

**HAMILTON CENTER, INC.
CLINICAL PROCEDURE MANUAL**

Section: **OUTPATIENT CLINICAL
SERVICES**

Procedure No.: CP.01.01.33.00

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Procedure: **SERVING ACTIVE & VETERAN
MILITARY SERVICE MEMBERS**

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PURPOSE

To establish Hamilton Center, Inc.'s (HCI) internal process for identifying and referring Active Military and Veteran Service Members to Culturally Competent Providers.

PROCEDURE

Upon identifying military status during the intake process, all active military or veteran service members will be asked a series of identifying demographic questions to ensure appropriate service and referral. The military affiliated individual will then be referred to a culturally competent, Star Behavioral Health Provider Trained Clinician. At this time, the military affiliated consumer will receive an initial assessment and evaluation to determine a clinically appropriate pathway of care.

B. To ensure Competency, all staff, upon orientation to the Hamilton Center will receive Military Cultural Competency Training.

PROCEDURE COMPONENTS

A. Service Provision

1. Persons affirming former military service (veterans) are offered assistance to enroll in Veteran Health Administration (VHA) for the delivery of health and behavioral health service.
2. Persons who decline or are ineligible for VHA services will receive services through Hamilton Center that are consistent with minimum clinical mental health guidelines promoted by the VHA including the Uniform Mental Health Services Handbook 1160.01. All Treatment will follow the 10 Guiding Principles of Recovery.
3. Active-Duty Service Members and Reserve Component members who reside more than 50 miles from a military treatment facility (MTF) will be expected to enroll in TRICARE PRIME Remote and utilize a Tricare Primary Care Manager or select a Tricare provider as the primary care manager. If Active-Duty Service Members and Reserve Component members require assistance with being connected/referred to an MTF, the Hamilton Center Military Veteran Coordinator (MVP) will assist with this process.
4. The provider will refer the member for care that they cannot provide.

5. Members of the selected reserves, not on active-duty orders are eligible for TRICARE Reserve Select and can schedule an appointment with any TRICARE-authorized provider, network or non-network.

B. Assessment Process

1. The identified active military or veteran service member will be assigned to a Military Culturally Competent Principal Behavioral Health Provider.
 - a. The culturally competent provider has completed a minimum tier one Star Behavioral Health Provider training.
2. The culturally competent provider will complete the initial assessment and determine if the Active Military or Veteran Service member qualifies for the MVP Program.
 - a. If the individual does not qualify for the MVP Program, services continue to follow person centered treatment plan recommendation of the provider.
 - b. If the individual does qualify for the MVP Program, the individual is identified in the EMR as MVP and the MVP workflow is followed and an internal referral will be made to the Hamilton Center MVP Coordinator.

C. Treatment Planning

1. Treatment continues with competent treatment provider and referrals are made as necessary for additional programming or supplemental services including but not limited to:
 - a. Recovery;
 - b. Primary Care;
 - c. Substance Use Treatment;
 - d. Opioid Treatment Program;
 - e. Care Management;
 - f. Peer Services; and/or
 - g. Prescriber Services.
2. A person centered, recovery-oriented treatment plan is established with the active or veteran military service member.
3. If the active or veteran military service member is at high risk of losing decision making capacity, an authorized surrogate will be involved in treatment planning on their behalf.