



<b>Health Care Agency Mental Health and Recovery Services Policies and Procedures</b>	Section Name:	Client's Rights
	Sub Section:	Informing Materials
	Section Number:	02.06.02
	Policy Status:	<input type="checkbox"/> New <input checked="" type="checkbox"/> Revised
SIGNATURE		DATE APPROVED
Director of Operations Mental Health and Recovery Services		<u>Signature on File</u> <u>2/22/2023</u>

**SUBJECT:** Informing Materials for Mental Health Plan Beneficiaries/Clients and Intake/Advisement Checklist

**PURPOSE:**

To provide County of Orange Mental Health and Recovery Services (MHRS) beneficiaries/clients with appropriate informing materials and accurately document the provision of these materials as well as Advance Directives.

**POLICY:**

Required distribution of informing materials shall be documented so as to be easily audited. The Advance Directives shall be documented as required in CFR 42, Chapter 4.

**SCOPE:**

This policy applies to all beneficiaries/clients of the Orange County Mental Health Plan (MHP) and will be followed by all Mental Health and Recovery Services (MHRS) County and County Contracted staff providing Specialty Mental Health Services (SMHS).

**REFERENCES:**

- [MHRS P&P 02.06.01 Advance Directives](#)
- [MHRS P&P 02.05.01 Notice of Privacy Practices](#)
- [Title 42, Code of Federal Regulations \(CFR\), §422.128](#)

**FORM:**

[Health Care Agency Mental Health Plan \(MHP\) Intake/Advisement Checklist, F346-753](#)

**PROCEDURE:**

- I. All newly admitted beneficiaries/clients in the Mental Health Plan shall be given, at a minimum, the following materials:

- A. [Notice of Privacy Practices \(NPP\)](#)
  - B. [The Advance Directives Information Sheet](#) (For adults only)
  - C. [The MHP Beneficiary Handbook](#)
  - D. [MHP Provider Directory](#)
- II. If, at the time of admission, the beneficiary/client is unable to accept and utilize these materials due to the beneficiary/client's emotional condition, then the information shall be given as soon as the beneficiary/client is able to accept and utilize it.
- III. These materials shall be available in the threshold languages in hard copy and in audio version.
- IV. MHRs Staff shall provide the materials in the appropriate language and/or format to meet the beneficiary/client's needs.
- V. MHRs Staff shall actively inquire of each newly admitted consumer whether the beneficiary wishes to have the informing materials in audio version. The response shall be documented on the MHP Intake/Advisement Checklist.
- VI. Completion of the Mental Health Plan (MHP) Intake/Advisement Checklist:
- A. The provision of the above materials shall be documented using the Mental Health Plan Intake/Advisement Checklist (Advisement Checklist).
  - B. The Intake/Advisement Checklist shall be completed each time a beneficiary is admitted for mental health services. MHRs Staff shall:
    - 1. Inquire and document the language in which the beneficiary/client would like to receive the informing materials.
    - 2. Offer or ask if the beneficiary/client would like to receive the informing materials in audio version and in their preferred language.
      - a) Have the beneficiary/client document by checking "yes" or "no" to this question.
    - 3. For all MHP beneficiaries/clients, have the beneficiary/client/legal guardian check "yes" or "no" to the question to document receipt of each of the following informing materials:
      - a) The MHP Beneficiary Handbook
      - b) MHP Provider Directory
      - c) Notice of Privacy Practices (NPP)

- d) Completed Receipt of the Notice of Privacy Practices
- e) Car Seat Regulation
- f) Offered Voter Registration (over 18 consumers or guardian)

VII. Advance Directives

- A. All beneficiaries 18 years and older shall be provided with, and note the receipt of, the Advance Health Care Directives Information Sheet on the Intake/Advisement Checklist.
- B. All beneficiaries/clients shall be informed that at any time they develop an Advance Directive or want to update the one on file, they can provide the revision and the MHRS staff shall place the update in the beneficiary's record (reference MHRS P&P 02.06.01 Advance Directives).

VIII. Signatures

- A. Once the Intake/Advisement Checklist has been completed both the beneficiary/legal guardian and MHRS staff are to sign and date the Intake/Advisement Checklist and file in the beneficiary/client record.