

Evaluation Referral Flow Chart

DCF Social Worker:
 Completes positive substance abuse screen with client
 Completes ROI with client for chosen provider
 Calls referral into ABH Call Center for evaluation
 Faxes ROI to provider
 Contacts provider to discuss plan for client

ABH Call Center:
 Enters referrals into database
 Faxes referrals to provider

Provider:
 Receives faxed referral
 Verifies client's insurance
 Contacts client immediately and offers an appointment within 5 business days

Client:
 Attends appointment as scheduled and completes evaluation within 45 days of initial referral

Client:
 Does not attend appointment as scheduled

Provider:
 Completes evaluation with client
 Contacts DCF with verbal results of evaluation within 24 hours and in writing within 5 days
 Discusses next steps/treatment with client
 Complete Client Report Form, TANF Eligibility Screening Form and (for women only) the Needs Assessment Form and submit to ABH
 Electronically bills ABH within 30 days for evaluation

Provider:
 Contacts client to schedule another appointment
 Contacts DCF to request new referral if past 45 days from initial referral

Treatment recommended

Treatment not recommended

ABH:
 Processes claims for evaluation and reviews submitted forms

DCF Social Worker:
 Discusses treatment and next steps with client

DCF Social Worker:
 Discusses next steps with client

Client:
 Does not begin treatment within 45 days

Client:
 Begins treatment within 45 days

Provider:
 Contacts DCF Social Worker requesting a treatment referral is called into ABH

Provider:
 Electronically bills ABH within 30 days for treatment provided

DCF Social Worker:
 Calls treatment referral into ABH

ABH:
 Processes claims for treatment

ABH Call Center:
 Enters treatment referral into database
 Faxes referral to provider

