

PROVIDER ALERT

Alert #: PA 2009-07
Issued: October 2009
To: CT Residential Treatment Facility Providers
Subject: Residential Vacancy/Bed Tracking – Web Based form

Dear Residential Provider,

The Department of Children and Families (DCF) and the Connecticut Behavioral Health Partnership (CT BHP) implemented a new process on May 4th, 2009 that replaced the weekly faxed paper census form with a web-based electronic version of the “vacancy/bed tracking” form. Since the effective date, designated individuals at Residential Treatment Centers (RTC) have been required to submit vacancy information on-line regarding current weekly vacancies and projected vacancies.

Since its’ implementation, the CT BHP has assisted residential providers with this transition. The CT BHP has placed outgoing calls to facilities with reminders to complete the weekly bed tracking form and to research inconsistencies with the bed tracking data. Due to current resources, the CT BHP will no longer be able to provide reminders to those facilities that fail to complete the bed tracking form on a weekly basis.

The following alert is being sent to Residential Treatment providers as a review of the proper procedures and as a reminder that the failure to accurately update the on-line bed tracking will directly impact our ability to make matches. We have also included training reminders with the following procedures to ensure that RTC’s accurately provide the essential information necessary to inform DCF and CT BHP Residential Care Team of current and upcoming RTC vacancies.

- **Web Based Residential Vacancy/Bed Tracking Process**

- RTC’s will input UPDATED weekly bed vacancy information on the web-based form every MONDAY and before close-of-business. The vacancy information from Monday’s submissions will be retrieved off the web-based forms and will be used in RTC matching rounds on Thursday morning.
- Vacancy information that is NEW and occurs *after* Monday COB (Tues, Wed, or Thur.) may be entered onto the web-based form before each Thursday COB. This additional vacancy information will be retrieved off the web-based forms, added to Monday’s vacancy information and will be used in RTC matching rounds on Monday morning. (Note: only new discharges or projected discharge information *that occurs after submission of Monday’s census form* should be submitted at this time).
- The same form should be used repeatedly by re-entering the previous week’s form and updating the information. **Remember: The date field should be updated when entering the**

form so that the CT BHP staff are certain that the form has been updated. Failure to do so will cause the form to look outdated and the information may be disregarded.

- Members who are not being discharged during the week or within the next thirty (30) days will not need to be placed on the census form (note: this form is for discharges only; active cases at an RTC will be known via active authorizations that are tied to claims).
- Hospitalization, AWOL and Detention information are reported via the Held Bed Authorization form and managed by DCF-Child Welfare Accounting and therefore should not be placed on the vacancy/bed tracking form.
- Actual Discharges – Only current discharges that have actually left the facility since the last week’s census should be reported. **Please note: After the actual discharge has been reported and the child has left your facility, please remove the actual discharge on the following week’s census as it’s already been reported and processed.**
- Projected Discharges- Projected discharges should only be entered when the projected date is within 30 days from date you are doing the census. Projected discharges should be left in the form from week to week until the member is actually discharged. **Please note the following:**
 - If there is a change in subsequent weeks of a projected discharge date, the date should be updated to reflect this change.
 - If the member’s projected discharge plan is cancelled and it’s unknown when next discharge date will be- leave member listed as a projected discharge and **remove** the date for that week’s census. The following week, the member can be removed completely as a projected discharge.
 - After the member is actually discharged, the member should be removed from projected discharge and reported as an actual discharge for that week’s census.

We thank you for your participation and look forward to our continued work together.

Provider Relations
CT Behavioral Health Partners