

Department of Mental Health Mission Statement

The Department of Mental Health, as the State Mental Health Authority, assures and provides access to services and supports to meet the mental health needs of individuals of all ages, enabling them to live, work and participate in their communities. The Department establishes standards to ensure effective and culturally competent care to promote recovery. The Department sets policy, promotes self-determination, protects human rights and supports mental health training and research. This critical mission is accomplished by working in partnership with other state agencies, individuals, families, providers and communities.

*The Department of
Mental Health
(DMH)*



***A QUICK GUIDE TO
CLINICAL SERVICE
AUTHORIZATION***

THE IDEAL REQUEST FOR SERVICES PACKET

Please keep in mind that the best chance for the Clinical Service Authorization process to be expedited will depend on the upfront availability of clinical records and the ability of the Clinical Service Authorization Specialist (CSAS) to locate and communicate with the applicant after the application has been submitted, particularly prior to hospital or other placement discharge. The role of the referral source is key to ensure timely assistance of both.

- ✓ Sufficiently authorized service request (including Legal Guardianship Petition/Verification when appropriate)
- ✓ Clearly documented current, intended, or last known address if homeless
- ✓ Current attending psychiatrist's/outpatient provider's/clinical team diagnoses & clinical formulation
- ✓ Current admission paperwork/psychosocial summary
- ✓ Any/all psychological, competency, and neuropsychological evaluations
- ✓ Medical summary including most recent physical
- ✓ Substance abuse summary
- ✓ Psychiatric hospital discharge summaries
- ✓ Completed Authorization for Release of Information forms (ideally including all mental health service providers within the past two years)

****Please note that additional record and information requests may follow as necessary***

The Process

- “Request for Services” packet is submitted
- Once a “Request for Services” packet is processed the Clinical Service Authorization Unit will notify the applicant
- The CSAS may attempt to schedule and conduct a Face-to-Face interview
- Supporting clinical records are gathered using releases
- CSAS reviews to determine authorization
- Decisions are made once sufficient information is received or within 90 days

Determining Authorization

- **Clinical:** must have one *substantiated* of several qualifying diagnoses
- **Functioning:** daily functioning must be directly impacted by the *substantiated* qualifying diagnosis
- **Need:** must have a demonstrated need for a DMH service
- **Means:** the needed service is unavailable through other means
- **Capacity:** DMH must have the available capacity in the needed service

QUALIFYING DIAGNOSES include:

- *Schizophrenia and other psychotic disorders*
- *Mood Disorders*
- *Anxiety Disorders*
- *Dissociative Disorders*
- *Eating Disorders*
- *Borderline Personality Disorder*

**** Not all disturbances of mood, affect, and behavior are qualifying diagnoses***

DMH Clinical Service Authorization Units:

Central MA Area Office

361 Plantation Street
Worcester, MA
Fax: 774 420 3166
Phone: 774 420 3140

Other DMH Areas include:

Northeast Area
West Area
MetroBoston Area
Southeast Area

**DMH Information and Referral Line:
1-800- 221-0053 (Mon – Fri, 9 am – 5 pm)**

DMH website: www.Mass.gov/dmh