




Georgia Department of Behavioral Health & Developmental Disabilities
Frank W. Berry, Commissioner

Office of Provider Network Management
Two Peachtree Street, NW • 23rd Floor • Atlanta, Georgia 30303 • (404) 657-2252

MEMORANDUM

TO: DBHDD's Community Hospital Partners

FROM: Lynn Copeland, Director 

RE: Changes to Routine Appointment Scheduling with GCAL

DATE: June 26, 2015

We appreciate your partnership with DBHDD and the Georgia Crisis and Access Line (GCAL) to provide support for Georgians who need inpatient care. As many of you know, we are preparing for the launch of the Georgia Collaborative ASO on July 1, 2015. As we work to redesign and improve our system to provide easier access to high-quality care, we have made some changes regarding our expectations of GCAL and our community providers. **Effective July 1, 2015, GCAL will no longer make routine intake appointments or hospital discharge appointments.**

To support open access and "just-in-time" scheduling, our contracted community providers are being given the responsibility of managing the flow of individuals into their intake services. With the growth of same-day scheduling and open access systems, we believe that this approach will be beneficial because direct connection between individuals and providers allows for better continuity of care.

As an integral part of the Georgia Collaborative ASO, GCAL will continue to set up urgent appointments. GCAL will have limited urgent appointment slots designed to help individuals avoid unnecessary hospitalization. These appointments will be secured directly from the provider.

Our robust single point of entry system is expanding to cover all of Georgia. The crisis system will also include preferred point of entry for state hospitals across the state. These changes have been made to ensure the most efficient use of crisis stabilization unit (CSU) and mobile crisis resources. Along with improved electronic coordination, these efforts will ensure that the individuals who have been waiting the longest will have access to the first available CSU, state contracted inpatient bed or state hospital bed if necessary.

Due to its role in the Georgia Collaborative ASO, GCAL will have access to enrollment data for individuals who receive DBHDD services. We believe this will have a tremendous positive effect on the ability of the crisis system to connect individuals to their providers even after hours.

If your facility is discharging an individual, please work directly with the individual's community provider or insurance carrier to secure a follow-up discharge appointment. If you have an uninsured individual not enrolled with a community provider, GCAL can share provider contact information and help the individual choose a provider.

In some cases, an individual may already be enrolled with a provider but unable to tell you where he or she is enrolled. In this case, the individual, guardian or legal representative may contact GCAL for this information, so that you can connect with the provider to ensure that appropriate aftercare connections are made.

If you are contracted with DBHDD to provide inpatient services, it is our expectation that you contact the individual's provider to secure a discharge appointment prior to discharge. If you need assistance working with providers, please contact your DBHDD contract/account manager. He or she will put you in touch with the appropriate community provider to support continuity of care in the discharge planning process. For additional information regarding the Georgia Collaborative ASO, please visit <http://dbhdd.georgia.gov/georgia-collaborative>.