



<b>To:</b>	<b>Assertive Community Treatment (ACT) and Strengths Based Case Management (SBCM) Contracted Providers</b>
<b>From:</b>	<b>Behavioral Health Services</b>
<b>Date:</b>	<b>June 29, 2023</b>
<b>Title</b>	<b>Single Point of Access for ACT and SBCM</b>

Effective August 1, 2023, Behavioral Health Services (BHS) will implement a Single Point of Access for Assertive Community Treatment and Strengths Based Case Management (SPOA ACT & SBCM).

The SPOA ACT & SBCM serves as a centralized referral clearinghouse for all ACT and SBCM referrals. SPOA ACT & SBCM provides a standard routing system for receiving and processing referrals to the most appropriate program based on information collected in the referral and relevant collateral. The SPOA ACT & SBCM staff will collaborate with the ACT and SBCM programs throughout the referral process.

**What is the SPOA ACT & SBCM process?**

- Referrals can be submitted on Optum’s [Single Point of Access-ACT & Strength Based Case Management](#) website. If a referring party does not have access to a computer, call **800-842-2652** to complete the referral.
- SPOA ACT & SBCM will review referrals and assign to appropriate level of care, SBCM or ACT.
- SPOA ACT & SBCM will track open slots within the system of care and ensure referrals are disseminated evenly amongst all programs.
- SPOA ACT & SBCM will review and assign most referrals within 1 business day.
- Programs will have 7 days to connect and admit the client into services.
- SPOA ACT & SBCM will collect data to assist BHS in future planning.

**How do I refer clients to SPOA ACT & SBCM?**

- Ensure that the client being referred is aware of the referral and willing to participate in services (unless under LPS Conservatorship).
- Provide all relevant information and complete details to ensure SPOA ACT & SBCM refers to the appropriate program.
- The referral process typically takes up to 10 business days. If there is an immediate mental health crisis, please contact the Access and Crisis Line at 888-724-7240 or dial 911 for medical emergencies.
- Referrals can be submitted on Optum’s [Single Point of Access-ACT & Strength Based Case Management](#) website.

**Which programs can I refer to?**

- Please see the list of programs and their criteria to determine if a referral is appropriate. Information can be found at the County of San Diego’s [Technical Resource Library](#).

**For More Information:**

- Contact SPOA ACT & SBCM at [SD\\_ReferralCenter@optum.com](mailto:SD_ReferralCenter@optum.com) or call 800-842-2652 during operating hours, Monday-Friday from 8:00 a.m. - 5:00 p.m. PST.



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**Criteria to Determine Level of Care**

**SBCM**

Individual is experiencing significant impairment in life functioning, including distress, disability, or dysfunction in social, occupational, or other important activities, and the individual qualifies for a diagnosed mental health condition, or a suspected mental health condition not yet diagnosed.

**The client must meet one or more of the following criteria:**

- Has current LPS Conservatorship (may be a designated County Conservator or family member/Private Conservator).
- May be homeless or at risk of homelessness.
- Minimum one hospitalization in the past year, OR multiple ER utilizations, PERT interventions, mental health services while incarcerated and/or long-term care hospitalization.
- Has a substantial need for supportive services (including care coordination and outreach mental health services) to maintain current level of functioning in the community, as evidenced by missed appointments, medication non-adherence, or inability to coordinate services from multiple agencies.
- Does not have a case manager from another program who is able to address mental health needs.

**ACT**

**Client must meet all of the above criteria, plus the client must:**

- Be experiencing, or at-risk of, homelessness.
- Need the maximum number of services (multiple visits per week) to maintain community stability.

Please note: Homelessness alone does not qualify a client for ACT services. If an ACT slot is unavailable, clients will be referred to the SBCM level of care.

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