

Guidelines for Ensuring Timely Access to CBHI Services

Providers/other entities making a referral

1. View MABHAccess to locate ICC, IHT, TM, and IHBS providers with availability.
2. Inform the family of which providers have availability to accept new referrals.
3. Come to consensus with the family on the order of preference of providers to make referrals to (*family may choose to wait for a provider that does not have immediate availability*).
4. Contact the providers in the order of the family's preference to make a referral.
5. Please refrain from placing the family on multiple waitlists.
6. If there is no availability within a reasonable distance, contact an MCE rep for assistance with accessing a provider for a given youth/family.

NOTE: For referrals to IHBS, TM, and FS&T – first contact the Hub provider (Outpatient Therapist/In Home Therapy or Intensive Care Coordination). The Hub is responsible for the above care and referral coordination.

Providers receiving a referral

When there is no availability to accept a new referral:

1. Inform the referent that he or she can quickly locate providers who have availability to accept referrals by going to: <http://www.mabhaccess.com/>.

In the event that the referent does not have access to the internet

1. Seek assistance from the Hub provider if one is already in place (Outpatient Therapist/In Home Therapy or Intensive Care Coordination).
2. Collaborate - look up provider availability on MABHAccess for the referent.
3. If no Hub provider is in place, contact the MCE rep for assistance.