Behavioral Health Treatment and Referral Platform

(BH TRP)

BH TRP workflow for end users

BH TRP User Types

Patricia Young
Adult patient needing referral for Inpatient Psychiatric placement

Case Manager as Patricia's MCO
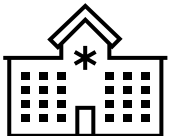Will support Patricia in finding her placement under EPIA protocol

ED Coordinator at Cranberry Hospital
Responsible for managing referral and coordinating Patricia's inpatient psychiatric placement

DMH/DDS staff
Supporting Boarding Patient Placement

Admission Coordinator at GetWell Hospital
A standalone Inpatient Psychiatric Facility that will eventually admit Patricia
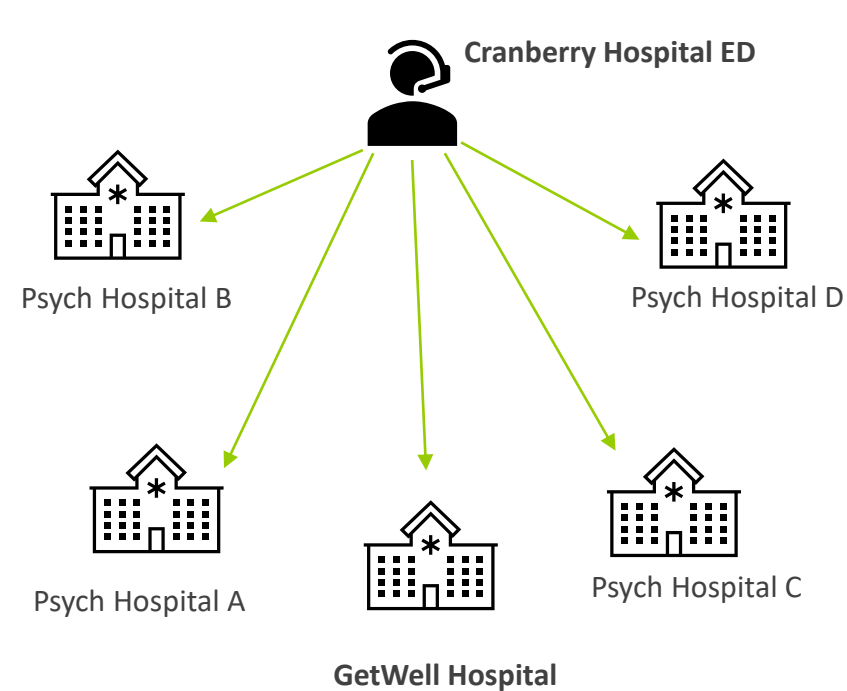
EPIA team, MassHealth ACBH team
Supporting Boarding Patient Placement

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BH TRP Workflow

ED User at Cranberry submits referral for Patricia Young through the BH TRP, in which all applicable BH TRP users can view.
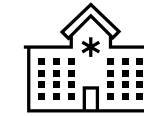
Patricia Young appears on the BH TRP dashboard for selected Inpatient Psychiatric Facilities in MA.

Inpatient Psychiatric Facilities will be able to review Patricia Young's referral (including the Admission Packet) and can accept, decline, or request more information.

Cranberry Hospital ED

Psych Hospital B

Psych Hospital D

Psych Hospital A

GetWell Hospital

Psych Hospital C

GetWell Hospital

GetWell Hospital

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BH TRP Workflow

When Patricia Young's referral is submitted, the referral will be immediately pushed to the dashboards of involved Payer/MCO, MassHealth ACBH, EPIA, and DMH or DDS (if patient receives services).

As Patricia Young's ED boarding time reaches the 24-mark, an escalation notification is sent to the Payer/MCO/State Agencies. At the 60-hour mark, a notification is pushed to the EPIA team.

In response to the BH TRP notification, Payer/MCO, State Agencies, MassHealth ACBH and EPIA can review and monitor Patricia's referral within the BH TRP and help in the coordination of her psychiatric placement.

Cranberry Hospital ED

60 hours: EPIA

(48 hours if Child or Adolescent)

24 hours: Payer/State Agencies

EPIA team, MassHealth ACBH

Payer/MCO
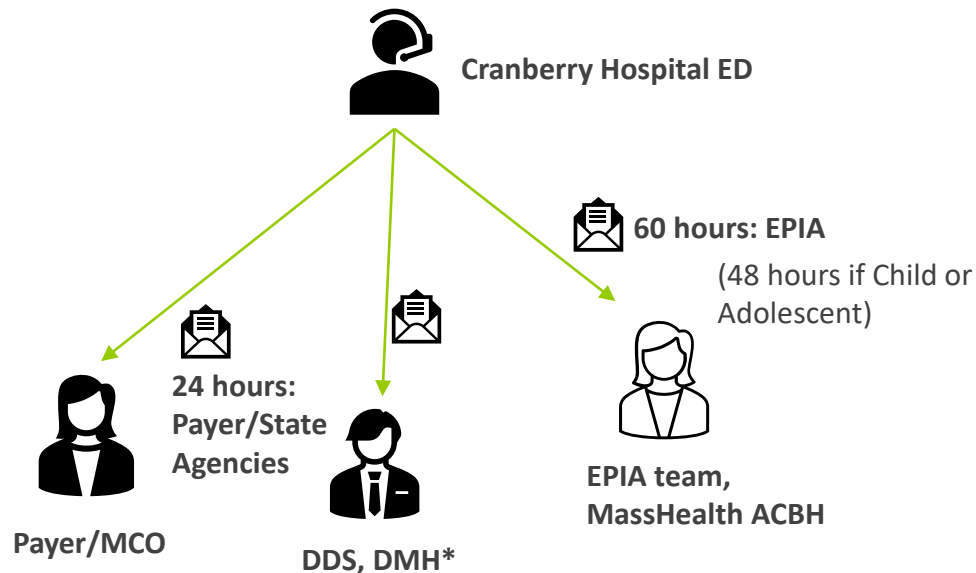
DDS, DMH*

* DDS, DMH only receives a notification if the patient boarding is receiving services from DDS and/or DMH

BH TRP Workflow

GetWell Hospital has reviewed Patricia's referral details and Admission Packet, and would like to 'Accept' this patient for admission in the BH TRP.

ED user is notified via the BH TRP of a response from GetWell Hospital regarding Patricia Young.

All parties working in the BH TRP will see this updated accepted status.

After coordinating with GetWell, Patricia's ED Coordinator changes the status to 'Transferring,' indicating Patricia will be placed at GetWell.

Applicable users working in the BH TRP will see the patient is Transferring.

Upon admission, GetWell staff updates status in the BH TRP to 'Admitted,' which closes out the referral.

Completed or Cancelled referrals are only visible to ACBH/EPIA users.
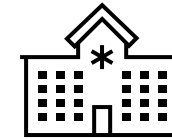
GetWell Hospital

Cranberry Hospital ED
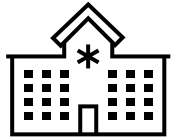
GetWell Hospital

Psychiatric Placement

Boarding

Transferring

Update Referral Status   Cancel   Apply

Status Selection
Accept ▾

Bed Available By
Date: 05/25/2023   Time: 10:00   ● AM ○ PM

Additional Notes (optional)

Accept   05/25/2023
Psych Care Unit | Carry Jones, Intake Director

Referral has been accepted by Psych Care Unit.

Bed available by 05/25/2023 at 10:00AM.

Dashboard
Patient Activity ▾
Psychiatric Placement ▴
Drafts
Boarding
Transferring

Transferring

Duration	Patient	Location	Insurance	Status
81 Hours	Young, Patricia 06/24/1984 (39), Female MRN: 54845225	Cambia Medical Center Eddy Dot 508-125-0003	United Medicare ID: XYZ123456789	Transferring
80 Hours	Noel, Walters 12/15/1983 (40), Male MRN: 54845225	Ruby Valley Medical Center Sally May 508-901-5211	Aetna Commercial ID: XYZ123456789	Transferring
74 Hours	Santiago, Luz 01/18/1988 (35), Male MRN: 54845225	Sun Valley Regional Care Saint Grey 508-624-0003	Tufts Health Medicare ID: XYZ123456789	Transferring

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Update Referral Status   Cancel   Apply

Status Selection
Admitted ▾

Patient Admitted
Date: 05/25/2023   Time: 10:00   ● AM ○ PM

Additional Notes (optional)

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