



Coordination of Health Care Exchange of Information Frequently Asked Questions (FAQs)

Q: Is consent needed to coordinate care?

A: Yes, behavioral health (BH) providers must receive written consent from the member or the member's parent/guardian to coordinate care. This process can be a part of the already established consent paperwork during intake to BH services.

Q: What if the member does not give consent?

A: It is important to share the value of coordination of care, but a member may choose to refuse consent.

Q: Is it a Health Insurance Portability and Accountability Act (HIPAA) violation to send this information to the primary care provider (PCP) and/or specialist?

A: To ensure HIPAA compliance, BH providers must receive written consent from the member or the member's parent/guardian to coordinate care. This process can be a part of the already established consent paperwork during intake to BH services.

Q: What if the member does not have a traditional PCP?

A: If a member does not have a PCP, BH providers can help the member identify one to ensure coordination of care. During the assessment phase, if the member identifies having a specialist as their PCP, coordination of care is encouraged to be completed with the specialist. Our Care Managers are available to assist with this process if necessary.

NV-Multi-P-4876150