

## PROGRAM OPERATIONS DIRECTIVE

55.0

**SUBJECT:** CMH Check in Procedure

**ISSUED:** 2/9/2026

### PURPOSE:

To establish the check in procedures for individuals coming into all St. Clair County Community Mental Health Services locations.

### POPULATION:

All individuals checking in for services at a St. Clair County Community Mental Health Service location.

### PROCEDURE:

1. FIPA Tech – Run report of scheduled appointments for each day for open Individuals with a balance above zero, for on-site visits. Send report to reception staff at your location.
2. Front Desk Reception Staff – After checking in an Individual, check both the green Financial Notes tab, as well as the report of scheduled appointments to determine if the Individual has a balance. If so, **DO NOT** contact the scheduled Provider. Contact a FIPA Tech to meet with the Individual.  
\*Appointments after 5:00 pm, provide Individual with FIPA Tech Business Card and email FIPA Tech Group “FIPA Business Card provided to “J.D. Case 000011”.
3. FIPA Tech – Inform the Individual of their current balance. Ask the Individual “How would you like to pay your balance today?” If the Individual is not able (or willing) to pay their balance **IN FULL, and they DO NOT HAVE MEDICAID/HMP** inform them that they can be seen today but will not be able to schedule future appointments until (1) Balance is paid in full or (2) Individual contacts Billing Department to establish an Installment Payment Agreement.
  - a. Contact scheduled Provider to inform them that their appointment is ready and that the Individual refused to pay their balance in full and should not be rescheduled at this time and any existing appointments should be cancelled.
  - b. Enter a note in the Financial Notes Tab stating “Do not reschedule appointment until installment payment agreement is established”
4. Case Holder/Scheduling Staff – Check Financial Note Tab. Notify the Individual that they cannot schedule their next appointment until they have set up an installment payment agreement. Refer to the Billing Department (Melissa Jones) to set up an installment payment agreement.
5. Billing Department - Notifies Case Holder when an installment payment agreement has been established so they can schedule another appointment. Adjusts the note on the Financial Notes Tab to include the agreed upon terms of the installment agreement. If the Individual does not comply with the terms of the installment agreement, notify case holder that an Advanced Benefit Determination (ABD) will be generated, and all non-crisis services should be terminated.

**Under no circumstances will crisis intervention, emergency services, or medically necessary care be denied due to non-payment.**