

## **How to Access Case Management/ACT through the NYS OMH Single Point of Access (SPOA) Program**

**Case Management/ACT applicants who are eligible for SPOA include people with a serious mental illness who reside (or will reside) in a SPOA borough.**

1. Call **CUCS at (212) 801-3343** and ask for a **Case Management/ACT Consultant**. Case Management/ACT Consultants can provide information about the application process, forward copies of the **Case Management/ACT** application form and provide information about models of case management/ACT programs, eligibility criteria, and available vacancies.
2. Referral Source prepares the **Case Management/ACT Universal Referral Form (URF) Referral Packet** which includes:
  - a) The SPOA Case Management/ACT Cover Sheet
  - b) The Case Management/ACT Application form (URF). For all referrals the CM/ACT Referral Summary must be completed.
  - c) A current psychosocial completed within the last 6 months
  - d) A current psychiatric evaluation, signed and dated by a psychiatrist within 30 days for inpatient referrals and within the last 6 months for outpatient referrals.
  - e) A current physical exam (required from inpatient settings, requested from outpatient settings), including PPD results within the past 1 year
3. Depending on the type of referral, the steps are as follows:

**Priority Referrals (State Psychiatric Centers, Acute Inpatient Units, Correctional Health/Prison Mental Health Units, Mental Health Courts, CPEP Units, OMH Links, Mobile Crisis Teams, Partial Hospital Programs, OMH Licensed Residential Treatment Facilities).**

**Community Referrals: (Transfers from one adult case management provider to another or to an ACT Team, transfers from children and youth case management providers and applications from the DHS/Sec 8 program are priority community referrals).**

- The Referral Source will fax a complete referral packet to CUCS.
- CUCS will review packet for eligibility and check for providers with Case Management or ACT services that have a vacancy in the geographic area where the consumer resides/will reside.
- CUCS will give the names of two providers and the Referral Source will inform CUCS which Provider the consumer chooses.
- CUCS will send a *Referral Disposition Form* to the Referral Source with the name of the CM/ACT Provider name and contact information.
- The Referral Source will send the complete URF referral packet to the Provider within 3 business days.
- CUCS will also send a *SPOA CM/ACT Referral Notice* to the Provider which includes the Referral Source and consumer's name.
- The Case Management/ACT Provider will return the *Referral Notice* to CUCS with the enrollment date (date the complete URF packet was received).

**How to Access Case Management through the  
NYS OMH Single Point Of Access Program (cont.)**

**ACT Provider Referrals :**

- The ACT team will complete the SPOA cover sheet, Universal Referral Form (URF) and a mental status (completed by the ACT psychiatrist), which should include the reason why the consumer needs ACT services.
- The ACT team will send the SPOA cover sheet, URF and the enrollment notification form to CUCS.

**AOT Referrals (Priority Referrals) :**

- The Referral Source will fax the referral packet to CUCS *when they initiate the investigation for AOT.*
- CUCS will check for Providers with Intensive Case Management or ACT services that have a vacancy in the geographic area where the consumer resides/will reside.
- Once the complete packet is received by CUCS, CUCS will give the names of two Providers and the Referral Source will inform CUCS which Provider the consumer chooses.
- CUCS will fax a *Referral Disposition Form* to the Referral Source with the Provider's contact information.
- The Referral Source will send the referral packet to the Provider within 3 business days.
- CUCS will send a *SPOA CM/ACT Referral Notice* to the Provider which includes the Referral Source and consumer's name.
- The Case Management/ACT Provider will return the *Referral Notice* to CUCS with the enrollment date.

4. **For all referral types**, the Case Management/ACT Provider upon receipt of the URF complete referral packet will contact the referral source and make an appointment for a face to face meeting with the consumer. The Case Management/ACT Provider informs CUCS of the enrollment date.

**If after 3 business days, the Case Management/ACT provider does not receive the URF referral packet, the CM/ACT program contacts CUCS, *the assigned slot will be rescinded and a new referral will be provided.***

**Resolution Process for Level of Care:**

If there is a disagreement regarding the level of care applicant requires, CUCS consults with representatives from NYSOMH and NYCDOH&MH. A Case Planning Meeting (or conference call) is scheduled, if needed. CUCS notifies the Referral Source and the Case Management/ACT Provider of the meeting (or conference call).