



## Transition of Care (TOC) Tool Explanation Sheet

### **Completed By:**

The TOC Tool may be filled out by a clinician or a non-clinician.

- Clinicians are the provider types listed on [Supplemental 3 to Attachment 3.1-A](#) (pages 2m-2p) in the California Medicaid State Plan as providers of Rehabilitative Mental Health Services.
- Non-clinicians may include administrative staff, peer support staff, or other professionals who do not meet the definition of clinician.

### **Compliance Requirements:**

1. Effective 1/1/2023, DHCS is requiring Managed Care Plans (MCP) and Behavioral Health Plans (BHP) to use the Transition of Care Tool for all adult and youth members when referring them to services outside of the BHP SMHS delivery system:
2. The Transition of Care Tool provides information from the entity making the referral to the receiving delivery system to begin the transition of the members' care. Referring entities may provide additional documentation, such as medical history reviews, care plans, and medication lists as attachments.
3. The Transition of Care (TOC) Tool should be completed **in SmartCare** when transitioning members between Medi-Cal mental health delivery systems or when adding services from another delivery system.
  - a. Scanned forms would not meet reporting criteria for DHCS.

### **Purpose of the Tool:**

- The Transition of Care Tool communicates important clinical information (such as an individual's mental health needs) to support continuity of care, addition of services and/or coordination between providers and systems.
- The Tool is intended to ensure that members who are receiving mental health services from one delivery system receive timely and coordinated care when either:
  1. Their existing mental health services need to be transitioned to another delivery system (example: from BHP SMHS to MCP non-specialty mental health services); **or**
  2. Services need to be added to their existing mental health treatment from the other delivery system consistent with the No Wrong Door policies.

### **Completion of the Tool:**

The Transition of Care Tool may be completed in a variety of ways, including in person, by

telephone, or by video conference. The Tool should be completed in full. Members shall be engaged in the transition process with appropriate consents obtained.

1. Once the TOC tool has been completed the provider will print the completed tool from SmartCare and send it to the identified MCP. Please see the [Screening Tool and Transition of Care Contact Card](#) for the MCPs contact information.
2. Members are not responsible for contacting the MCP for confirmation of TOC receipt or when they have not received response; this is the responsibility of the Program. If the provider does not receive a confirmation receipt within two (2) business days, the provider should follow up with the MCP to ensure receipt and close the loop of the referral.
3. The BHP provider will follow up with the member until they confirm that the member has completed an appointment or the MCP confirms that the member is engaged.

#### **Important Reminders:**

The TOC Tool is **not**:

1. **an assessment** and does not replace required clinical assessments.
2. **used to determine medical necessity** or whether a member should transition between delivery systems. These decisions must be made by a clinician through an individualized, patient-centered assessment process.
3. a referral to a Primary Care Provider for **physical health needs**

#### **SmartCare Enhancement Update:**

- Enhancements are currently being developed to more closely align the SmartCare TOC Tool with the DHCS-required format. Until updates are implemented, please manually enter all medications and additional required information, including current care team members that may not yet be automatically captured within the current SmartCare TOC tool.

#### **Additional Resources:**

- [Adult and Youth Screening and TOC Tools for Medi-Cal DHCS- BHIN 22-065](#)
- [DHCS- Screening and Transition of Care Tools for Medi-Cal MHS](#)
- [CalMHSA- How to Transfer the Client to the MCP](#)