

**COUNTY OF LOS ANGELES – DEPARTMENT OF MENTAL HEALTH
OFFICE OF INTEGRATED CARE**

HEALTHY WAY L.A. GUIDELINES

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Tracking Healthy Way L.A. (HWLA) Referrals	I.D	07/01/2011	1 of 3
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DISTRIBUTION:	<input checked="" type="checkbox"/> Community Partners	<input checked="" type="checkbox"/> Legal Entity Providers	
	<input checked="" type="checkbox"/> Directly-operated Programs	<input checked="" type="checkbox"/> Service Area Navigators	

PURPOSE: To describe the role of mental health providers, Service Area Navigators and the Office of Integrated Care in tracking HWLA referrals for outpatient mental health services.

- DEFINITIONS:**
1. Referral Tracking System (RTS) – The RTS is a web-based application developed by DMH to track HWLA referrals for mental health services. Information on accessing and using the RTS can be found in DMH Office of Integrated Care, Healthy Way L.A. Guideline I.E, Referral Tracking System.
 2. HWLA Referral – For the purpose of this guideline, any HWLA member who is not currently receiving mental health services, who has been referred to mental health by their Primary Care Provider, or self-refers by requesting mental health services on their own behalf, is considered a HWLA Referral.
 3. HWLA Member – For the purpose of this guideline, HWLA members are individuals who are enrolled in HWLA or who have submitted an application for HWLA and are pending a decision on whether they have been approved or denied for HWLA.
 4. Service Area Navigator – The Service Area Navigator (“Navigator”) assists individuals requesting mental health services in “navigating” the array of mental health services available to them as well as facilitates linkage and communication with providers to strengthen the array and quality of available services, see Attachment I for the list of lead Navigators for HWLA.

- GUIDELINES:**
1. In accordance with the Special Terms and Conditions for California’s Bridge to Reform, section 1115a, HWLA members must receive a face-to-face appointment within 30 business days of request.

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2. All HWLA referrals for outpatient mental health services must be tracked by the mental health provider and/or Service Area Navigator.
 - 2.1 Programs with access to the RTS must enter the referral information directly into the RTS.
 - 2.2 Programs without access to the RTS, such as contracted agencies with staff waiting for their RSA / Secure ID card, must complete the Monthly HWLA Referral Tracking Log (Attachment II).
3. Information for each HWLA referral that must be collected includes:
 - 3.1 Client information: HWLA ID, DMH ID, first name, last name, date of birth, gender, ethnicity, preferred language, presenting problem.
 - 3.2 Referral information: referring provider name (RTS only), referring clinic (RTS only), type of referring provider (Monthly HWLA Referral Tracking Log only), referral date, initial appointment date, provider number associated with initial appointment (RTS only).
 - 3.3. Disposition of initial appointment or attempt to schedule the appointment.

PROCESS:

1. Service Area Navigators must track all new requests for outpatient mental health services for individuals with HWLA that come through their office.
 - 1.1 HWLA referrals are tracked via the RTS.
2. Mental health providers must track all individuals requesting outpatient mental health services if they have not been engaged in mental health services within the past two months (if last

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service date in the IS is greater than two months prior to the HWLA referral).

- 2.1 Providers that have access to the RTS must track the referral via the RTS.
- 2.2 Providers that do not have access to the RTS must track the referral via the Monthly HWLA Referral Tracking Log, an excel spreadsheet that must be completed and faxed to the Office of Integrated Care by the 15th of the following month.
 - 2.2.1 Providers must submit one Monthly HWLA Referral Tracking Log per provider site. Provider sites can only be combined when the applicable provider number is identified for each HWLA referral listed.
 - 2.2.2 All columns of the spreadsheet must be completed.
 - 2.2.3 Drop-down menus must be used for columns F (Preferred Language), G (Ethnicity), H (Presenting Problem), I (Referral Source) and L (Disposition).
 - 2.2.4 The Office of Integrated Care will enter all referrals included on the Monthly HWLA Referral Tracking Log into the RTS.

Attachment I Lead Service Area Navigators for HWLA

Attachment II Monthly HWLA Referral Tracking Log

References DMH Office of Integrated Care, Healthy Way L.A. Guideline I.E, Referral Tracking System

Centers for Medicare and Medicaid Services, Special Terms and Conditions for California’s Bridge to Reform section 1115(a) Medicaid Demonstration