

CAROLINA FAMILY HEALTH CENTERS, INC. POLICY

TITLE: IBH-100 Integrated Behavioral Health Program

EFFECTIVE DATE: January 21, 2020

SECTION: IBH

REFERENCE PROCEDURE:

IBH-100.02 Integrated Behavioral Health Peer Records Review/Audit

RESPONSIBLE CHIEF OF STAFF: Chief Medical Officer

RESPONSIBLE COMMITTEE: Medical CIT

REVIEWED: 01/28/2025

I. PURPOSE

The purpose of this policy is to outline the structure and functions of the Integrated Behavioral Health (IBH) program at Carolina Family Health Centers, Inc. (CFHC, Inc.).

II. POLICY

CFHC, Inc. integrates behavioral health (IBH) services within its primary care services settings. The Director of IBH leads the program's operations and oversees the managers of each of the three areas (IBH, Medication Assisted Treatment (MAT), and Tailored Care Management (TCM)) within the program.

1. Integrated Behavioral Health

The IBH Program Manager oversees the day-to-day operations of the IBH program. This includes the delivery of mental health services at all locations, including both short-term and long-term therapeutic interventions, and the coordination of specialty behavioral health services when needed. IBH staff create integrated/coordinated treatment plans. CFHC, Inc. uses a single electronic health record for the documentation of physical and behavioral health information, which is accessible to all providers within the organization.

When available, IBH clinicians are stationed in clinical areas working side by side with the medical providers. All IBH clinicians are trained to provide brief interventions (often called warm hand-offs) at the time of patient care. Feedback during the brief interventions focuses on explicit advice to change, emphasizes the patient's responsibility for change, and provides a variety of ways to enhance motivation towards healthy behavioral change. It also helps identify individuals who could benefit from specialty referrals.

At CFHC, Inc., patients are referred to IBH program services by the medical or dental provider through warm hand-offs or referrals that are coordinated through the electronic health record (EHR) system. Patients needing referrals to specialty behavioral health services, including psychiatric care, are first assessed by an IBH clinician. The IBH clinician links the patient to the agency receiving the referral and documents the outcomes of referrals in the EHR system. Referrals are tracked according to procedure *CLN-200.02 Referral Tracking*.

2. Medication Assisted Treatment

CFHC, Inc. provides MAT services to treat substance use disorders, including alcohol and opioid use disorders, with evidence-based behavioral therapies and social support. This program is led by the MAT Program Manager, who oversees the operations of the program and provides long-term substance use treatment for patients. Patients are required to be assessed by an IBH clinician prior to receiving MAT services.

3. Tailored Care Management

CFHC, Inc. offers TCM services to qualifying patients who are enrolled in a Tailored Plan through the North Carolina Medicaid program. This service provides intensive case management for patients with severe behavioral health and substance use disorders. The program is led by the TCM Program Manager, with clinical oversight provided by the IBH Program Manager.

Members of the IBH program assist in the development of clinical staff skills and knowledge by providing education and resources. Training is provided to staff on the application of validated screening tools for depression, anxiety, substance use disorders, and other conditions. Screening tools and flowsheets to monitor patients' treatment progress are incorporated into the EHR.