



Behavioral Health Statewide Central Availability Navigator (BH SCAN)

Standards and Guidelines

The behavioral health treatment placement process is complex and presents unique challenges in providing whole person care. Some of these challenges can be mitigated through the utilization of a centralized and standardized approach to securing treatment placements. BH SCAN promotes a timely and appropriate placement process for individuals in need of behavioral health treatment. It serves as a tool that referring and receiving facilities statewide can use to benefit individuals waiting for treatment while supporting the operation of the facilities seeking placement and the facilities providing treatment. BH SCAN also offers providers better visibility to system-wide capacity and supports trend analysis and data-informed planning for future behavioral health investments by the North Carolina Department of Health and Human Services (NCDHHS).

All Facilities

Agreements & Regulation Compliance

Each participating Facility must:

1. Complete the required paperwork including, but not limited to, the Bamboo Health No-Fee Subscription Agreement and a Business Associate Agreement with Bamboo Health as the Associate.
2. Abide by all State and Federal regulations, legislation and requirements that the Facility is subject to, including without limitation HIPAA and 42 CFR Part 2. Any covered Program, as that term is defined in 42 CFR Part 2, will ensure that any client consent required by law is obtained prior to transmitting a referral to another provider via the BH SCAN application. The client consent form will contain language that reflects that the client has consented for the provider to release aggregate data to the Division of Mental Health, Developmental Disabilities and Substance Use Services (DMHDDSUS) via the BH SCAN system for data collection and analytics, and access by other providers for referral for care and treatment.

NC DEPARTMENT OF HEALTH AND HUMAN SERVICES

3. The Facility must have an unrestricted license to provide the service(s) that qualify them for participation in BH SCAN as a receiving Facility (not applicable to State Psychiatric Facilities (SPF) and State Alcohol and Drug Abuse Treatment Center (ADATC) facilities); and, at the time of completing the Subscription Agreement, the Facility must be permitted to accept new admissions. The Facility must notify the Division in writing within five (5) days if its compliance with either of these mandatory conditions changes.
4. Respond to Information Requests from DMHDDSUS within five (5) business days DMHDDSUS may request information from providers that cannot be gleaned directly from BH SCAN in order to better support services across the State.

Facility Project Lead

Each facility is required to designate a Project Lead who will serve as the primary point of contact. The Project Lead will be responsible for the following tasks:

- Ensuring that all users complete the necessary training to participate in BH SCAN.
- Responding promptly to communications from DMHDDSUS and Bamboo Health, including data requests, training completion, surveys, and other related tasks.
- Identifying, entering, and approving appropriate users at the facility for access to BH SCAN.
- Removing usernames within 24 hours when a user no longer holds their position or is no longer employed at the facility.
- Verifying that service and facility details are complete and kept up to date as needed.
- Ensuring that users at the facility provide any additional required updates, as outlined below.
- Entering service information or opting out of the public-facing Treatment Connection locator page/module (when available) via OpenBeds and making updates as necessary.

All Users

- Use BH SCAN appropriately by providing accurate and up-to-date information based on the capacity under which you are using the system.
- If a technical issue arises, follow these steps:
 1. Contact Bamboo Health technical support at the phone number or contact address provided below for issues related to:
 - BH SCAN Bed Registry: <https://openbeds.zendesk.com/hc/en-us> or 833-275-2045
 - Public Facing/Treatment Connection (when available):

DMHDDSUS

This document will be updated as needed. Users will be notified of any updates.

NC DEPARTMENT OF HEALTH AND HUMAN SERVICES

<https://treatmentconnection.zendesk.com/hc/en-us> or 833-275-2043

2. If the issue remains unresolved for more than 24 hours, please contact DMHDDSUS staff at BH_SCAN@dhhs.nc.gov or 984-236-5200.
3. Immediately report any potential or actual data breaches to DMHDDSUS at BH_SCAN@dhhs.nc.gov or 984-236-5200.
4. Report any recurring concerns or challenges related to specific facilities in making or receiving referrals through BH SCAN to DMHDDSUS via BH_SCAN@dhhs.nc.gov or 984-236-5200.

Receiving/Treatment Facilities

Applicable to:

- Facility Based Crisis (FBC)/Non-Hospital Detox
- Alcohol and Drug Abuse Treatment Center (ADATC)
- 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 Facilities
- Child Residential Services: Level I-IV

Future Facility types include Social Setting Detox and other Facility types to be determined by DMHDDSUS.

Updating Bed and Next Appointment Availability

BH SCAN timestamps each update made by treatment facilities to their bed count, next available appointment, or comments. This ensures that accurate and timely information is available to our

DMHDDSUS

This document will be updated as needed. Users will be notified of any updates.

referring population and helps prevent referrals from being sent to facilities with no availability. There is a balance between providing enough information to prevent declined referrals and minimizing the burden of frequent updates. When performed correctly, consistently, and collectively across the network, this process builds confidence in the network, reduces declined referrals, and provides the DMHDDSUS with valuable data to identify gaps in care, enabling better-targeted resource allocation.

Requirement: Acute inpatient care, crisis, and residential treatment bed availability must be updated at least once daily, with all other services updated as needed.

Keep Facility/Service Information Updated

Each facility provides an overview of its services in BH SCAN, ensuring that referring entities have access to accurate, up-to-date information. This helps facilitate appropriate referrals and ensures that the referring entities can find the necessary details for the facility.

Requirements:

1. The overview information must be completed when the facility first begins using BH SCAN and should be updated whenever there are relevant changes, including adjustments to operational and licensed bed totals.
2. Facilities are required to verify the accuracy of the information at least twice a year.

Digital Referrals and Communications

In addition to more effectively and efficiently placing patients into treatment, the BH SCAN platform captures key and essential referral and outcome information through the use of a digital referral form that are not otherwise captured through manual (phone call/fax) referral processes. Bamboo Health, through its contract with DMHDDSUS, provides this information to DMHDDSUS in a de-identified and aggregated manner. DMHDDSUS intends to use this information to help identify gaps in care delivery, inform resource allocation decisions, capture best practices, better pool resources, and connect patients to the social services. Your adherence and enforcement of the requirements below

will increase the likelihood of more successful treatment outcomes, improve operational efficiency at your facilities, and provide essential information to the State to assist in making system-wide improvements.

Requirements:

1. Assign and ensure users are monitoring OpenBeds and email referral notifications for responses.

DMHDDSUS

This document will be updated as needed. Users will be notified of any updates.

NC DEPARTMENT OF HEALTH AND HUMAN SERVICES

2. Acknowledge (respond to) referrals and subsequent communications within four (4) hours.
3. Utilize BH SCAN according to the training materials provided by Bamboo Health which includes:
 - Use the “Accept” or “Decline” radio buttons within four (4) hours of receiving notification of the pending referral.
 - Complete the rationale and sub-rationale, if appropriate, when a referral is declined.
 - Document if the individual arrived or did not arrive at the receiving Facility (i.e., show/no show).
 - Use the “Open” radio button to view the referral and “Close” radio button when the referral workflow is complete.

Referral Facilities and Receiving Facilities Making Referrals

Users making referrals should utilize BH SCAN responsibly by providing accurate, up-to-date information related to the individual being referred and completing all required fields in an accurate and timely manner. Additional documents may need to be sent to the receiving Provider via fax or as an attachment in BH SCAN to complete the referral.