

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

Policy Name: Telephone Access	Accessibility, Availability, Referral, and Triage
Date: 8-94 Reviewed by QI Committee: 5-07, 3-08, 5-08, 5-09, 01-10, 05-10, 7-10 Revised by QI Committee: 12-06, 3-08, 5-09, 01-10, 05-10, 7-10	Page: 1 of 2 Policy Number: 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. Total wait time not to exceed 10 minutes to speak with an Intake Specialist or 30 minutes to speak with a licensed clinician.
- 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 Manager, Director of Care Management, and Vice-President 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 CBHM office will forward all phones to the on-call clinician via the after hours voice mailbox
- 1.2 Callers are instructed to dial 911 if they have a life-threatening emergency or to press 1 for all other non-life threatening emergencies.
- 1.3 Upon pressing 1, the mailbox is programmed to automatically phone the on-call clinician for all urgent and emergent calls. The on-call clinician then calls the mailbox to retrieve the message(s) and responds within 10 minutes. Total wait time not to exceed 30 minutes. An Intake Specialist retrieves non-urgent messages at the beginning of the next business day and distributes for call back.
- 1.4 The Director of Intensive Services is responsible to post the On-Call Clinician Schedule on a monthly basis.
- 1.5 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

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