

Foster Care: How do I get mental health records?

Following are the steps to take to get mental health records efficiently:

1. Go into CareConnect 360 (CC360) as soon as the Foster Care Department Ward (FCDW) Medicaid opens.

NOTE: For information about how to enroll in and access CC360 look in “Access CC360” ([for MDHHS](#)) ([for PAFC](#)), view “Achieving Health Requirements in Foster Care” webinar (can be found in LMS) or ask for help from a supervisor or [Health Liaison Officer](#).
2. Click on the “beneficiary look up” near the top of the screen and enter either the MA beneficiary ID or other identifying information to search for a specific child and click on the search button. This will take you to the care coordination screen and the client summary tab.
3. In client summary tab, look at the **Chronic Conditions**. In these and other sections you can click on the small file icon to maximize that section. Some mental health diagnoses are listed in Chronic Conditions. Also look for sections **Psychotropic – Top 3** and **Antipsychotics – Top 3**. If these sections are present, it is likely the child is receiving mental health services.
4. Click on the Client Profile Tab to see if the child has participated in any PIHP services or Psychiatric IP Services. If any are listed “yes” the child has likely participated in services with their home county Community Mental Health Service Provider.
5. FOR EACH MENTAL HEALTH PROVIDER YOU FIND OR IDENTIFY, fill out the “Authorization to Release Confidential Information” ([DHS-1555cs](#)) ([see example](#)). If you run out of room on the form, print and add the rest of the information by hand, or continue the detail using the “other” sections.
6. Ask the parent to sign **EACH** DHS-1555cs. This can happen at a Family Team Meeting, at a meeting with the parent, or at a parent/child visit.
7. Call the mental health provider’s office and ask for the best place to send requests for health information (Ask your Health Liaison Officer if they have done this step. If yes, skip to 6)
 - a. If they have a medical records department, ask to be transferred there.
 - b. Let them know you will be sending a child welfare form.
 - c. Ask how long it usually takes to respond to requests.
 - d. Document the name of the person you speak to (social work contacts).

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8. Send the DHS-1555cs forms to the providers. The cover sheet should remind them that you (or HLO) spoke on the phone, include your name, role (**especially when the child is an MCI ward as the birth/legal parent cannot sign**) and return fax number. Ask for a return call (give your phone number) if there are ANY problems responding to the request.

NOTE: When requesting mental health records indicate the specific items and date range needed to get the most complete records ([see example](#)), even though items are already listed on the form.

Examples include:

- **Psychiatric Evaluation.**
- **Medication List.**
- **Medication Reviews or Progress Notes (from 1/1/15 to current – for example).**
- **Psychosocial (or BioPsychoSocial) Assessment.**
- **Appointment Log (cancels, appointments kept etc.).**
- **Crisis/Safety Plans.**
- **Current Person-Centered Plan (PCP).**
- **All Therapeutic Notes (can add kind; for example, Home Based, Outpatient).**
- **Quarterly Therapy Reports.**
- **Laboratory results.**
- **Consent for Use of Medications.**