



BHS PROVIDER UPDATES

2016-5



Cases In Investigations Status

Once a provider has obtained the name and telephone number of the assigned PSW, the next step is a follow up call to that PSW in order to gather the relevant eligibility information and collaborate regarding the needs of the case. It is important to note that **a case may be assigned a worker even if it is in the investigations phase.**

If the case is in investigations status, it is not considered open to CWS for the purposes of *Pathways to Well-Being*.

When a provider contacts the assigned worker, they may use the following script to find out if the case is open *or* in investigations: **“I am the therapist for [youth name] and understand that you are the assigned worker. I am trying to determine eligibility for Pathways to Well-Being. Is the youth currently in an open case or an investigation?”** This should prompt the assigned worker to let the provider know if the case is in investigations status.

If the case is in investigations status, the provider will complete the **Eligibility for Pathways to Well-Being & Enhanced Services form and will document that the case is not open to CWS next to question #1.** The provider will also note that the case is not eligible for Pathways (Class) and indicate that the case is in investigations status:

- Not eligible for Enhanced Services (Sub-Class) and **not eligible** for Pathways (Class)
- CWS PSW indicated that this case is in investigations status Yes No

No further follow up is needed unless contact is made by CWS to inform the provider that the case moved from investigations status to an open case or if the provider is later informed by the client/family that there is an open CWS case.