

Quick Guide: Transition of Care (TOC) Submissions



Follow these steps to ensure a smooth TOC referral process from CenCal Health to the county mental health level:

1. INFORM THE MEMBER AND EXPLAIN THE REFERRAL PROCESS

Provide clear verbal and/or written communication to the member to ensure they understand the referral, their role in the process, and the impact to their care. Explain that they are being considered for a higher level of care and what that transition entails. Optional discussion points include:

- **Step-Up to More Intensive Services:** "We're recommending more intensive services as your [specific symptoms] have worsened, and it's impacting [specific areas of functioning]."
- **Report to CenCal Health:** "We'll send a brief report to CenCal Health to help connect you with county services."
- **CenCal Health Call Process:** "A county mental health staff member will contact you to schedule your first appointment."
- **Referral Closure:** "If the county cannot reach you, they will close this referral."
- **Ensure Continuity of Care:** "I will continue to meet with you during the transition to county services to ensure a warm hand off."

2. INCLUDE ALL NECESSARY INFORMATION

- **Full Legal Name, Date of Birth, and CenCal Health Member ID Number.**
- **Contact Information:** Include current phone number and address (if applicable). For minors, include their authorized representative's contact information.
- **Referring Party Contact Information:** Include your name and contact information. If the person completing the TOC is not a clinician, also include the supervising clinician.
- **Diagnosis:** Provide the member's diagnosis, including relevant ICD-10 codes or conditions.
- **Current Level of Care:** Specify the current level of care and document their participation and progress in treatment.
- **Reason for Higher Level of Care:** Clearly outline why the member meets county level criteria for a higher level of care, including worsening/severe symptoms and impact to functioning.
- **Medications & Treatments:** List continuing medications and treatments under the new care plan. Indicate if the member has another mental health provider.
- **Documentation:** Include any additional supporting documents (e.g., clinical assessment, medication list, etc.).

3. SUBMIT THE TOC REFERRAL

Once all information is reviewed, submit the TOC referral to CenCal Health. Review the TOC for accuracy and ensure all necessary [TOC forms](https://gateway.cencalhealth.org/form/bh) and supporting documents are submitted: <https://gateway.cencalhealth.org/form/bh>

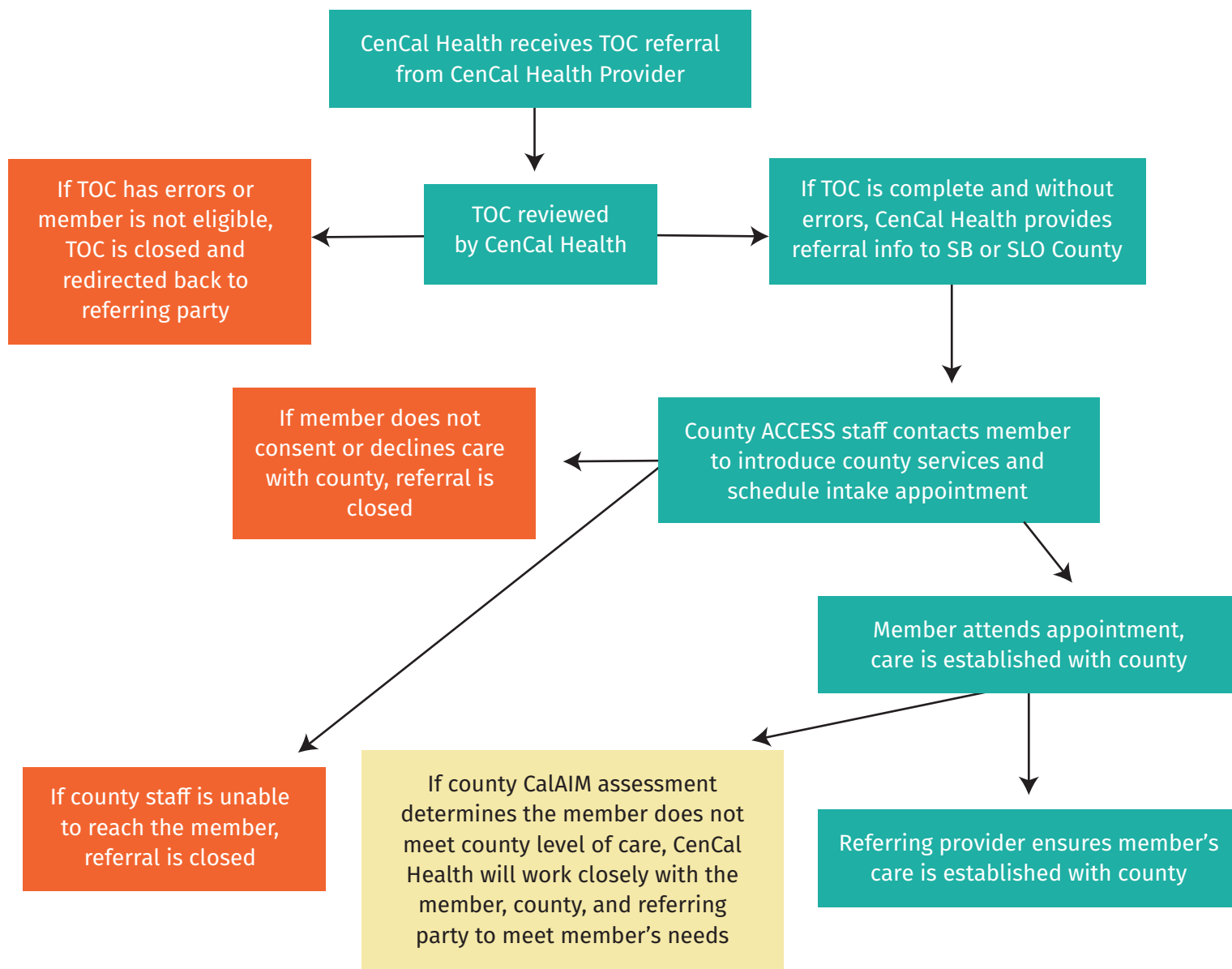
4. CONTINUITY OF CARE IS KEY

It is important for members to remain in care with their CenCal Health provider until they are assessed for county services to prevent disruption in treatment.

HELPFUL TIP: WHEN TO SUBMIT A TOC

Submit a TOC request when a member's needs exceed the scope of CenCal Health's coverage or when their clinical condition calls for a higher level of care. Some examples can include recent psychiatric hospitalization, severe mental health symptoms significantly impacting functioning (social, academic/work, daily living, housing), and persistent and worsening symptoms despite treatment within CenCal Health's system. Additional examples include risky behaviors with substance use, such as overdose. TOCs are for psychiatry and/or therapy services. For case management, use CenCal Health's [case management referral form](#), and for SUD treatment, members can self-refer via their county Access line.

CENCAL HEALTH TO COUNTY TRANSITION OF CARE (TOC) WORKFLOW



HOW WE SUPPORT YOU

CenCal Health Behavioral Health and county staff aim to coordinate transitions of care within 10 business days. If you have questions or need support with the TOC process, please reach out to the Behavioral Health team at bhcounty@cencalhealth.org or **(805) 562-1600**. Thank you for working with us to provide the best care!