

**County of San Bernardino  
Department of Behavioral Health**

**Veterans Services Procedure**

Effective Date 12/4/07  
Approval Date 6/17/08



**Allan Rawland**

**Purpose** To provide guidelines to Department of Behavioral Health (DBH) staff for providing mental health and substance abuse services to veterans under the Memorandum of Understanding (MOU) with the Department of Veterans Affairs (DVA) (See [Veterans Services Policy](#)).

**DBH Procedures** During the initial contact process, outpatient staff must ask the client if he/she is a veteran and if he/she is currently receiving veteran benefits. The procedure below is to be followed thereafter:

Step	Action
1	<p>DBH Office Assistant (OA) must complete a <a href="#">Request for Verification of Veterans Status for Mental and/or Substance Abuse Services</a> form.</p> <p><b>Important:</b> Fill out the “DBH/Contractor” information section, indicating a name, phone number, and fax number that the DVA is expected to respond to.</p> <p><b>Note:</b> If the military service branch is unknown, leave that section of the form blank until veteran status is verified.</p>
2	<p>Have the client read and fill-out the <a href="#">Consent and Authorization to Exchange Confidential Information for Veterans Status</a>, and obtain the client’s signature indicating consent and authorization.</p>
3	<p>Fax both forms to the DVA.</p> <p><b>Note:</b> If an urgent response is needed, it may be necessary to contact DVA office by telephone after faxing the request form to verify receipt and communicate urgency.</p>
4	<p>The OA will give the completed forms and documentation received from DVA (if available) to the Financial Interviewer (FI) or designated provider staff <b>and</b> input the veteran military branch in SIMON.</p>

*Continued on next page*

**County of San Bernardino  
Department of Behavioral Health**

**Veterans Services Procedure, Continued**

**DBH Procedures (continued)**

Step	Action
5	The FI or designated provider staff will evaluate the documentation sent by DVA and, if the client is eligible for other benefit services, may refer the client to DVA to properly link him/her to the benefits he/she is eligible for.  <b>Note:</b> If medical necessity exists, and/or there is an emergency situation, DBH shall service the client/veteran as necessary until proper linkage occurs with DVA.
6	The FI or designated provider staff shall complete the "DBH Office Use" section of the request form, indicating the outcome (i.e. the client obtained services, or the client did not meet medical necessity, etc.).
7	Both original forms must be kept in the client record; however, if the client does not obtain services, the copy of the completed Request for Verification of Veterans Status for Mental Health and/or Substance Abuse Services form must be filed in a designated location to ensure tracking abilities and to ensure HIPAA compliance (confidentiality).

**Note:** DBH shall provide appropriate emergency assessment and crisis stabilization services to veterans as necessary, regardless if the veteran's status has been verified or not.

**DVA  
Procedures**

Once the Request for Verification of Veterans Status for Mental and/or Substance Abuse Services and the Consent and Authorization to Exchange Confidential Information for Veterans Status forms have been faxed to the DVA, DVA must take the following steps:

Step	Action
1	Receive the request and authorization forms from DBH, and research veteran status and benefit eligibility.

*Continued on next page*

**County of San Bernardino  
Department of Behavioral Health**

**Veterans Services Procedure, Continued**

**DVA Procedures (continued)**

<b>Step</b>	<b>Action</b>						
2	<p>Fax documentation to DBH that includes: 1) confirmation of veteran status, and 2) information on benefits the veteran is currently eligible for or receiving (and/or any other information requested, that is indicated on the authorization).</p> <table border="1" style="width: 100%;"> <thead> <tr> <th style="text-align: center;">If...</th> <th style="text-align: center;">Then...</th> </tr> </thead> <tbody> <tr> <td>It is a <i>normal</i> request</td> <td>The response shall be provided within two (2) to three (3) business days after receipt of the faxed request.</td> </tr> <tr> <td>It is an <i>urgent</i> request</td> <td>The response shall be provided within one (1) business day after receipt of the faxed request.</td> </tr> </tbody> </table> <p><b>Note:</b> If necessary, DBH may refer veterans to the DVA for further referral services; if so, DVA must follow step 3 below.</p>	If...	Then...	It is a <i>normal</i> request	The response shall be provided within two (2) to three (3) business days after receipt of the faxed request.	It is an <i>urgent</i> request	The response shall be provided within one (1) business day after receipt of the faxed request.
If...	Then...						
It is a <i>normal</i> request	The response shall be provided within two (2) to three (3) business days after receipt of the faxed request.						
It is an <i>urgent</i> request	The response shall be provided within one (1) business day after receipt of the faxed request.						
3	Make referrals for benefits and assist individuals with setting up appointments for evaluation of services as required.						
4	Provide DBH with a report of all Requests for Verification for Veterans Status for Mental Health Service and/or Substance Abuse forms received upon request by DBH.						