Contracted Provider Transfer Process for Voluntary Individuals (AMH-TCM, ACT, FACT)

Transfers from Hennepin County case management (a.k.a. "operated") to a provider

1. *Resident with ACT level of care only:* The Hennepin County social worker will send information to the ACT team(s), using the Universal ACT referral form in ECF, form number N10497.

2. Send transfer forms/documents directly to the new provider, including:
   a. Transfer summary
   b. Functional assessment
   c. Most recent diagnostic assessment (no more than 3 years old)
   d. ICSP

3. When the provider accepts the case, send an email with "Transfer" in the subject line, the decision, and the date of transfer to:

   a. Hennepin County operated case manager
   b. HSPH.OS.BH@hennepin.us

4. Complete an Uncompensated Care request (Service Authorization for HennPay) (hennepin.us) if needed.

Transfers between ACT and AMH-TCM (change in Level of Care)

1. Send transfer forms/documents to the new provider, including:

   a. Transfer summary
   b. Functional assessment
   c. Most recent diagnostic assessment (no more than 3 years old)
   d. Verification of an SPMI diagnosis

2. When the new team/provider accepts the transfer, send an email with "Transfer" in the subject line, confirmation that documents have been received, and the date of transfer to HSPH.OS.BH@hennepin.us

3. Complete an Uncompensated Care request (Service Authorization for HennPay) (hennepin.us) if needed.

Transfers between providers with a Hennepin County contract

1. Send transfer forms/documents directly between providers, including:

   a. Transfer summary
   b. Functional assessment
   c. Most recent diagnostic assessment (no more than 3 years old)
   d. ICSP
   e. The name and phone number of the current case manager

2. When the new provider accepts the transfer, send an email with "Transfer" in the subject line, confirmation that documents have been received, and the date of transfer to HSPH.OS.BH@hennepin.us

3. Complete an Uncompensated Care request (Service Authorization for HennPay) (hennepin.us) if needed.

Transfers out of Hennepin County to another county

1. When people transfer out of Hennepin County, they must be closed in SSIS, the Hennepin County billing system. Submit a Contracted Partner Closing Request (hennepin.us).

Transfers into Hennepin County from another county

1. When someone is transferred to Hennepin County, use the Behavioral Health Intake Opening (hennepin.us) form.