

# Big Bend Community Based Care Policy & Procedure

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**Series:** 1000: Network Administration

**Policy Name:** BBCBC Network Services

**Policy Number:** 1002

**Origination Date:** 3/28/2009

**Revised:** Board Meeting of 12/13/2018

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## Policy

It is the policy of the Big Bend Community Based Care, Inc. (BBCBC), Network to deliver the most appropriate array of services for meeting the needs and timely access for children and families served. This includes all providers with contracts, subcontracts, service agreements and working agreements with BBCBC.

## Procedure

- A. BBCBC consumers will be provided with a choice of providers, to the extent possible within the available resources and service requirements.
- B. BBCBC Network services recipients will receive services in the least restrictive setting and at the most appropriate level of care. Additionally, consumers will be readily moved between programs or levels of care as service needs change or progress is made.
- C. The BBCBC Network will implement best, promising, and evidence-based services to meet the needs of children and families.
- D. BBCBC provider information will be made available to the public via the BBCBC website and is available upon request.
- E. The BBCBC Network providers will:
  - 1. Accept referrals through established access processes;
  - 2. Provide prompt service response via telephone or email as appropriate;
  - 3. Respond to non-urgent requests per the terms of their individual agreement;
  - 4. Maintain cost-free telephone accessibility;
  - 5. Provide services per the terms of their individual agreement;
  - 6. Provide mobile capability to respond to home, school, emergency room or police department for evaluation and crisis intervention, when necessary, available and appropriate.