



Series: Operating Procedures **COA: NET 5**
CFOP: NA

Procedure Name: Service Request Process

Procedure Number: OP-1152

Revision #/Date: 06/23/11

Effective Date: 05/6/2010

Applicable to: All providers with Contracts or Memorandums of Agreement with Brevard Family Partnership

SUBJECT: Service Requests

PURPOSE: To create a single point of access for service requests. To allow for better implementation of services and the tracking of requests for utilization and management. To eliminate the fragmentation of the service request process and the ultimate delay in service delivery.

PROCEDURE:

The following procedure will be utilized until Mindshare is fully operational, or at any time that Mindshare is not available due to technical or other difficulties.

1. All requests for services will be sent to Intake as an attachment via email with email subject line filled out to show what service is being requested, i.e., '**Service Request – Individual Counseling**'.
2. **ALL REQUESTS MUST BE PASSWORD PROTECTED**
3. All requests will receive a 2 business day response from BFP for receipt and/or approval/disapproval status.
4. The BFP response will be sent in email form.
5. It is the requester's responsibility to follow up with BFP if they do not receive a response within 2 business days.
6. For services that a provider will bill for directly, this process serves as a notification, not an authorization.
7. **No service may be provided to a child without approval from BFP.**
 - Examples of services that will now require additional approval from Case Management Directors and/or supervisors (unless court ordered), that in the recent past have been directly requested without first requesting through BFP are:
 - Psychiatric Evaluations
 - Psychological Evaluations
 - Other Specialized Evaluations such as a Neurological Evaluation



BY DIRECTION OF THE CHIEF EXECUTIVE
OFFICER:

A handwritten signature in black ink, appearing to read "Patricia Nellius-Guthrie".

DR. PATRICIA NELLIUS-GUTHRIE
Chief Executive Officer
Brevard Family Partnership.

APPROVAL DATE: 6/30/11