

## Access to Care and Capacity Management

### ***Policy***

It is the policy of Central Florida Behavioral Health Network, Inc. (CFBHN) that eligible individuals and families are able to access care in an efficient and timely manner.


### ***Purpose***

The purpose of this policy is to outline the strategies utilized by CFBHN and Network Service Providers (NSPs) to assist individuals and families in accessing appropriate and timely care.

### ***Procedure***

The activities below are relevant to care and completed on an ongoing basis by CFBHN:

1. At least once a year, with additional training as needed, CFBHN provides training to NSPs on waitlists, access tracking and reporting procedures. Technical assistance to manage waitlists and increase access, including the development and implementation of process improvements, is also included in this training.
2. Tracking and reporting waiting lists for Substance Abuse /Mental Health services, and submitting waitlist reports, as requested, to DCF and other funders as required by contract. This includes training on these topics.
3. When an individual is reported to be waiting for a service, CFBHN conducts a service search to link them with available resources.
4. The Network ensures that priority populations, as defined in the federal Substance Abuse Prevention and Treatment Block Grant regulations, are admitted to services within mandated time frames or are provided interim services as defined in 45 CFR Part 96.

<b>Access to Care and Capacity Management</b>  Approval:  Alan Davidson, President/Chief Executive Officer	Date Issued: <u>08/01/2010</u> Last Revision: <u>03/30/2023</u> Review Date: <u>06/18/2025</u>
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