

## **Disenrollment Process for Behavior Related Issues**

Care Connect clinics must follow the three-level process outlined below to disenroll a recipient for behavior related issues. In most instances providers must address the issues using the process outlined in Level 1. In cases of perceived threats or harassment, the provider can go directly to the processes outlined in Level 2. In cases of violent acts, threats of violence, or breaking a pain contract the provider can go directly to the processes outlined in Level 3.

### **Level 1 – Problem Behavior**

Examples of problem behavior include, but are not limited to, missed appointments (defined as 3 in 6 months with the designated provider), failure to comply with treatment plan, abusive language, other issues identified that significantly compromises the treatment plan.

1. If one or more of the above referenced problem behaviors exist, under the direction of the designated provider, the Care Connect Care Manager must contact the Care Connect recipient to discuss the identified problem via phone, video conference, or in person.
2. Documentation of the problem behavior should be evident in the medical record including dates, time, and observed behavior(s).
3. A letter is sent to the Care Connect recipient documenting the problem behavior, the discussion between the recipient and the Care Connect Care Manager and required corrective action. A copy of the letter is filed in the recipients' medical record.
4. If the behavior continues after completing Level 1, proceed to Level 2.

### **Level 2 – Recurring Problem Behavior**

Recurring problem behaviors include those behaviors referenced in Level 1 or any threats or harassment.

1. Under the direction of the designated provider, a face-to-face meeting with the recipient is requested. The meeting should include the designated provider and the Care Connect Care Manager.
2. If the recipient accepts the meeting, during the meeting a written agreement outlining the problem(s) and expected future behaviors is reviewed with the recipient.
3. The recipient should sign the agreement, and the provider must file a copy in the medical record.
4. If the recipient refuses to sign the agreement or does not attend the meeting, a follow-up letter is sent to the recipient outlining the issues, the recipient's refusal to sign the agreement or attend the meeting and expected future behavior. The letter is signed by the designate provider and designated senior administrative staff. A copy of the letter is filed in the medical record and for notification purposes a copy is sent to the DSS Care Connect program.
5. If the behavior continues after completing Level 2, proceed to Level 3.

### **Level 3 – Termination**

Rationale for termination includes behaviors referenced in Level 1 and Level 2 or any violent act or threat of violence or breaking a pain contract.

1. Under the direction of the designated provider determine if recipient has access to another Care Connect provider within the existing Care Connect location or

another Care Connect location. The designated provider must exhaust all options within the Care Connect location/system before requesting a new Care Connect location.

2. Obtain approval from new Care Connect provider/location and submit to DSS for update. DSS will send a letter to the recipient confirming the update.
3. If the recipient is being terminated for a violent act or breaking a pain contract, steps 1 and 2 are not required.
4. In a situation where a new provider cannot be found or the recipient is terminated for a violent act or breaking a pain contract, a letter must be sent to the recipient informing them of the termination and the rationale with a copy sent to the DSS Care Connect program.