

**NORTH COUNTRY COMMUNITY MENTAL HEALTH  
NORTHERN AFFILIATION  
ADMINISTRATIVE MANUAL**

**CHAPTER:** Affiliation Chapter 4  
**PROCEDURE NAME:** Appointment Scheduling  
**PROCEDURE NUMBER:** 4005

**POLICY:**

Consumers calling the Access Center and requesting services are scheduled for an assessment with the agreed upon Provider.

**PURPOSE:**

To assist consumers obtain an appointment for an assessment

**APPLICATION:**

All North Country Community Mental Health, Northern Affiliation, and network Providers.

**PROCEDURES:**

- I. Consumers may call the 1-800-834-3393 toll free number and request an appointment for an assessment. Consumers calling the Access Center are immediately connected to an Access Center staff. The Access Center staff will complete a brief risk assessment, and with the consumer, identify service needs and evaluate eligibility for services. Once eligibility is established, the Access Center staff and consumer complete the initial access screening to determine the presenting problem, mental health and substance abuse history, and overall risk/priority for services. The Access Center enrolls the individual and authorizes the assessment to the provider. After the initial phone screening, the Access Center staff requests the caller to remain on the line and transfers the caller to the agreed upon Provider for scheduling of the assessment appointment.
- II. CMHSP Providers must be able to accept assessments.
- III. For mental health services, the appointment must be scheduled so that the consumer receives a face-to-face meeting with a professional within 14 Calendar days of a non-emergency request for services.
- IV. For substance abuse services, the appointment must be scheduled so that the consumer receives an assessment for non-urgent situations within five days of referral or presentation.

**REFERENCES:**

MDCH Specialty Pre-paid Health Plan 2002 Application for Participation  
Medicaid Managed Specialty Supports and Services Concurrent 1915 (b)/(c) Waiver Program FY 03-04

**DISTRIBUTION:**

All North Country Community Mental Health, Northern Affiliation and network Providers.

**REVISED:** May 2004

**APPROVED:**

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