



**COLORADO**  
**Behavioral Health  
Administration**

## Client Care Search FAQs

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# Overview

## Fast Facts

<b>What is the Client Care Search?</b>	A system where inpatient and residential behavioral health providers track their bed availability, and where care navigators can find information for client placements.
<b>Why does BHA have a Client Care Search?</b>	The “Client Care Search” tool is outlined in Colorado Revised Statute 27-60-104.5, which states that Colorado’s Behavioral Health Administration (BHA) must create “a behavioral health capacity tracking system of available treatment capacity and medication-assisted treatment programs [to] help families, law enforcement agencies, counties, court personnel, and emergency room personnel locate an appropriate treatment option for individuals experiencing behavioral health crises.”
<b>Who are users of the Client Care Search?</b>	<ul style="list-style-type: none"><li>• Inpatient / residential behavioral health facilities</li><li>• Outpatient / other types of behavioral health facilities and clinicians</li><li>• State agency care coordination teams</li><li>• Intermediary organizations including MSO/ASOs, RAEs, BHASOs</li><li>• Community-based organizations that provide behavioral health services</li></ul>
<b>How can users get Client Care Search tech support?</b>	Email <a href="mailto:cdhs_bha_provider_support@state.co.us">cdhs_bha_provider_support@state.co.us</a> , monitored 8am-5pm, Monday-Friday, with the subject line “Client Care Search.”
<b>How is data from Client Care Search used?</b>	<ul style="list-style-type: none"><li>• Data is used to validate that providers are remaining in compliance with updates.</li><li>• Data in aggregate (non PHI/PII level data) is sometimes used to do analysis on Colorado care navigation.</li></ul>
<b>How do people get access to Client Care Search?</b>	Access to Client Care Search is limited to organizations that hold BHA license/designations. Please email <a href="mailto:cdhs_bha_provider_support@state.co.us">cdhs_bha_provider_support@state.co.us</a> if you think you should have access to Client Care Search and have not been contacted by BHA.

### What is the “Client Care Search” tool? How does it work?

The “Client Care Search” tool is outlined in Colorado Revised Statute [27-60-104.5](#), which states that Colorado’s Behavioral Health Administration (BHA) must create “a behavioral health capacity tracking system of available treatment capacity and medication-assisted treatment programs [to] help families, law enforcement agencies, counties, court personnel, and emergency room personnel locate an appropriate treatment option for individuals experiencing behavioral health crises...[in order to]... decrease the time that individuals wait in emergency rooms, ensure that existing resources are maximized, and increase the likelihood that individuals in crisis receive services closer to their community.”

The “Client Care Search” tool will allow providers of behavioral health services (referred to as “users”) to gather accurate behavioral health inpatient/residential treatment availability information and better facilitate the client referrals and placement process. There are two key features users will be able to access through the “Client Care Search” tool:

- Search Beds: Users will be able to search a directory of inpatient/residential providers with information that is tailored for making clinical referral decisions.
- Update Bed Availability: Inpatient / residential facilities will be able to update their bed availability in the “Client Care Search” tool so that providers looking to place clients can get a better sense of their current capacity.

In future iterations of the platform, BHA may expand the scope of the platform to include outpatient services as well as other social care services that support Social Determinants of Health.

#### **How will the “Client Care Search” tool help to improve behavioral health in Colorado?**

The “Client Care Search” tool will help to improve the efficiency of referrals for clients and providers. The tool will also begin to gather data on where there is a lack of inpatient / residential care, so that BHA can communicate those findings to the legislature, providers, and the public.

## Co-Creation & Engagement

#### **Who is coordinating and building the “Client Care Search” tool?**

In 2021, a Request For Proposal was released outlining criteria for a technology vendor to partner with BHA in creating a platform to help standardize and streamline the referrals process. Dimagi (CommCare) was awarded the contract and has since started to build out the “Client Care Search” tool.

BHA’s technology team has engaged inpatient/residential providers in co-creation at every step of this process. Prior to the launch of this tool, BHA will have completed two major research sprints and three user testing groups, engaging hundreds of providers on their thoughts and feedback around this tool.

#### **What opportunities will there be to provide feedback on the “Client Care Search” tool?**

We will continue to build engagement and co-creation opportunities at every step of the product launch, including training and onboarding sessions, in-platform feedback mechanisms, additional user testing groups, and future research sprints.

#### **How will the “Client Care Search” tool encourage equitable referral practices?**

Through use of this tool, BHA is encouraging and facilitating equitable referral practices for how facilities accept or reject referrals. We can also begin to track and measure trends across service types and populations to highlight care deserts and advocate for communities most in need.

## Features & Tech Support

### **What can users do within the “Client Care Search” tool?**

There are two major features users will be able to access through the platform:

1. Search Beds: Users will be able to search a directory of inpatient/residential providers with information that is tailored for making clinical referral decisions.
2. Update Bed Availability: Inpatient / residential facilities will be able to update their bed availability in the “Client Care Search” tool so that providers looking to place clients can get a better sense of their current capacity.

Users will also be able to self-manage accounts and platform access for their organization, and pull some basic data and reports.

### **What kind of tech support and account management can users expect?**

BHA will be providing tech support. If you need to access tech support, contact our support team email inbox at [cdhs\\_bha\\_provider\\_support@state.co.us](mailto:cdhs_bha_provider_support@state.co.us). BHA will provide training and onboarding opportunities for all users, recordings and documentation for independent learning, and also offer a consistent training schedule for new employees at provider organizations.

### **Will the “Client Care Search” tool be able to connect to an EHR for automatic bed capacity updates?**

BHA is in the process of establishing a comprehensive EHR strategy for the whole of BHA's technology infrastructure, including BHA administered platforms and tools. Although automatic updates through EHRs will not be possible for the launch of the “Client Care Search” tool, this topic is something we will continue to provide updates on through monthly meetings like [BHA's Technology Office Hours](#).

### **How can I update my facility's contact information on our profile?**

Some contact information included in the “Client Care Search” tool is pulled directly from BHA's Licensing and Designation Database and Electronic Records System, often referred to as “LADDERS.” Whoever at your organization handles licensing should have access to that system to update your facility's contact information. If you are not able to find someone at your organization that manages LADDERS please email the LADDERS support team at [CDHS\\_LADDERS@state.co.us](mailto:CDHS_LADDERS@state.co.us).

## Platform Access

### **Will information from the “Client Care Search” tool be available to the public?**

At this time, bed availability information from the “Client Care Search” tool will not be made available to the public. It is important to ensure that providers can apply their clinical expertise to select a bed that is most appropriate for each client’s unique needs.

### **Who will have access to the “Client Care Search” tool?**

BHA will grant platform access to the following provider and organization types:

- Inpatient / residential behavioral health facilities
- Outpatient / other types of behavioral health facilities and clinicians
- State agency care coordination teams
- Intermediary organizations including MSO/ASOs, RAEs, BHASOs
- Community-based organizations that provide behavioral health services

### **Is the “Client Care Search” tool only for providers that accept Medicaid?**

No, BHA and the “Client Care Search” tool is built to serve all people in Colorado regardless of insurance or payer type.

## Update Bed Availability Feature

### **What is the “Update Bed Availability” feature? How does it work?**

Inpatient facilities will have to update their bed availability in the “Care Search” tool, at minimum every 24 hours. Residential facilities will have to update their bed availability as it changes. This bed availability data will be made accessible to providers looking to coordinate client care coordination.

Residential / inpatient facilities will designate at least one employee to update bed availability. These designated employees will get daily email reminders. Updating bed availability should take providers no longer than two minutes per day.

### **Who will be required to update their bed availability in the “Client Care Search” tool?**

The following entities will be required to update their behavioral health bed information; further refinement of facility type will be updated, as needed.

- FACILITIES THAT PROVIDE EVALUATION AND TREATMENT TO INDIVIDUALS HELD UNDER AN EMERGENCY COMMITMENT PURSUANT TO SECTION 27-81-111, AN INVOLUNTARY COMMITMENT PURSUANT TO SECTION 27-81-112, OR A CIVIL COMMITMENT PURSUANT TO SECTION 27-65-106, INCLUDING CRISIS STABILIZATION UNITS, ACUTE TREATMENT UNITS, COMMUNITY MENTAL HEALTH CENTERS, AND HOSPITALS, INCLUDING STATE MENTAL HEALTH INSTITUTES;

- INPATIENT TREATMENT FACILITIES;
- RESIDENTIAL TREATMENT FACILITIES;
- WITHDRAWAL MANAGEMENT FACILITIES; AND
- FACILITIES LICENSED PURSUANT TO SECTION 27-80-204, INCLUDING OPIOID TREATMENT PROGRAMS AND MEDICALLY MANAGED AND CLINICALLY MANAGED WITHDRAWAL MANAGEMENT FACILITIES.

Medical providers not listed above who provide behavioral health treatment may request permission to participate in the “Client Care Search” tool from BHA by emailing [cdhs\\_bha\\_provider\\_support@state.co.us](mailto:cdhs_bha_provider_support@state.co.us) with the subject line “Client Care Search Account”.

The following table outlines rules for capacity updating exceptions and/or specialty facility types:

Facility type	Must update bed availability?
Behavioral Health Entity Acute Treatment Unit Crisis Stabilization Unit Residential Substance Use Disorder	Yes
Mental Health Transitional Living Homes	Yes

**How often will bed availability in the “Client Care Search” tool be updated?**

Legislation states that “Required capacity updates, at least daily, unless the facility is a residential facility and capacity has not changed, with a penalty for consistent noncompliance, for facilities listed under subsection (3)(e) of this section; except that opioid treatment programs licensed pursuant to section 27-80-204 are only required to update daily whether the program is accepting new clients”

We suggest that providers update their bed availability whenever they naturally do bed counts/intake evaluation in their clinical processes, ideally in the morning before 10:00 a.m. BHA is working on guidance to clarify how often different behavioral health settings might consider updating their bed availability more frequently based on discharge or admission rates.

Inpatient facilities’ bed availability must be updated, at minimum, every 24 hours, even on holidays and weekends, especially if your organization is open during those times. We will

accommodate multiple accounts per organization to update bed availability, which we hope will allow weekend and holiday staff to assist with required updating.

#### **How will compliance be monitored?**

BHA will periodically monitor provider bed availability, update compliance and address non-compliance directly with those providers.

## **BHA Care Coordination**

#### **How do I get in contact with BHA's care coordination team?**

BHA's care coordination team can be reached by phone at (720) 947-5076 or by email at [bha\\_carecoordination@state.co.us](mailto:bha_carecoordination@state.co.us).

#### **What can BHA's care coordination team help me with?**

You can contact BHA's care coordination team for support in the following scenarios:

- Request for assistance with the process of helping a family member/friend access inpatient care.
- A family member currently has a loved one in a private inpatient facility and the family wants their loved one to discharge to a different facility or to the community.
- Assistance with barriers to care.

Care Navigators can also connect people to the right BHA program, provider resource or external resource as necessary.

For care coordination inquiries email [bha\\_carecoordination@state.co.us](mailto:bha_carecoordination@state.co.us) or call (720) 947-5076 during business hours 8am - 5pm Monday through Friday. Inquiries will receive a response within 24 hours from Monday through Friday, or within one business day for inquiries received on weekends.

#### **What is the Emergency Department Assistance Program?**

The Emergency Department Assistance program is available to providers who are trying to place someone who is involuntary and on an M-1 hold and has been unable to find an appropriate inpatient facility to accept the person. Providers can reach out to the care coordination team after they have made a reasonable attempt to place an involuntary person.

BHA requires that providers notify the care coordination team when a subsequent M-1 hold has been used. The providers may reach out for assistance anytime someone has been on an M-1 hold for 48 hours and placement has not been found. The ED Assistance program can be reached from 8am to 8pm 7 days per week by calling (720) 947-5076.

#### **Where else can I go for care coordination support?**

Medicaid recipients can reach out to Healthcare Policy and Finance (HCPF) for assistance. Please refer to this [guide](#) for more information, or you may reach out to your [regional organization](#).

BHA programs also provide program-specific care coordination if their program has knowledge of clinical resources/referral criteria. If you are not sure which program contact to use, call (720) 947-5076 or email [bha\\_carecoordination@state.co.us](mailto:bha_carecoordination@state.co.us) so the care coordination team can help to facilitate a warm handoff as needed.