

# Coordinated Care Consent Form

## What is the Coordinated Care Consent form?

- The Coordinated Care Consent form is a legal document that allows a patient to give permission for different healthcare providers involved in their care to share relevant medical information with each other. (Ref. [42 CFR](#)).
- This is especially important if a client has co-occurring disorders. This form “flips the switch” (aka “dropping the wall”) and gives permission for MH and SUD providers to coordinate care and allows viewable access of both MH and SUD clinical documentation to all providers within the Electronic Health Record.
- Clients can decline to sign the consent, but it is required that the form is reviewed with all clients. If a client declines to sign, providers will only be able to see documents associated with a program that is associated with their CDAG. Any other documents will be hidden.
- Providers should not use the Downtime forms (English or Spanish) on the CalMHSA website as these do not contain the County’s required language – providers should only use the form on the Optum website created by San Diego County in MHP Documents - UCRM tab.
- See “*SmartCare Workflow for MH-SUD 10.08.24.*” on the Optum website on the *SmartCare* tab under *SOC Resources*.

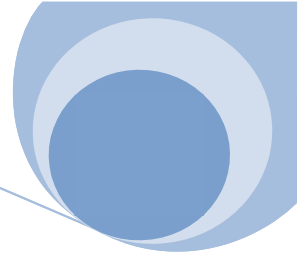
## Has the Coordinated Care Consents replaced the ROIs and Care Coordination Forms?

- No- The Coordination of Care with PCP & Behavioral Health Providers form is a paper document which facilitates coordination with and referral to client’s primary care provider and is still required. It will need to be completed with the option to scan into SC and/or maintained in the hybrid chart. *This form is a MH-only program requirement.*
- ROIs are still required as well for any other contact not covered under the CCC or the Coordination of Care with PCP (i.e. personal contacts, etc).

## Signing the Coordinated Care Consent Form

- Providers can utilize the touchpad or computer mouse for clients to sign the CCC.
- If a paper version is completed, providers can select "signed on hard copy" in SC and either scan in the paper version and attach to the electronic document or maintained in the hybrid chart.
- Regulations require a signature for documents related to releasing information- if a client provides “verbal” consent they will still need to either digitally or physically sign the CCC at their next visit.

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- Clients aged 12 and over may sign the CCC themselves. For clients under the age of 12, a guardian or parent will sign the CCC on their behalf. If a parent/ guardian is not available (or refuses) to sign the form for a child under the age of 12, it is advised to enter "Decline" and briefly document why it was not completed.

## Translations for Coordinated Care Consent Form

- Currently there is only an English language version of the Coordinated Care Consent electronic document available in SmartCare that contains **San Diego County specific language that must be used and signed by clients.**
- The county will be providing translation in the required threshold languages but until these are available, providers should utilize an interpreter to review the CCC form with the client prior to having them sign the document in SmartCare.

## Revoking the Coordinated Care Consent Form

- The client can revoke their consent at any time by completing a new CCC with the "I consent" field marked as "no". This will immediately "raise the wall" - no information between MH and SUD may continue to be shared and will no longer be viewable in the EHR.
- See [How to Revoke a Coordinated Care Consent – 2023 CalMHSA](#).

## **Update: Changes in the Coordinated Care Consent in SmartCare (Effective 12/11/2024)**

- As of 12/11/2024, a new version of the CCC is available that allows information to be shared with the County Office of the Public Conservator, advocacy agencies (i.e. JFS/CCHEA) and housing providers. (UTTM December 2024)
- Although it is not required to have current clients re-sign this document, it is *recommended* to remain in compliance with regulations and timeliness of certain requests (i.e. grievances).
- If clients do not re-sign, consent will not apply to the added agencies / organizations on the new form.

## **Additional Information:**

- [Coordinated Care Consent - 2023 CalMHSA](#)
- [How to Complete a Coordinated Care Consent - 2023 CalMHSA](#)
- [How to Determine if a Client has Signed a Coordinated Care Consent- 2023 CalMHSA](#)