

# AAW Clinical Referral Process



## **ODP Announcement 23-038**

The *AAW Clinical Referral Process* is specific to ODP's BSASP. This should be consulted by the participant's team when in need of clinical support.

## Communication Highlights

### When does the clinical referral process start?

May 15th, 2023.

### Where to send referral requests?



[Click here to access link](#)

or copy and paste the following into your browser:

<https://forms.office.com/Pages/ResponsePage.aspx?id=QSiOQSGb1U2bbEf8Wpob3tMtQPaaKKNOrgRGCSFNqQhURU82T0ZMQVBVV0JSVDBERUtZVUtXMUMzNiQIQCN0PWcu>

*\*Remember to save this link in your favorites!*

### What requests are sent for a clinical referral?

- **Assessment and development of strategies** (i.e., risk mitigation strategies, behavioral strategies, etc.)
- Concerns with the team/ **team dynamics**
- **Complex case consult**
- **Family dynamic/ issues** related to a participant
- **Goals and Objectives** specific to a participant
- **Locating clinical resources or trainings** for a specific participant or team need
- Technical support to a participant's **Behavioral Specialist or Skill Building Specialist**
- Technical assistance in **navigating the justice/ legal system**
- Consult requests related to **mental health, behavioral health or behavioral supports**

### What to do if the clinical need is not listed?

If the need for clinical support is not listed, send your request to the Regional Office (RO) representative. They will forward it to the most clinical appropriate person.

### What details are needed?

*See the back of this page for specifics.*

Please be sure you gather all of the information prior to starting or the submission will not be able to be submitted.

Having all the necessary information speeds up the clinical referral turnover time.

### Who is responsible for submitting the clinical referral?

Referrals will only be accepted when they are submitted by the SC on the team.

This is in place to ensure the SC is "in the know".

*\*If there is a need for a referral to be submitted by another member of the team, email this request to the Provider Mailbox at [ra-basprovidersupprt@pa.gov](mailto:ra-basprovidersupprt@pa.gov) prior to submitting.*

# Referral Questions

The following information is needed when submitting a clinical referral. Remember to have all of the following prior to submitting.

- Did the SC or team seek guidance from the SC supervisor or provider administrative staff before reaching out to ODP/ BSASP clinical team?
- Select the purpose of the referral
- Concisely define the concern, question or issue
- Participant's 9 digit MCI number
- Guardian name
- List all services that are active/ authorized on the ISP. If the participant is not receiving services as authorized, explain why.
- Date of last PRE completed
- Did the SC and BS consult with each other to complete the most recent PRE?
- Is the most recent PRE accurate?
- Was a BSASP clinical representative involved with this participant or this specific concern within the past 6 months? If yes, which clinical representative?

## BENEFITS of this process

**SCs will be kept "in the loop" with issues and concerns**, since the SC's are responsible for submitting the clinical referral.

**Clinical support turnaround is expected to be faster** since SCs are prompted to gather the necessary information clinical needs to conduct a consultation, ahead of time.

**ROs will be removed as the "middle man" between teams and clinical staff**, for a number of clinical consultations (see list for specific tasks that require clinical referrals to be submitted).

**The question will be immediately assigned to the clinical representative that best knows the answer**, eliminating the need to have to touch base with multiple staff.

5/12/23