

POLICY AND PROCEDURE

REACH for Tomorrow

Title: Integrated Primary Care/Behavioral Health Program

Scope of Program and Target Population Policy

Effective Date: 07/01/2025

Approved By: Director of Medical and Clinical Services

Review Schedule: Annually or as Needed

Applies To: Integrated Primary Care/Behavioral Health (IPC/BH) Program — All Service Locations

I. Purpose

The purpose of this policy is to define the scope, structure, and population served by the Integrated Primary Care/Behavioral Health (IPC/BH) Program at REACH for Tomorrow. This policy ensures that services are delivered in accordance with CARF standards, Ohio Administrative Code requirements, and evidence-based integrated care models designed to address the whole-person health needs of clients.

II. Program Overview

REACH for Tomorrow's IPC/BH Program provides coordinated, person-centered healthcare that integrates primary medical care with behavioral health services, including mental health and substance use disorder (SUD) treatment. The program is designed to improve health outcomes, enhance access to care, and reduce fragmentation by addressing physical and behavioral health needs within a single, collaborative treatment model.

III. Scope of Services

The IPC/BH Program provides a full continuum of integrated healthcare services that may include, but are not limited to:

A. Primary Care Services:

- Routine physical exams and preventive care
- Management of chronic medical conditions (e.g., hypertension, diabetes, asthma)
- Health screenings, laboratory testing, and diagnostic assessments
- Medication management and coordination with behavioral health prescribers
- Immunizations and health education

B. Behavioral Health Services:

- Comprehensive mental health and substance use assessments
- Individual, family, and group therapy
- Crisis intervention and stabilization
- Psychiatric evaluation and medication management
- Coordination with addiction treatment, case management, and recovery supports

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C. Integrated and Collaborative Care Functions:

- Shared EHR and coordinated treatment planning
- Cross-disciplinary case conferencing and care team meetings
- Referrals and linkage to specialty providers
- Wellness education and health behavior coaching
- Screening and early intervention for co-occurring conditions

D. Service Delivery Modalities:

- In-person visits
- Virtual telehealth via Google Meets
- Home-based or community outreach as needed
- Coordination with external healthcare partners

IV. Program Goals

The IPC/BH Program aims to:

1. Improve coordination and continuity of care between behavioral and physical health providers.
2. Enhance access to timely, holistic care for clients with co-occurring conditions.
3. Reduce hospitalizations and emergency visits through prevention and early intervention.
4. Promote health equity and address social determinants of health.
5. Improve clinical outcomes, satisfaction, and overall quality of life.

V. Target Population

The program serves adolescents, adults, and families residing in southern Ohio and surrounding regions who experience both behavioral and primary healthcare needs.

Primary target groups include:

- Individuals with co-occurring medical and behavioral health disorders
- Clients in outpatient or IOP services needing integrated medical oversight
- Those with chronic health conditions requiring medication and behavioral modification support
- Clients at risk for health complications from substance use or poor lifestyle habits
- Medicaid, Medicare, and commercially insured clients, as well as uninsured individuals with funding assistance

Eligibility Criteria:

- Must meet diagnostic or treatment criteria for behavioral health or primary care services
- Must reside in the service region or participate via telehealth
- Must demonstrate readiness or willingness to engage in integrated care

Exclusion Criteria:

- Individuals requiring inpatient stabilization or 24-hour care
- Clients whose needs exceed the scope of outpatient integrated care
- Clients unwilling to consent to collaborative information sharing

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VI. Staffing and Interdisciplinary Approach

The IPC/BH Program operates through an interdisciplinary care team that includes:

- Psychiatric Mental Health Nurse Practitioners (PMHNPs)
- Family Nurse Practitioners (FNPs) or Primary Care Providers
- Licensed Counselors, Social Workers, and Chemical Dependency Counselors
- Care Coordinators and Case Managers
- Medical Assistants and Clinical Support Staff
- Peer Support Specialists (as applicable)

Each team member practices within their professional scope and contributes to collaborative, person-centered treatment planning.

VII. Service Coordination and Referrals

Internal referrals occur between behavioral health and primary care providers within REACH for Tomorrow. External referrals are made when clients require specialty services not provided internally, such as cardiology or dental care. All referrals are documented in the EHR and tracked to confirm linkage and follow-up.

VIII. Hours and Accessibility

Services are available Monday through Friday, with extended hours offered as needed. Telehealth services are available for clients who cannot attend in-person visits. Facilities are ADA-compliant and accommodate language, mobility, and communication needs.

IX. Funding Sources

Services are funded through Medicaid, Medicare, and commercial insurance contracts, with self-pay and sliding fee options where applicable. Grant and community partnerships may also support integrated care initiatives.

X. Continuous Quality Improvement (CQI)

The IPC/BH Program participates in the organization's CQI process, which includes outcome measurement, satisfaction surveys, access and engagement reviews, and regular evaluation of coordination effectiveness. Improvement plans are developed and implemented based on findings.

XI. Policy Review and Approval

This policy will be reviewed annually by the Director of Medical and Clinical Services and Compliance Officer to ensure continued alignment with CARF standards, payer requirements, and best practices in integrated care.

Approved By: Leslie M Stegall MSN, APRN, NP-C, PMHNP-BC

Title: Director of Medical and Clinical Services

Date: 07/01/2025