



PROCEDURE

Title/Subject: Intake and Scheduling			
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Approved By:		Title: Chief Executive Officer	
Approved By:		Title: Program Vice President/CQI Chair	
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The Florida Center for Child and Family Development (The Florida Center) delivers services promptly and responsively. All calls from individuals, families, or referral sources are handled through the Intake Coordinator who coordinates all intake procedures and paperwork with new clients who are seeking Early Intervention or Mental Health Services. Intake procedures are conducted timely and meet the needs of the client and family.

1. All outside referrals, including self-referrals and in-house referrals for services are directed to the Intake Coordinator.
2. The Intake Coordinator makes an initial contact with the client or parents to determine primary concerns, determine availability and appropriateness of services requested, and obtains basic information about the client, family and their insurance information.
3. The Intake Coordinator informs clients/parents of the approximate time frame for initial assessment and offers information about other service sources if the client cannot be seen within a reasonable period.
4. If the service requested is not available through The Florida Center, the Intake Coordinator will provide information and referral services to other community resources.
5. An initial interview may be scheduled with client/parents to complete intake packet of information. Descriptions of the services requested and an explanation of fees charged are provided to clients/parents prior to delivery of services.
6. The Intake Coordinator will verify the funding source and fax an Authorization for Request of Services to client's physician if indicated.
7. If the client is covered under managed care contract, the Intake Coordinator informs the client that he/she is to obtain information pertaining to the services requested, co-payments, and other terms and conditions from the managed care company.
8. If the client is eligible to use a range of services within a provider network, the Intake Coordinator and Fiscal Department consult with network management about service recommendations.
9. The Intake Coordinator schedules the initial evaluation with the appropriate therapist(s) or department(s). All attempts will be made to schedule the initial evaluation appointment at the soonest, most convenient time and location available for the client. Persons with urgent needs or who are in emergency situations are given priority for services. If an initial

evaluation appointment is not available in a time frame agreeable to the client, the Intake Coordinator will contact a supervisor or Program Director.

10. The Supervisor, in consultation with the Program Director, makes every reasonable effort to increase the availability of initial evaluation appointments so that clients can have their needs met in a timely manner.
11. If a potential mental health services client indicates that they are experiencing an immediate crisis or emergency situation, but cannot be seen in a timely manner, the client will be referred to the appropriate community emergency service.
12. Front Desk personnel call the client/parent the day before the scheduled first appointment to confirm the appointment.
13. Upon completion of the evaluation, the therapist discusses the results and recommendations for continued services with the client and/or parent/caregiver. If mental health services are indicated, an appointment will be scheduled with the assigned therapist within two (2) weeks of the initial evaluation.
14. If therapy services are recommended, the therapist completes the Open Chart Form to indicate modality, frequency, and expected duration of therapy services and attaches it to the Client File. The Client File is forwarded to the Intake Coordinator to enter into the appropriate services system.
15. The Intake Coordinator opens the chart in the client data system and opens a client record to be filed in the front office.
16. Copies of an initial developmental evaluation and plan of care, including discharge or transition plan is sent to the parent, referring physician, and any other professional or agency requested or authorized by the parent. A cover letter to the physician requesting that the physician review, sign and return the treatment plan is sent to the physician's office.
17. If developmental therapy services are recommended, the therapist must complete an Authorization of Request for Services to be placed in the Intake Coordinator's box to fax to physician's office for authorization for therapy services.
18. Developmental Therapists may begin therapy upon receipt of a signed Authorization of Request for Services as well as a signed report/plan of care. Upon receipt of a signed authorization, the Intake Coordinator notifies the developmental therapist to begin services.
19. If a client is not recommended to receive developmental therapy services or any further monitoring or re-evaluation, a Closing Summary is completed and returned to the Intake Coordinator.
20. Upon receipt of a completed Re-Authorization of Request for Services, the Intake Coordinator will place a copy in the receiving therapist's mailbox. Each therapist is responsible for filing Re-Authorizations in the Client File.
21. Referral to the Child Protective Services (Coalition for Families and Children) program is coordinated through the Florida Department of Children and Families Protective Investigations Unit. Case managers are required to make initial contact with any client who meets eligibility criteria for this program within 48 business hours to begin the intake assessment.