



North Carolina Behavioral Health Statewide Central Availability Navigator (BH SCAN)

Frequently Asked Questions (FAQs):

1. What is the Behavioral Health Statewide Central Availability Navigator (BH SCAN)?

BH SCAN is North Carolina's statewide behavioral health referral network that will identify, unify, and track mental health and substance use disorder inpatient and outpatient treatment resources, including bed availability, in a single, common network, available 24/7. This HIPPA-compliant, cloud-based solution:

- Replaces inefficient manual tracking, search, communication, and reporting functions;
- Facilitates rapid referrals and feedback; and
- Fosters collaboration and coordination among a number of different facility types.

2. How are BH SCAN, OpenBeds, Bamboo Health and NC DHHS related?

OpenBeds, a product of Bamboo Health (formerly Appriss, Inc.), is the platform on which BH SCAN is supported. NC Department of Health and Human Services (DHHS), Division of Mental Health, Developmental Disabilities, and Substance Abuse Services (DMH/DD/SAS) has contracted with Bamboo Health to provide this service.

3. Who is eligible to use BH SCAN?

The following facility types will be eligible to use BH SCAN when it goes live:

- Adult Facility Based Crisis (FBC)/Non-Hospital Detox
- Alcohol and Drug Abuse Treatment Center (ADATC)
- American Society of Addiction Medicine (ASAM) Level 3.2WM - Clinically Managed Residential Withdrawal Management/Social Setting Detox
- ASAM Level 3.7WM - Medically Monitored Inpatient Withdrawal Management/Non-Hospital Medical Detox
- ASAM Level 4/4WM - Medically Managed Intensive Inpatient & Withdrawal Management Services/Inpatient Hospital Substance Use Disorder Treatment
- Behavioral Health Urgent Care Centers (24/7)
- Community Psychiatric Inpatient Hospital
- Emergency Departments
- Mobile Crisis Providers
- Psychiatric Residential Treatment Facility (PRTF)
- State Psychiatric Facility (SPF)
- Youth Facility Based Crisis (YFBC)/Non-Hospital Detox

No other facility types, providers, organizations, or agencies are approved to use BH SCAN as of August 2022. If you are an eligible facility and want to be considered for participation in BH SCAN, please submit your facility information, including type and appropriate executive contact information to BH_SCAN@dhhs.nc.gov.

4. Is my agency required to use BH SCAN?

If you are a facility that has a 3-way contract agreement with the North Carolina Division of Mental Health, Developmental Disabilities and Substance Abuse Services you will be required to utilize BH SCAN. All other eligible facilities are highly encouraged to utilize BH SCAN to improve the placement processes statewide.

5. Is the BH SCAN free for the provider?

Yes. BH SCAN is 100% free for the provider. It is funded by the state of North Carolina, so the cost of subscription is covered for eligible and applicable providers.

6. Will OpenBeds system updates be included in our subscription for free?

Yes, all OpenBeds system updates are free of charge.

7. I am part of a large organization with many locations. Can I have multiple accounts with multiple users?

Yes, you can create multiple accounts and have multiple users in OpenBeds but this can require further workflow discussions. For a large hospital system with more than two services at different locations we suggest creating two or more accounts. For example, a psychiatric unit within the hospital system can have a receiving account, and an emergency department within the hospital system can have a refer-only account. For a large hospital system like this, we recommend a generic/group e-mail manned by several intake personnel (could be two distinct e-mails for different services if necessary.)

For all other providers, one account can be used for multiple users. ALL organizations are required to complete training; larger organizations are encouraged to utilize our in-person live training sessions. Please contact Emma Forrest (eforrest@bamboohealth.com) for additional information.

8. As an OpenBeds user, I would like to send AND receive referrals. How do I do this?

Eligible facilities have the option to receive AND send referrals if you choose the “Receiving” configuration option once approved for participation in BH SCAN. With this account configuration option, you can have one account for the organization with multiple users and can receive and send referrals from the same account. With the “Referring” account configuration option you can have one account for the organization with multiple users but *can only create and send* referrals. If you are approved for participation, you will be sent documentation to request the appropriate configuration option.

9. Is a Business Associate’s Agreement (BAA) necessary to use OpenBeds?

In accordance with HIPAA compliance, a BAA is part of our agreement as there is the likelihood that personal health information will be included in the referral. If your facility is approved as an eligible facility, you will receive further instruction on filing a BAA.

10. Is OpenBeds a secure network?

Yes, OpenBeds is a secure network and has received HITRUST certification. In addition to passing this assessment, OpenBeds NEVER shares Protected Health Information (PHI) in the body of an e-mail communication or notification. Also, patient information is deleted in the system within 7 days of creating and receiving a referral.

11. Who should I contact if I have questions about BH SCAN?

- Bamboo Health at hharkins@bamboohealth.com, eforrest@bamboohealth.com or 502-815-5514
- NC DMH/DD/SAS BH SCAN program staff at BH_SCAN@dhhs.nc.gov or 984-236-5200

