noted within the county system. The purpose of the initial screening will be to verify that the person is the social service and financial responsibility of Hennepin County, and to also verify that the person is not open to other case management providers.

2. When the Contracted Case Management and/or ACT Team Provider receives a referral from a community agency or a client contacts them directly, they should contact the Hennepin County Initial Contact group by sending an email to [socialservices@hennepin.us](mailto:socialservices@hennepin.us), or if email is unavailable, calling 612-348-4111.The Initial Contact staff will verify eligibility for social services in Hennepin County.

3. During that email correspondence or communication, the Contracted Case Management and/or ACT Team Provider will need to verify that the client is not open to other case management services, county of financial responsibility, health care coverage and possible Prepaid Medical Assistance Plan (PMAP) affiliation.

4. Contracted Case Management agency staff need to complete the Contracted Case Management and/or ACT Team Provider Case Opening Form and the Information Disclosure Non-EPIC HSPHD Clients Form.

5. The Contracted Case Management and/or ACT Team Provider will then **fax** to Hennepin County office support staff, **612-466-9833**, the Case Opening Form and the completed and signed (by the client) Information Disclosure Non-EPIC HSPHD Clients form. The Case Opening **form must be complete,** and must include the: Date of Diagnosis, Name of Serious and Persistent Mental Illness (SPMI) Diagnosis, and ICD 10 Code. The diagnostic must be current (within the past 6 months). Do not send forms by email. Please note that the forms will no longer be checked by a Social Work Supervisor. The case cannot be opened in SSIS until the completed form is received.

6. County Office Support staff will enter the information into SSIS. They will contact you if there is additional information needed. They will then send you an email verifying that the case was opened along with the SSIS workgroup number. Should you not receive an email within 48 hours of having submitted a case for assignment to your group you should contact Sue Pirk ([susan.pirk@.hennepin.us](mailto:susan.pirk@.hennepin.us)) and James Trontvet ([james.trontvet@.hennepin.us](mailto:james.trontvet@.hennepin.us)). The email should include the client’s name and the date that you faxed the request.

7. Contracted Case Management providers are expected to comply with and provide services as directed by Rule 79 Targeted Case Management Guidelines and the provider contract with Hennepin County.

8. Contracted Case Management providers need to complete and **fax** the Hennepin County Adult Behavioral Health Client Authorization form to the Service Authorization Unit at **612-632-8681**. When clients are open to Medical Assistance with a PMAP, the case management service is paid through the PMAP. You will continue to work with the PMAPs on providing information needed for billing for services. You will not submit this form until after you receive verification of the case opening and the SSIS workgroup number.

9. Six month and annual functional assessments do not need to be sent in, but need to be completed and kept with the clients’ file.

**Contracted & ACT referrals (request to transfer) from an active Hennepin County Behavioral Health Case Management (BHCM) Team**

The referral should be made directly to the Contracted or ACT provider, and all referral information should be sent directly to the Contracted or ACT provider. When the Contracted or ACT team has made a decision on accepting the case, they should send an email to the referring case manager, copy Sue Pirk (at [susan.pirk@.hennepin.us)](mailto:susan.pirk@.hennepin.us)), Debbie Neumiller ([debbie.neumiller@hennepin.us](mailto:debbie.neumiller@hennepin.us)) and Rebecca Prust ([rebecca.prust@hennepin.us](mailto:Rebecca.prust@hennepin.us)) with the decision noting the transfer date. Also copy Jodi Pritchard if it involves an involuntary client ([Jodi.Pritchard@hennepin.us](mailto:Jodi.Pritchard@hennepin.us)). Please use the word “Transfer” in the email subject line. If accepting the client for services then, **fax** a service authorization to **612-632-8681**. Sue Pirk or Debbie Neumiller will open the case to the Contracted or ACT Team, close the BHCM episode, and will send an email to both parties noting such, including the SSIS workgroup number.

**ACT referrals from Hennepin County Adult Behavioral Health and Adult Access**

Hennepin County Social Workers send available information to ACT teams, but no specific referral package is required. Referral information in support of the transfer is advised but not required when such information is not available or pursuit of same would delay referral process to the detriment of the client. When ACT makes a decision they email the Social Worker and copy Sue Pirk ( [susan.pirk@hennepin.us)](mailto:susan.pirk@hennepin.us)), Debbie Neumiller ([debbie.neumiller@hennepin.us](mailto:debbie.neumiller@hennepin.us)) and Rebecca Prust ([rebecca.prust@hennepin.us](mailto:rebecca.prust@hennepin.us)) with the decision noting the transfer date. Also copy Jodi Pritchard if it involves an involuntary client ([Jodi.Pritchard@hennepin.us](mailto:Jodi.Pritchard@hennepin.us)). Please **fax** the Hennepin County Behavioral Health Client Authorization form to the Service Authorization Unit at **612-632-8681**. Sue Pirk or Debbie Neumiller will open the case to the ACT team, close the Social Worker case and send a confirming email to both parties, including the SSIS workgroup number.

**Contracted Case Management Referrals from Hennepin County Adult Behavioral Health and Adult Access**

When the Contracted Case Management Team makes a decision, they email the County Social Work Supervisor and County Social Worker, and copy Sue Pirk ([susan.pirk@hennepin.us)](mailto:susan.pirk@hennepin.us)), Debbie Neumiller ([debbie.neumiller@hennepin.us](mailto:debbie.neumiller@hennepin.us)) and Rebecca Prust ([rebecca.prust@hennepin.us](mailto:rebecca.prust@hennepin.us)). with the decision noting the transfer date. The Contracted Case Management program will **fax** the service authorization to **612-632-8681**. Sue Pirk will open the case to the Contracted provider and send a confirming email to the referring County Adult Access Worker and Supervisor. For involuntary transfers, Sue will also email the mental health court unit social worker and Supervisor Jodi Pritchard.

If a transfer occurs from Initial Contact and Access or the Mental Health Court Unit to a Contracted agency, County support staff will fax case documents to the assigned Contracted agency and will email a transfer notification to the Contracted agency. The email contains the client name, SSIS workgroup number, transfer date, and any additional comments about the case. The Contracted agency needs to verify receipt of transfer within 24 hours.

**Transfers from ACT teams to Contracted Rule 79 BHCM**

Remember that a transfer to R79 BHCM Team (Contracted or County) will need to include a current diagnostic assessment and verification of an SPMI diagnosis. This is particularly important since you could be serving a client who meets only SMI criteria. You will also need to include a transfer summary, functional assessment and LOCUS form**.** When Contracted team makes a decision they email the ACT Team worker and copy Sue Pirk ([susan.pirk@.hennepin.us)](mailto:susan.pirk@.hennepin.us)), Debbie Neumiller ([Debbie.neumiller@hennepin.us](mailto:Debbie.neumiller@hennepin.us)) and Rebecca Prust (rebecca.prust@hennepin.us) with the decision noting the transfer date. Also copy Jodi Pritchard if it involves an involuntary client ([Jodi.Pritchard@hennepin.us](mailto:Jodi.Pritchard@hennepin.us)). Then **fax** the service authorization to **612-632-8681**. Sue Pirk or Debbie Neumiller will open the case to the Contracted team, close the ACT case and send a confirming email to both parties, including the SSIS workgroup number.

**Transfers between Hennepin County Contracted providers**

1. Transfers between Case Management providers do NOT need to be routed through Adult Access/the Front Door. Send transfer packet directly to the provider. Once a decision to transfer is made:

2. Email Sue Pirk ([susan.pirk@.hennepin.us](mailto:susan.pirk@.hennepin.us)), Debbie Neumiller ([Debbie.neumiller@hennepin.us](mailto:Debbie.neumiller@hennepin.us)), and Rebecca Prust (rebecca.prust @hennepin.us). Also copy Jodi Pritchard if it involves an involuntary client ([Jodi.Pritchard@hennepin.us](mailto:Jodi.Pritchard@hennepin.us)).

3. Copy the referring case manager.

4. Include Client name, SSIS workgroup number, transfer date (the date the Contracted agency accepted the transfer) and name of primary case manager.

5. When transferring a case out of Hennepin County, please submit a case closing form. This is NOT a transfer; it is a closed case.

6. When referring a person from out of county to a Hennepin County contracted agency, please follow the new case referral process- this is NOT a transfer, it is a new case.

**Involuntary Client Transfer Requests**

Any requests to transfer Involuntary/Commitment cases from a Contracted Provider to a Hennepin County Case Management Team or another Contracted Provider must be routed through Jodi Pritchard ([jodi.pritchard@hennepin.us](mailto:jodi.pritchard@hennepin.us)) This would be started by contacting Jodi Pritchard by email to discuss the request to transfer.

If it is agreed that this would be in the best interest of the client, then the information related to the transfer should be faxed to Jodi Pritchard at 612-677-6183. Information should include the case opening form, which can be found on our [Partners page](https://www.hennepin.us/hsphpartners). Once there, go to Program resources> Contracted adult behavioral health case management>to the “New client authorization or change in client status form”. Please fill it out and fax it to Jodi along with a current diagnostic assessment, functional assessment, transfer summary, prepetition screening report, and court orders. When completing the intake form please leave the open date, program, supervisor and case manager information blank-that will be completed by once the transfer is approved.

Any cases transferring between levels of case management such as Contracted Case Management to or from an ACT Team need to include a LOCUS form.

Once the case is accepted and assigned to the new agency, the contact person should reply to the encrypted email with the CM’s name and/or CM Supervisor’s name, along with their phone number and email address.

Once the transfer is approved, the program requesting the transfer will receive an email notifying them of the team, supervisor, and case manager that will be receiving the case transfer.

Request for providers to email assigned Case Manager (CM) when new case opening is accepted.  New Process:  Please submit the name of the agency or contact person for the team.  This can be done once the case is accepted and assigned to the agency by replying to the encrypted email with the CM’s name and/or CM Supervisor’s name.

**Case Management Closing Process**

1. Closing information must include the closing summary or discharge summary, and Notice of Action Form. **Fax** these to Sue Pirk, **612-466-9833**.
2. Cases of persons under civil commitment cannot be closed until the commitment has ended and/or the court has dismissed the case. Please contact Jodi Pritchard for questions about civil commitment.
3. In the event a person passes away, please **fax** a case closing summary or discharge summary to Sue Pirk, **612-466-9833.** Notice of Action is not needed.
4. Due to the high volume of case closings, Sue Pirk will not be emailing verifications of closings. Please **fax** case closing documents to Sue; do not send via U.S. mail.
5. Please be sure to include **date of closing** and **reason for closing**. Reasons for closing

include:

* Agency decision- client ineligible for requested services
* Agency decision- client need for service not established
* Agency discontinued- additional services not available
* Agency discontinued- client non-cooperation
* Agency discontinued- court order a factor
* Client deceased
* Client discontinued/refused service, no authority to continue
* Client entered hospital/nursing home
* Client incarcerated
* Client moved
* Client reached age of majority/emancipation
* Client transferred to another agency
* Services completed; no further service necessary
* Services completed, referred elsewhere
* Unable to locate client

**Case Management Re-Opens**

Please also be reminded that should a client again request services, and/or there is a petition for commitment within sixty days of closing the case, it is assigned to and returns to your team.

**Contract Questions**

For questions related to your contract, please contact your Contract Manager.

**Mentally Ill and Dangerous (MI/D) Petitions and Commitments**

The statutory requirements for Mentally Ill and Dangerous to the Public (MI/D) commitments under § 253B.18 and legal processes differ from those that govern Mentally Ill and/or Chemically Dependent commitment types through the District Court.  For the purpose of protecting the client’s legal rights, it is Hennepin County’s policy that all clients committed as Mentally Ill and Dangerous are transferred to and managed by the Hennepin County Forensic Case Management Team.  Hennepin County’s Forensic Case Management is a specialized team that provides case management services to individuals who are ordered to indeterminate commitments as Mentally Ill and Dangerous. The Forensic Team is trained to concentrate on the laws and mandates specific to this commitment type.

**When a contracted provider serves a client with a petition for commitment as Mentally Ill and Dangerous:**

1. The contract provider will send an encrypted email Layla Abdi, Social Work Unit Supervisor of the Forensic Case Management Team ([Layla.Abdi@hennepin.us](mailto:Layla.Abdi@hennepin.us)).  The email will serve as an alert of the petition and will provide the client’s name and the court date.
2. Following the Initial Hearing, the contract provider will e-mail [Layla.Abdi@hennepin.us](mailto:Layla.Abdi@hennepin.us) with the outcome of court proceedings.
3. If a client is committed as MI/D at the initial hearing, the contract provider must be in consultation with Layla Abdi to determine the timing of transfer to the Forensic Case Management Team.
   1. The consultation must happen at the point of initial support for the MI/D commitment when the client is on the Warrant.  This is for the purpose of protecting the client's legal rights and for Hennepin County to offer assistance to the provider in preparing the individual for the commitment and treatment process under this unique commitment.
   2. At the .18 finalization hearing if the individual is determined to remain committed as a mentally ill and dangerous please transfer the case to Hennepin County

**Case Transfer for a person Committed as Mentally Ill and Dangerous:**

1. All persons ordered to *indeterminate* commitment as Mentally Ill and Dangerous must transfer to the Hennepin County Forensic Case Management Team.
2. Contract provider notifies the Hennepin County Forensic Supervisor that their client has been supported or finalized for an MI/D commitment.
3. The following items are needed for the Case Transfer:
   1. Contract provider will send all case transfer documents to [Layla.Abdi@hennepin.us](mailto:Layla.Abdi@hennepin.us) via encrypted email.
   2. Please forward the Mentally Ill and Dangerous Commitment Order
   3. Provide a Transfer Summary; including legal and housing history
   4. Most recent Diagnosis and ICD 10 Code
   5. Provide documentation of the precipitating incident leading up to the MI/D commitment and guardianship information if any
   6. The Supervisor does not need an updated ICSP or Functional Assessment
4. Hennepin County Behavioral Health will make sure that for the purpose of continuity of services, the case will be closed in the county systems on the same date that the Supervisor opens the case in Forensic Case Management.