

<b>Comprehensive Behavioral Health Management/College Health IPA Policy and Procedure Manual</b>	
<b>Policy Name:</b> Telephone Access	<b>Accessibility, Availability, Referral, and Triage</b>
<b>Date:</b> 8-94 <b>Reviewed by QI Committee:</b> 5-07, 3-08 <b>Revised by QI Committee:</b> 12-06, 3-08	<b>Page:</b> 1 of 2 <b>Policy Number:</b> AR-1

**Purpose:** To ensure appropriate and timely phone access to Comprehensive Behavioral Health Management/College Health IPA (CBHM/CHIPA).

**Policy:**

1.0 Business Hours

- 1.1 CBHM/CHIPA is available for live calls between the hours of 8:30 a.m. to 5:00 p.m.
- 1.2 Upon choosing a routine option from the phone menu, 90% of callers should reach a non-recorded voice within 60 seconds.
- 1.3 On the general and emergency queue, the total number of patient calls “abandoned”, that is disconnected before speaking to a person, should be no greater than 5% of total call volume.
- 1.4 Upon choosing the emergency option from phone menu, 100% of emergency callers should reach a non-recorded voice within 30 seconds.
- 1.5 QI Assistant reports weekly and monthly wait times and abandonment rate to Network Supervisor, Director of Care Management, and Director of Clinical Services for inclusion in UM Meeting.

2.0 Non-Business Hours

- 1.1 Between the hours of 5:00 p.m. and 8:30 a.m., the College Health IPA office will forward all phones to the on-call clinician via the after hours voice mailbox
- 1.2 The mailbox is programmed to automatically page the on-call clinician for all urgent and emergent calls. The on-call clinician then calls the mailbox to retrieve the message(s). An Intake Specialist retrieves non-urgent messages at the beginning of the next business day and distributes for call back.
- 1.3 The Director of Intensive Services is responsible to post the On-Call Clinician Schedule on a monthly basis.
- 1.4 It is expected that during these hours, the caller may be in crisis and in need of immediate service. The on-call clinician is responsible for following the appropriate steps to meet the caller’s needs in accordance with the CBHM/CHIPA Policies and Procedures and in compliance with the applicable Contract/Payor Agreement.

3.0 Language Assistance

- 3.1 CBHM/CHIPA employs Bi-Lingual Intake Specialists for telephonic point of contact.
- 3.2 In response to our Demographic Profile, a separate line is available for Spanish language callers and emergency prompts are in Spanish and English.

**Comprehensive Behavioral Health Management/College Health IPA  
Policy and Procedure Manual**

<b>Policy Name:</b> Telephone Access	<b>Accessibility, Availability, Referral, and Triage</b>
<b>Date:</b> 8-94 <b>Reviewed by QI Committee:</b> 5-07, 3-08 <b>Revised by QI Committee:</b> 12-06, 3-08	<b>Page:</b> 2 of 2 <b>Policy Number:</b> AR-1

3.3 For other languages, CBHM/CHIPA has an ongoing contract with Language Line. Reference Policy AR-3, “Language Interpretation.”

**URAC Standard**

Core 26 – Access to and Monitoring of Services