

Waiting List Issues

1. The current SAMH Program Office policy is to use the following time-frames for placing a person on the Waiting List. SAMH SME staff (Jeff) is asking DAC members if this policy should be used as guidance to report Waitlist data in FASAMS.
 - If a client has to wait longer than four (4) days for a residential bed for either mental health or substance abuse, they go on the Waiting List.
 - If a client has to wait longer than four (4) days for a bed in Detox, they go on the Waiting List.
 - If a client has to wait longer than 14 days for outpatient services (both mental health and substance abuse), intervention (substance abuse only), or methadone services, they go on the Waiting List.
 - If a client has to wait longer than 14 days for a non-mental health funded service, they go on the Waiting List.
 - A client referred to a state treatment facility goes on the Waiting List when the packet is considered complete.
 - If the client is placed on the Waiting List for a substance abuse service, there should be a supporting ASAM to indicate the service is needed.

2. In the Wait List Chapter, the Description/Validation Rules for the Covered Service Code field states that it, "Must be a valid Covered Service for the given Treatment Setting Code, and Program Area Code, where the Type Code (Event Type) equals 'Client-Specific.' Valid values are listed in the Covered Service section of Appendix 1 Data Code Values of Pamphlet 155-2."
 - In Appendix 1 – Table 3, Crisis Support/Emergency is identified as both client-specific and non-client-specific. The choice obviously has important implications for whether or not we expect wait list records to be created for crisis services. SAMH SME staff (Jeff) recommendation is to remove this covered service from the wait list record, because people aren't supposed to wait for emergency services, like mobile crisis response teams.
 - Even though wait list records are only supposed to be created after an assessment has produced a recommended level of care, the covered service called "Assessment" is client-specific and could therefore be identified in association with a wait list record. SAMH SME staff (Jeff) is asking DAC members if the Assessment covered service should be retained as an option, to capture wait lists for assessments.