



ValueOptions

Care First



Purpose

- The Care First Model is intended to offer an array of tools to the provider that will allow reimbursement for immediate triage, crisis intervention, and medication evaluation of individuals presenting to the clinic or agency.

Basic Premise

- Individuals often present to agencies and clinics in a time of crisis, with immediate needs, and requesting some sense of immediate relief. This can often be offered at a community based setting which avoids a more restrictive intervention.
- Assessment of baseline or general functioning during a time of crisis will not result in reliable data regarding ongoing needs.

Definition

- **Care First Services**
 - Financial Assessment for ERO enrollment (no supporting documents required)
 - Triage of immediate needs and provision of crisis intervention services by agency staff
 - Care First form submitted to activate all authorizations for service
 - Medication management assessment on initial visit or any activity by which a member gains immediate access to needed pharmacy services.
 - If prescribing provider is not seen on initial visit, appointment will be made with a prescribing provider within seven (7) days of the initial appointment.
 - Schedule Texas Recommended Assessment Guideline (TRAG) within 14 days of initial Care First visit.
 - Provide member with crisis contact information and instruction at initial Care First appointment.

New client w/o NS presenting in crisis

- Call Customer Service to verify eligibility
- FAT to 972-906-2789 with “ERO” written on top
- Attach Care First form
- Provide crisis intervention and med intervention as appropriate

Returning Client without active NS

- Call Customer Service to verify eligibility
- FAT faxed to 972-906-2789 with “ERO” written on top
- Attach Care First Form
- Provide crisis intervention and med services

New Client with existing NS eligibility

- Call Customer Service to verify eligibility
- NS eligible, check current auth with care manager
- Member has authorization with another provider
- Member may advise of desire to change providers
- Coordination of benefit (care manager will end auth, DC webcare)
- Care First form faxed to 972-906-2789
- Provide appropriate crisis services and med eval

Existing NS Client with Auth

- When a member presents to your clinic in crisis requiring significant crisis intervention, you can often serve that member under the existing service package that is authorized.
- You always have the option of serving the member immediately and submitting form for retrospective authorization of the crisis units if the member is not hospitalized.

Attached documents

- Care First Form
- Care First Fax sheet
- The Seven-Stage Crisis Intervention Model: A Road Map to Goal Attainment, Problem Solving, and Crisis Resolution Albert R. Roberts, PhD and Allen J. Ottens, PhD