

SUBJECT: GUIDELINES FOR REFUSAL/INELIGIBILITY  
OF SERVICES TO CONSUMERS

EFFECTIVE  
DATE: 04-05-11 (replaces 03-26-10)

APPROVED BY:

Reviewed (no changes): \_\_\_\_\_  
\_\_\_\_\_

Executive Director

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POLICY

It is the policy of McIntosh Trail CSB to adhere to the contract with the Department of Behavioral Health and Developmental Disabilities to provide MH/DD/AD services to consumers, regardless of ability to pay as well as to collect fees for services provided on a sliding fee scale basis. Certain circumstances may occur, however, which lead to refusal/ineligibility of services for particular consumers. Such services will not be refused if the refusal will result in placing the mental health of the consumer in serious jeopardy.

**PROCEDURE - MH/AD:**

- I. The agency will consider the following factors in determining when consumers may not be served in mental health/addictive diseases programs.
  - A. Diagnosis: Consumer has no Axis I diagnosis identified.
  - B. Danger:
    1. Consumer displays terroristic threats or other actions, unmitigated by treatable psychiatric symptoms, which jeopardize the safety of staff or other consumers.
    2. Consumer who makes specific or generalized threats, or poses a danger to themselves or others, will be evaluated for execution of a 1013 or 2013, according to state guidelines for involuntary hospitalization.
  - C. Clinical:
    1. Consumer's needs cannot be met safely within our service provision array.
    2. Consumer demands services which are not deemed appropriate or clinically sound by our clinical treatment providers.
    3. Consumer's condition calls for services beyond the agency's scope or capability.
    4. Consumer consistently jeopardizes own recovery by failing to follow recommended treatment plans.
  - D. Financial:
    1. Consumer is unwilling to sign an agreement to fee based on sliding fee scale.
    2. Consumer has available resources (financial, clinical, and geographic) for treatment with another provider.
    3. Consumer fails to present proof of insurance, if applicable (Medicaid or other).
    4. Consumer has demonstrated unwillingness to pay for services according to the agreed upon fee schedule.
- II. When a consumer consistently fails to pay for services, according to his/her signed fee agreement, the agency may decline to provide services, including pharmacy services (medications) and crisis stabilization, if a member of the medical staff (MD or CNS) determines that this will not create an imminent psychiatric or medical crisis.
  - A. Factors in making this determination should include:
    1. Refusal of services, including pharmacy, places consumer at imminent risk of hospitalization.
    2. Failure to receive services impacts ability of consumer to remain in placement.
    3. Consumer has no income or resources/supports whatsoever to provide payment.

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III. Documentation associated with invoking this policy should reflect the factors which have been taken into account as well as any other additional considerations. (Policy 2008)

IV. When a consumer is not eligible for services clinically and/or financially:

- A. The consumer is informed of the reasons.
- B. The referral source is informed of the reasons (if written consent is given).
- C. Recommendations for disposition and alternative services as well as referrals are given to consumer.
- D. Documentation of these decisions are maintained.

**PROCEDURE - DD:**

I. All decisions for continued stay will be reviewed case by case by the program/center planning team. Recommendations for discharge will be given to the Developmental Disabilities Director for the final decision (Policy 2008).

A. Conditions Identified as Potential Barriers to Continued Stay:

- 1. Continuing inappropriate behavior: Inappropriate behavior is defined as behavior which has not responded to behavior support and continues to interrupt the therapeutic setting or jeopardizes the health/safety of the person, other consumers and/or staff.
- 2. Deteriorating physical health of consumer.
- 3. Need for alterations/modifications to building to accommodate consumer behaviors.

Depending on the severity (risk management) of the inappropriate behavior or physical health issues the program team and family, as indicated, will determine which interventions will be used to maintain continued stay.

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**PROCEDURE - DD: (Continued)**

- B. Interventions for Inappropriate Behaviors:
1. Explore possible causes of behavioral incident(s) such as physical health issues, medications, possible dual diagnosis or care giver issues and other.
  2. Use verbal intervention for inappropriate behavior to individual consumer(s):
    - a. Meeting with staff and consumer(s);
    - b. Telephone call/note to parent/guardian;
    - c. Document incident.
  3. Meet with care giver, case manager, and support coordinator and other relevant staff:
    - a. Plan course of action considering options such as:
      - . modifying program participation
      - . change of staff and/or environment
      - . set up consequences
      - . increase praise
      - . decrease or increase enjoyed activities
      - . temporary short term suspension
      - . medical evaluations
    - b. Emphasize compliance and consistency with plan by all involved.
    - c. Monitor progress and document the results.
    - d. Set time frame for re-evaluation date (dependent on severity of incident).
  4. Develop a Behavior Support Plan.
  5. Explore appropriateness of in-home services.
  6. The process for involuntary psychiatric hospitalization may be initiated if consumer meets criteria for this procedure.
- C. Interventions for Declining Physical Health
1. Work with physician/nurse to educate staff about consumer's condition and physical health needs;
  2. Work with family to explain or demonstrate techniques or procedures to staff;
  3. Explore options of the family providing physical health care to son/daughter at center;
  4. Seek nursing assistance on site or with contract to implement physical health care procedures;
  5. Explore Waiver Personal Supports funding.
- D. Discharge Criteria for Continued Inappropriate Behavior or Declining Physical Health:
1. The consumer's social and interpersonal behavior has not improved or has further declined.
  2. The consumer needs placement at a more intensive level of care not provided by McIntosh Trail CSB.
  3. The consumer has consistently failed/refused to respond to all interventions despite revisions to the behavior plan to such a degree that no further progress is likely to occur and risk management remains at a high level.
  4. The consumer requires an intense level of medical treatment or is an imminent health risk to him/herself or others.

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**PROCEDURE - DD: (Continued)**

E. Referral to Other Resources

Center/staff will remain involved until referral and linkage is completed or consumer/family wishes no further involvement with our service system.

Appropriate referral resources may include:

1. Department of Family & Children Services - Child Protective Services; change of guardianship;
2. Council on Aging - Adult Protective Services;
3. Emergency respite;
4. Public/private psychiatric services;
5. Institution;
6. Home health care;
7. Region 6.