



Single Case Agreement Policy

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Policy It is the policy of the Department of Behavioral Health (DBH), Substance Use Disorder and Recovery Services (SUDRS) to ensure all residents of San Bernardino County have timely access to treatment when needed.

Purpose The purpose of this policy is to provide guidance to the DBH workforce on how to proceed when a client is requesting services and is outside of time and distance standards for an in-network provider.

Definition(s) **In-Network Provider:** A provider currently contracted with the Department of Behavioral Health to provide Substance Use Disorder (SUD) services.
Out-of-Network Provider: A provider not currently contracted with the Department of Behavioral Health to provide SUD services

Requirement Department of Health Care Services' (DHCS) Alternative Access Standards require a client be able to reach a provider within 75 minutes or 45 miles from their home (time and distance standard) when seeking treatment. To be in compliance with this requirement, it may be necessary for DBH to link client to services provided by an Out-of-Network provider.

Related Policy or Procedure [DBH Standard Practice Manual and Departmental Forms:](#)

- Network Adequacy Monitoring Policy (QM6043)
- Out of Network Access Policy (QM6044)
- Out of Network Access Procedure (QM6044-1)
- Service Availability Policy (QM6046)
- Timely Access Policy (QM6041)

Reference(s)

- [Intergovernmental Agreement Exhibit A, Attachment I, II, C, 5, Network Adequacy Standards \(42 CFR §438.68\)](#)
- [Behavioral Health Information Notice No: 22-033](#)