Notification Expectations: When Children, Youth and Family Services (CYFS) or Juvenile Justice Services (JJS) Relocates a Child You Are Serving Outside Your Service Area

**Scope:** This Provider Alert applies to all behavioral health levels of care serving children and adolescents across all Community Care networks. The instruction in this Provider Alert is specific to when a child or adolescent is receiving treatment from a provider and is placed outside of the geographic area that the provider serves by CYFS or JJS, and thus a transition of care is required.

**Purpose:** To inform providers of the expectation to contact Community Care that a child or adolescent is relocating due to a CYFS or JJS placement.

Beginning April 1, 2019, providers are expected to contact their assigned Community Care care manager, or if there is no assigned care manager, their provider relations representative, within 24 hours or the next business day of learning that a child or adolescent is relocating due to a CYFS or JJS placement, prior to discharging the child or adolescent from care. The expectation is to collaborate with Community Care to facilitate continuity of care and services during the transition to a new treatment provider. Documentation of notification to Community Care is expected to be included in the treatment record. Interagency or Child and Adolescent Service System Program (CASSP) meetings will be scheduled, as needed, and participation from all members of the current and accepting treatment team is strongly encouraged.

Ongoing monitoring of compliance with this expectation will be conducted through Community Care’s Provider Performance Indicator (PPI) process. In the event that notification does not occur, a letter will be sent to the provider alerting agency leadership of the lapse and reiterating the expectation. Monitoring of the expectation will be incorporated into quality management reviews beginning July 1, 2019.

If you have any questions, please contact your care manager or provider relations representative.