

## EXAMPLE

### Coordination of Services Between CRCG's and BHO's NorthSTAR Managed Care Program

#### <Legal description of CRCG and BHO>

The purpose of this letter is to establish an agreement between (name of BHO) and (name of CRCG) to coordinate behavioral health care services for severely emotionally disturbed (SED) and other children and adolescents who are involved with or who might require the involvement of multiple social service systems represented by the Community Resource Coordination Group (CRCG).

1. Protocols for referral of child / adolescent to CRCG.

BHO will follow the standard protocol of the CRCG in referring children to the CRCG. The protocol is as follows.

#### <Describe the process/protocols which the BHO will use to refer children to CRCG. Examples of such protocols could include:

- **Completion of all documentation required by the CRCG in the format prescribed by the CRCG prior to referral (parties may wish to specify further) including signed consent of parent or legal guardian to referral and to disclosure of confidential information to CRCG.**
  - **Administrative review of case by BHO prior to referral to ensure that NorthSTAR Benefits are being maximized for the enrollee and whether the enrollee has additional needs outside the NorthSTAR Scope of Benefits which could be addressed by the CRCG.**
  - **Consultation between the CRCG designee and BHO representative prior to formal referral. Consultation will be used to ascertain level of CRCG involvement appropriate to access and effectively coordinate needed services for the child/adolescent. For example; is a full CRCG staffing warranted?**
2. Description of the roles of the BHO and CRCG with respect to individualized treatment planning and coordination including the arrangement for assuring coordination of medically necessary NorthSTAR benefits for enrollees with residential or out-of-home placement paid through other funding sources and/or services not covered under the NorthSTAR Scope of Benefits.
  3. Identification by BHO of a representative for each enrollee referred to CRCG. Representative will participate in case consultation, care coordination and treatment planning for enrollee served by CRCG. BHO representative will delineate procedures for accessing medically necessary NorthSTAR benefits in the plan of care developed for the individual enrollee in collaboration with the CRCG.

4. Inclusion of representative(s) from the BHO in CRCG meetings which relate to individual enrollees or to planning for populations which include BHO enrollees.

5. Typed Name / Title of BHO  
Representative Signature and Date  
Signed

Typed Names, Titles, Agency  
Affiliations of CRCG Chair and CRCG  
members with dated signature of chair and each  
members directly below each  
typed name / title / affiliation