

Alternative Detox Pathway FOR THE YELLOW LINE PROJECT

BEC Sr. Account Clerk reviews detox invoices and verifies admissions

BEC Sr. Account Clerk provides YLP rack card to all individuals receiving a detox invoice with a letter that goes out explaining the invoice and billing process
(letter includes language explaining the availability of YLP services and contact information)



Individual calls Sr. Account Clerk regarding YLP services/billing questions or Individual calls CBC regarding YLP services/billing questions
(both are knowledgeable in each other's role/responsibilities/duties)



Sr. Account Clerk compiles an updated list of individuals who have 2 or more detox stays within a 6-mo. time frame



Individual is directed and connected to Sr. Account Clerk for billing questions and directed and connected to CBC for YLP services



Sr. Account Clerk enters client info in Carelogic, does a report run and provides report to CBC for further follow-up



CBC explains and offers YLP screening over the phone



CBC completes the brief Investigate Checklist to identify current social services already in place



Individual refuses screening – process ends, or Individual agrees to screening and screening is completed



CBC contacts individual to explain available YLP services and offers screening



CBC completes the brief Investigate Checklist to identify current social services already in place



Individual refuses screening – process ends, or Individual agrees to screening and screening is completed

Individual agrees to screening but not to YLP services - provide only I&R or Individual agrees to screening and to care coordination

CBC connects to social services collateral contacts, opens case for care coordination and develops My YL Plan with the individual