



# Recommended Care Coordination Communication for Hospitals and Certified Community Behavioral Health Clinics

The following document is intended to provide a structure for care coordination communication between hospitals and Certified Community Behavioral Health Clinics (CCBHCs) for patients who present to the hospital for physical and/or mental and behavioral health needs.

Effective hospital care coordination is in part dependent on the service recipient’s ability to communicate to the hospital that he or she is receiving services through a CCBHC. CCBHCs will be actively working with the individuals they serve to ensure that they are educated on the care model and the benefits of care coordination. This will include providing recipients with a card that identifies them as a CCBHC member, with associated information on how to contact their care coordinator. Individuals will be asked to share this with other community providers, including hospitals.

Emergency care	
Emergency Department	CCBHC
The ED staff will ask individuals if they are served by a CCBHC (listing the agencies’ names will help with identification for people who do not identify with the service model).	The CCBHC staff will obtain a signed release of information form from individuals served and provide a copy to the individual’s preferred hospital prior to the time of an emergency.
If a signed release of information form is not provided in a patient’s record, the ED staff will contact the patient’s CCBHC to obtain a current release of information to allow two-way communication with the CCBHC.	As allowed by data privacy rules, the CCBHC providers who know a person is seeking admission will contact the ED social worker to: <ul style="list-style-type: none"> <li>• Provide their assessment of the situation</li> <li>• Provide a current medication list</li> <li>• Provide contact information for the CCBHC</li> </ul>
During normal business hours, ED staff will contact the CCBHC to get its providers’ assessment of the individual’s current care needs.	As allowed by HIPAA, CCBHC staff can provide some information, per discretion, without a release in an emergency situation.
If inpatient admission is not needed, the ED will: <ul style="list-style-type: none"> <li>• Coordinate community care options with the CCBHC</li> <li>• Provide the CCBHC with a copy of the hospital visit summary</li> </ul>	

## Inpatient care

<b>Hospital</b>	<b>CCBHC</b>
If CCBHC participation was not identified in the emergency department, the inpatient social workers will ask individuals if they are served by a CCBHC provider.	If a patient is receiving mental health targeted case management, the targeted case manager will serve as the central point of contact for the hospital social worker.
If a signed release of information form is not provided in a patient's record or obtained while the patient is in the ED, the inpatient unit will contact the patient's CCBHC to obtain a current release of information to allow two-way communication with the CCBHC.	When possible, CCBHC staff will visit the individual in the hospital and will participate in hospital discharge planning meetings.
The inpatient unit will contact the CCBHC to provide information on the current hospitalization, obtain a medication list and get historical information that may influence care within 48 hours of admission.	CCBHC nursing and psychiatry staff and hospital doctors communicate as needed to facilitate care when the care coordinators/social workers determine that would be beneficial to the individual.
Prior to patient discharge, the inpatient unit will notify the CCBHC of discharge.	When available, the CCBHC will provide designated hospital staff with appointment dates and time for ongoing community care.
Upon discharge or within 48 hours, the hospital will send the CCBHC a copy of the most recent provider notes, a copy of the ROI and, once available, the discharge summary.	Whenever possible, the CCBHC will contact the patient within 24 hours of discharge from the hospital.

## How CCBHCs can help hospitals serve patients

<b>Admission — at time of admission and during stay at a hospital</b>	<b>Discharge — at time of discharge and following discharge from a hospital</b>
Share the patient's needs, preferences, chosen language and current care plan with hospital's care team.	Review discharge instructions with the patient and/or a responsible party.
Share the patient's choices and outcomes, including successful and unsuccessful past interventions.	Assess the patient's understanding of current self-medication regimen and who to call with questions or concerns
Explain the patient's social/living environment and role of the patient and/or family caregivers.	When applicable, provide ongoing care coordination and interface with the hospital team.

## How CCBHCs can help hospitals serve patients, cont.

<b>Admission — at time of admission and during stay at a hospital</b>	<b>Discharge — at time of discharge and following discharge from a hospital</b>
Explain the patient's current formal or informal support.	Contact the patient within 24 hours of discharge and schedule a clinic appointment within seven days of discharge.
Assist with benefits/covered services and eligibility requirements for ongoing care.	

## Certified Community Behavioral Health Clinics (CCBHCs) listing

<b>CCBHC Providers</b>	<b>Counties Served</b>	<b>Contact Name</b>	<b>Contact Number</b>	<b>Contact Email</b>
<p><b>People Incorporated</b> 2060 Centre Pointe Blvd. Suite 3 St. Paul, MN 55120</p> <p>For information and locations: <a href="http://www.peopleincorporated.org">www.peopleincorporated.org</a></p>	Anoka Washington Dakota Hennepin Ramsey	Central Access Team	651-774-0011	<a href="mailto:centralaccess@peopleincorporated.org">centralaccess@peopleincorporated.org</a>
<p><b>Ramsey County Mental Health Center</b> 1919 University Ave. W. Suite 200 St. Paul, MN 55104</p> <p><a href="http://www.ramseycounty.us/content/1919-university">www.ramseycounty.us/content/1919-university</a></p>	Ramsey		651-266-7890	
<p><b>Northwestern Mental Health Center</b> 603 Bruce St. Crookston, MN 56716</p> <p>For information and locations: <a href="http://www.nwmhc.org">www.nwmhc.org</a></p>	Kittson Marshall Mahnommen Norman Polk Red Lake	Kelly Doda, RN, care coordinator supervisor	218-289-1700	<a href="mailto:kdoda@nwmhc.org">kdoda@nwmhc.org</a>

## Certified Community Behavioral Health Clinics (CCBHCs) listing, cont.

CCBHC Providers	Counties Served	Contact Name	Contact Number	Contact Email
<p><b>Wilder Community Mental Health and Wellness</b> 451 Lexington Pkwy. N. St. Paul, MN 55104</p> <p><a href="http://www.wilder.org">www.wilder.org</a></p>	<p>Ramsey</p>	<p>Wilder Central Access Team: Sara Nelson, supervisor</p>	<p>651-280-2310</p>	<p><a href="mailto:access@wilder.org">access@wilder.org</a></p>
<p><b>Northern Pines Mental Health Center</b> 520 5th St. NW Brainerd, MN 56401</p> <p>For information and locations: <a href="http://www.npmh.org">http://www.npmh.org</a></p>	<p>Aitkin Cass Crow Wing Morrison Todd County Wadena</p>	<p>Kim Schaeffbauer, clinical director</p>	<p>320-639-2025</p>	<p><a href="mailto:kschaeffbauer@npmh.org">kschaeffbauer@npmh.org</a></p>
<p><b>Zumbro Valley Health Center</b> 343 Woodlake Drive Rochester, MN 55904</p> <p><a href="http://www.zvhc.org">www.zvhc.org</a></p>	<p>Olmsted Fillmore</p>	<p>Heather Geerts, director of clinical services</p>	<p>507-289-2089</p>	<p><a href="mailto:heather.geerts@zvhc.org">heather.geerts@zvhc.org</a></p>
<p><b>Human Development Center</b> 1401 East 1st Street Duluth, MN 55805</p> <p><a href="http://www.humandevelopmentcenter.org">www.humandevelopmentcenter.org</a></p>	<p>Carlton Lake St. Louis</p>	<p>Katie Onofrechuk, chief clinical officer</p>	<p>218-380-8484</p>	<p><a href="mailto:katie.onofrechuk@hdchrc.org">katie.onofrechuk@hdchrc.org</a></p>

# PATIENT CARD EXAMPLES

**PEOPLE  
INCORPORATED**  
MENTAL HEALTH SERVICES



CERTIFIED  
COMMUNITY  
BEHAVIORAL  
HEALTH CLINIC

CERTIFIED COMMUNITY BEHAVIORAL HEALTH CLINIC (CCBHC) 612.230.1300 office

CCBHC CONTACT \_\_\_\_\_


PHONE/EMAIL \_\_\_\_\_

People Incorporated is a CCBHC, part of a federal demonstration project providing clients with an integrated level of service. Call the CCBHC contact to ensure a seamless integration of care within 48 hours of seeing the client.

[PEOPLEINCORPORATED.ORG](http://PEOPLEINCORPORATED.ORG)

**Wilder Community Mental Health and Wellness**  
A Certified Community Behavioral Health Center (CCBHC)

I am currently receiving services from Wilder's CCBHC. Please contact my Care Coordinator about any services I receive:



AMHERST H.  
WILDER  
FOUNDATION  
ESTABLISHED 1942  
Here for good.



**Ramsey County**  
Certified Community  
Behavioral Health Clinic

*A model of care that combines high-quality physical, chemical and mental health services.*

To receive clinic services:  
**651-266-7890**

To access crisis services:  
**Adults: 651-266-7900**  
**Children: 651-266-7878**



RAMSEY COUNTY  
Social Services

**What is a Certified Community Behavioral Health Clinic (CCBHC)?**

CCBHC is a new health care model that changes the way people receive substance use and mental health services. This model better coordinates both physical health and social services, making it easier for individuals to access high-quality care.

CCBHCs are designed to be flexible one-stop shops where adults and children can get connected to all the physical, behavioral and chemical health services they need.


**How have services changed?**

Ramsey County provides the same services as in the past. With the new combined mental, chemical and physical health care, individuals receive a care coordinator to plan a comprehensive treatment that works for them.

**What services do CCBHCs offer?**

- Substance abuse and mental health treatment,
- Screening, assessment, and diagnosis,
- Primary care,
- Patient-centered treatment planning,
- Psychiatric rehabilitation,
- Case management,
- Peer and family support,
- Crisis services,
- Support for veterans and active military.

[www.ramseycounty.us/ccbhc](http://www.ramseycounty.us/ccbhc)



RAMSEY COUNTY  
Social Services