

*****DRAFT - NOT FOR FILING*****

5122-29-17 Coordination and support services.

(A) Coordination and support services are an array of activities intended to provide individualized care coordination of behavioral health service needs. Coordination and support services may be delivered by telephone, in person, involve collateral contacts, and across all settings that meet the needs of the individual.

(B) Coordination and support service activities are:

- (1) Assisting patients with accessing and obtaining health care; including primary, acute and specialty medical care, mental health, substance abuse services and developmental disabilities services, long-term care and ancillary services and supports;
- (2) Assisting patients with and promoting proper medication regimen adherence;
- (3) Assisting patients with applying for, obtaining, and accessing community and social supports services and other benefits including follow-up activities such as seeking or maintaining recovery, employment, education or housing;
- (4) Assisting patients with symptom self-monitoring and management so they learn to identify and minimize the effects of their illness;
- (5) Educating patients about, promoting, and supporting positive behavioral health lifestyle choices, wellness, self-empowerment, and assistance in achieving personal independence in managing basic needs as identified by the patient, parent, or guardian;
- (6) Facilitating and managing care setting transitions (e.g., inpatient-to-inpatient, residential to community);
- (7) Assisting patients with making appointments, confirm that the patient attended the appointment, and determine the outcome of the visit and any needed follow-up;
- (8) Educating the patient and the patient's family, guardian, caregiver, or significant others about the individual's illness, treatment plan, needed services, and accessing needed services and supports including self-help services and natural supports; and,
- (9) Assisting with and coordinating prevention, management and stabilization of crises; implementation of a crisis management plan; and ensuring post-crisis follow-up care is arranged and received.