

THIS IS ONLY A SAMPLE
PLEASE WRITE YOUR OWN BASED ON THE SPECIFIC NEEDS/SITUATIONS OF YOUR
PRACTICE

BEHAVIORAL HEALTH PRACTITIONER/MEMBER TERMINATION POLICY

POLICY:

_____ shall ensure that members who choose to
Practitioner/Provider
terminate services or who are terminated from services continue to receive care with an alternate behavioral health practitioner within a time frame that does not disrupt the continuity of their care.

PURPOSE:

_____ shall ensure that a member who chooses to or is
Practitioner/Provider
terminated from receiving behavioral health treatment is provided recommendations for an alternate provider, will continue to receive treatment for 30 days and will forward, with the member's signed consent to exchange information, all relevant progress reports and/or treatment and discharge summaries. In the case of a provider initiated termination, the provider will inform the member of the rationale for the termination and the member will be given an opportunity to resolve related issues prior to the planned termination date.

GUIDELINES:

1. The member must be given clear and reasonable notice of the practitioner's intent to withdraw as the provider of care. The practitioner should review with the member all issues that pertain to the decision to terminate the relationship with the member and offer to continue treatment with the member for an additional 30 days.
2. The member's clinical record should contain complete documentation of the events leading to and the rationale behind the decision to terminate the relationship.
3. A follow-up letter to the member must be sent by certified mail with return receipt requested. The letter can suggest that the member refer to their respective managed care or insurance carrier to obtain the names of alternate behavioral health providers.
4. If a member is enrolled in a managed care organization (MCO), the MCO must also be notified of the termination.
5. The member will be advised that his/her clinical records will be made available to any new provider upon receipt of an Authorization to Release Records.