

HAMILTON CENTER, INC. OPERATIONS MANUAL

Section: ACCESS	Policy No.: OP.14.06.00.00
Policy: ACCESS TO BPHC/AMHH SERVICES	Date Originated: 06/16
	Last R/R Date: 06/19
	BOD Approval Date: 06/16
	Posted: 06/19

DEFINITIONS

BPHC is the Behavioral and Primary Health Care program

AMHH is the Adult Mental Health and Habilitation program

PURPOSE

To ensure that consumers eligible for either the BPHC or the AMHH programs, as set forth by the Indiana Family and Social Services Administration/Division of Mental Health and Addiction (FSSA/DMHA), have the freedom of choice regarding service providers and service locations.

POLICY

During the BPHC or the AMHH application process, Hamilton Center, Inc. (HCI) service providers will be responsible for completing and documenting the activities intended to educate the consumer regarding informed choice of providers and services for the BPHC or AMHH programs.

The applicant is informed of the right to choose to an organization to provide BPHC/AMHH services and is given a listing of FSSA/DMHA-approved agencies within the applicant's county of residence and surrounding and/or contingent counties. The applicant is informed that a listing of BPHC/AMHH provider agencies is also posted on the Indiana Health Care Provider Website (IHCP). An eligible consumer can choose a BPHC or AMHH provider or provider agency at any time during enrollment in either of the programs. The current BPHC or AMHH provider will ensure linkage to the consumer's choice of providers or approved agencies.

In the event that HCI is unable to provide one or more of the BPHC/AMHH services, the consumers' BPHC or AMHH care manager will assist the consumer in selecting and ensuring linkage to another approved BPHC or AMHH approved provider.