



SAN MATEO COUNTY HEALTH
**BEHAVIORAL HEALTH
& RECOVERY SERVICES**

ACCESS UM TBS AUTHORIZATION REQUEST WORKFLOW

2-18-2021

TBS Referral Workflow

1. TBS coordinator opens TBS Assessment Referrals Inbox
2. TBS coordinator color-tags the TBS referral
3. If the TBS referral is insufficient, TBS coordinator will contact the referring clinician to request necessary information.
4. If client's Assessment and Treatment Plan cannot be found in Avatar or client's primary Treatment Plan does not include TBS services or is not effective more than 90 days, TBS coordinator will contact the referring clinician to request additional necessary information/ document.
5. If the TBS referral packet is complete, TBS coordinator asks Admin to verify Medi-Cal eligibility.
6. TBS coordinator reviews the TBS referral and any mental health records attached or documents in Avatar if necessary.
7. TBS coordinator makes the TBS assessment decision based on the documents received. TBS coordinator authorizes 30 days for assessment and completes and signs the fillable **TBS Assessment Authorization Form with e-signature**.
8. TBS coordinator sends an encrypted email to TBS provider with **the TBS referral, TBS Assessment Authorization Form, Assessment, and Treatment Plan attached within 5 working days**.
9. The same encrypted email is c.c. to MIS billing (HS_BHRS_TBS_MIS_Authorizations@smcgov.org), Access UM (HS_BHRS_Call_Center_TBS_Referrals@smcgov.org), and referring clinician.
10. TBS coordinator moves the email sent to Access UM to the FF TBS Assessment Referral folder and marks this request as completed.
11. TBS coordinator enters the TBS referral into the tracking log. **BHRS shared Drive - >Access Assessment & Treatment > TBS Therapeutic Behavioral Services > TBS auth log > FFYC TBS Authorization Log > FF Assessment Auth**



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TBS Re-auth Workflow

1. TBS coordinator opens TBS Auth Requests Inbox
2. TBS coordinator color-tags the TBS Auth Request
3. If the TBS Auth request is insufficient, TBS coordinator will contact the TBS provider to request necessary information.
4. If client's current Treatment Plan does not include TBS services or is not effective more than 90 days, TBS coordinator will contact the TBS provider/ therapy clinician to request additional necessary information/ document.
5. If the TBS Auth request is complete, TBS coordinator asks Admin to verify Medi-Cal eligibility.
6. TBS coordinator reviews the TBS Auth request and any mental health records attached or documents in Avatar if necessary.
7. TBS coordinator makes the TBS Auth decision based on the documents received/ TBS episodes and authorizes TBS services no more than 90 days. TBS coordinator completes/ signs the fillable **TBS Auth Request Form with e-signature.**
8. TBS coordinator sends an encrypted email to TBS provider with the signed **TBS Auth Form attached within 5 working days.**
9. The same encrypted email is c.c. to MIS billing (HS_BHRS_TBS_MIS_Authorizations@smcgov.org) and Access UM (HS_BHRS_Call_Center_TBS_Referrals@smcgov.org).
10. TBS coordinator moves the email sent to Access UM to the FF TBS Re-Auth folder and marks this request as completed.
11. TBS coordinator enters the TBS Auth request into the tracking log. **BHRS shared Drive ->Access Assessment & Treatment > TBS Therapeutic Behavioral Services > TBS auth log > FFYC TBS Authorization Log > FF Re-Auth**