

# PROGRAM OPERATIONS DIRECTIVE # 8.0

SUBJECT: Veterans

ISSUED: 5-10-2017

**PURPOSE:** To clarify procedure for treating Veterans at SCCCMH

**POPULATION:** Veterans

**DEFINITION:** Veteran population includes anyone who served in the Military

## **REQUIREMENTS:**

### Access and Screening

- NOTIFY – Specialty Benefit Manager is to email Veteran’s Navigator when a Veteran, regardless of their benefit, contacts the Access Department.

### Central Intake Unit

- CONFIRM – CIU clinician will email Veteran’s Navigator when a Veteran presents for an intake at CIU. This will confirm information has been transferred to the Navigator from Access.
- RELEASE – CIU clinician to complete a release for John D. Dingle or Yale CBOC (both names/addresses are in OASIS already).
- STATUS AFTER INTAKE – For any individual who reports their Veteran status after intake, when assigned to a program, program staff is to immediately notify the Veteran’s Navigator via email.

### Established with Veteran’s Administration

For Veterans who already receive Mental Health Services at the Veteran’s Administration (VA) - those individuals who present at SCCCMH – who are not on the Choice program – would need to go to Dingell in Detroit or local Emergency Room for crisis services.

- STATUS – The Veteran’s Navigator will verify if a person is receiving psychiatric treatment through the VA, if the case holder is unsure of their status. This makes emailing the Veteran’s Navigator immediately upon intake or knowledge of an individual’s Veteran Status a critical step in treatment.
  - PRESCRIPTIONS – **PRESCRIBERS WILL NOT BE ABLE TO PROVIDE MEDICATIONS WHEN THE VA PSYCHIATRIST IS ACTIVELY TREATING THE INDIVIDUAL – DO NOT SCHEDULE WITH PRESCRIBER.**

### Choice Program

- INFORMATION PACKET – For Veterans who are enrolled in the Choice Program – the Veteran Navigator will be provided with a packet that needs to be brought to CMH upon intake, and that information shared with the CMH prescriber, prior to any psychiatric appointment.
  - If they do not have the packet – they are to follow the procedure for Veteran’s who are not enrolled in the Choice program and will be instructed to go to Dingell for

Crisis care, until the choice packet is received. **PRESCRIBERS WILL NOT BE ABLE TO PROVIDE MEDICATIONS WITHOUT THE PACKET- DO NOT SCHEDULE WITH PRESCRIBER UNTIL THE PACKET IS OBTAINED.**

### Private Insurance/ Medicaid

- **INFORMATION PACKET** – For Veteran’s who have private insurance and/or Medicaid – CIU, MCU or program staff must have that person’s packet (which will include previous treatment and medications) prior to any psychiatric appointment. The Veteran’s Navigator will obtain this information upon notification from CIU or program staff. **PRESCRIBERS WILL NOT BE ABLE TO PROVIDE MEDICATIONS WITHOUT THE PACKET- DO NOT SCHEDULE WITH PRESCRIBER UNTIL THE PACKET IS OBTAINED.**