

## **MOUNT ROGERS COMMUNITY SERVICES BOARD**

**TITLE:** Protocol for Credible Record Manager

### **I. PURPOSE AND AUTHORITY**

To provide a protocol for assigning/unassigning staff as the Credible Record Manager. The Credible Record Manager will be the overall responsible staff person assigned to an individual.

### **II. PROTOCOL**

Each individual will be assigned a Credible Record Manager. The Credible Record Manager will be determined based on the following hierarchy. When an individual is assigned and/or unassigned from teams, the Credible Record Manager will need to be re-evaluated at that point.

To assign the Credible Record Manager:

- Go to the Individual Tab
- Choose the Individual in which you would like to assign the Credible Record Manager for
- Click on the Employee Tab from the Nav Bar
- Find the employee in which you are assigning as the Credible Record Manager
- Under Case Manager, click the box to yes
- The employee has now been assigned as the Credible Record Manager

To unassign the Credible Record Manager:

- Go to the Individual Tab
- Choose the Individual in which you would like to assign the Credible Record Manager for
- Click on the Employee Tab from the Nav Bar
- Find the employee in which you are assigning as the Credible Record Manager
- Under Case Manager, click the box to no
- The employee has now been assigned as the Credible Record Manager

The Credible Record Manager should be updated when an individual is assigned/unassigned to a program that is higher on the hierarchy list, when an individual is closed to the agency and when the Credible Record Manager is no longer an employee.

The following are services in Credible that the Credible Record Manager will be responsible for either completing or ensuring that the service has been completed:

- Advanced Directive
- TB Screening
- Suicide Risk Assessment
- Depression Screening
- Voter Registration

**Credible Record Manager Hierarchy**

<b>Level</b>	<b>Program</b>	<b>RU</b>
<b>1</b>	PACT	369, 371, 372
<b>2</b>	Support Coordination	329, 364, 328
<b>3</b>	RN Care Coordination	321
<b>4</b>	Youth MH/SA Case Management	323, 325, 463MHCM, 463SACM, 465
<b>5</b>	Intensive Care Coordination	324
<b>6</b>	Youth Day Treatment	346
<b>7</b>	MH Youth Outpatient	311, 313, 315, 319, 462MHOP
<b>8</b>	SA Youth Outpatient	312, 314, 316, 320, 462SAOP, 464
<b>9</b>	Youth Intensive In-Home	307, 308, 309, 310
<b>10</b>	Youth MH Supports	341, 342, 343, 344
<b>11</b>	Behavior Therapy Services	450
<b>12</b>	ID Service Facilitation	330, 370
<b>13</b>	Mentoring	331
<b>14</b>	Part C/Infant & Toddler	338
<b>15</b>	Youth Psychiatric Services	317, 462MHPsych, 462OBOT
<b>16</b>	Adult MH Case Management / Liaison	223, 253, 454
<b>17</b>	Adult SA Case Management / Liaison	225, 255, 467
<b>18</b>	Adult MH Supports / Psychosocial	376, 377, 378, 396, 397, 398
<b>19</b>	Adult MH Counseling	123, 133, 143, 153, 170
<b>20</b>	Adult SA Counseling	125, 135, 145, 155, 190, 191, 192, 193, 194, 195, 466
<b>21</b>	Adult Psychiatric Services	163, 275, 276, 277
<b>22</b>	Youth Community Crisis Intervention/Stabilization	350, 351, 355, 356, 357, 358
<b>23</b>	MH Crisis Stabilization	271, 271DETOX, 354
<b>24</b>	MH Purchase of Services	270
<b>25</b>	SA Detox Purchase of Services	260
<b>26</b>	Residential Facilities	386, 387, 388, 391, 392, 393, 394, 395, 457, 458, 459
<b>27</b>	Industrial & Dev Services	508, 511, 513, 515, 521, 522, 523, 530, 538, 541, 543, 545, 551, 552, 553, 560, 568, 571, 575, 573, 581, 582, 583, 590, 530E, 560E, 590E, 530C, 560C, 590C, 531, 561, 591
<b>28</b>	Auxiliary Housing and Permanent Supportive Housing	455, 456
<b>29</b>	LINK/COAP Peer Recovery Services	462PSA, 462PMH, 464PRS, 466PRS
<b>30</b>	Crisis Care Centers	240, 241, 242, 280, 281, 282, 285, 286, 287, 290, 291, 292, 294, 295, 296, 298F, 298S, 298W

For CCBHC funded services, the Credible Record Manager will act as the primary behavioral health coordinator.