

## POLICIES AND PROCEDURE MANUAL

<b>Chapter:</b>	<b>Service Delivery</b>		
<b>Title:</b>	<b>Veteran Navigator Referral Process</b>		
<b>Policy:</b> <input type="checkbox"/> <b>Procedure:</b> <input checked="" type="checkbox"/> <b>Page:</b> 1 of 2	<b>Review Cycle:</b> Biennial  <b>Author:</b> Chief Clinical Officer	<b>Adopted Date:</b> 09.13.2022  <b>Review Date:</b>	<b>Related Policies:</b>

DO NOT WRITE IN SHADED AREA ABOVE

### **Purpose**

To connect individuals, who have served in the military and seeking behavioral health services, with Mid-State Health Network (MSHN)’s Veteran Navigator (VN) and available resources.

### **Procedure**

MSHN’s provider network shall screen all individuals who request services using the following steps:

- 1) Ask the individual "Have you or a member of your household served in the military?" Veterans, service members, and their family members do not always self-identify. Per guidelines from MDHHS, *"Have you served in the military"* (versus "are you a veteran") is the preferred method as it enables those who do not feel comfortable or don't identify as a veteran to be recognized.
- 2) Complete BH-TEDS for the individual in a manner consistent with the definition of “veteran” described in the BH-TEDS specifications using a response of “Yes” or “No” for the veteran field.
- 3) Note that whether or not individuals meet the definition of “veteran” under BH-TEDS criteria, anyone who responds that they or a family member have served in the military is eligible for Veteran Navigator support and should be offered a referral as identified below.
- 4) Provide the individual with information about the VN which may include but is not limited to a link to MSHN’s website [here](#) or a hard copy of the VN brochure which can be found at that link.
- 5) Explain to individuals that the VN is available to those with past or current military service to assist with the following:
  - a. Obtaining military records (DD214, NGB-22, etc.).
  - b. VA Benefits (Healthcare, Funeral, VA Home Loan, etc.).
  - c. VA claims or service-connected disabilities.
  - d. Veteran housing programs/homelessness.
  - e. Veteran employment resources
  - f. Educational benefits (Post 9-11 GI Bill, Chapter 31, etc.).
  - g. Emergency financial resources (Veteran’s Trust Fund).
  - h. Veteran peer support services.
  - i. Any veteran-specific issue/concern.
- 6) Ask the individual if they would like to be connected with the Veteran Navigator;
- 7) If referral is declined, document “referral declined” in the individual’s chart with a recommendation to revisit the offer of a VN referral once the individual has engaged in treatment, has established a trusting relationship with their clinician and they may be open to VN support;
- 8) Providers (CMHSPs and SUDSPs) shall submit the number of referrals and declines to MSHN’s VN quarterly at the VN email identified below, no later than 30 days after quarter end.
- 9) If offer to refer is accepted at the point of access, complete referral and submit to the MSHN VN via warm hand off phone call or via email using the contact information below;

10) Referral information should include the following:

- a. Name
  - b. Medicaid Number (if applicable)
  - c. Date of Birth
  - d. Last 4 digits of the Social Security #
  - e. Individual Address
  - f. County
  - g. Contact information-phone number
  - h. Name, email, and phone number for CMHSP/provider contact person
- 11) If direct contact is not made at the initial access point, the VN will follow up by contacting the individual within 14 days from the time of the referral;
- 12) The VN will communicate the outcome of the referral and/or needs of the individual to the CMHSP/provider contact person.

Providers should note that an individual's service in the U.S. military does not automatically mean they receive Veteran's Affairs (VA) benefits. Providers should contact the Veteran Navigator when questions arise about eligibility or coordination of care with VA:

Tammy Foster, Veteran Navigator  
[Tammy.Foster@midstatehealthnetwork.org](mailto:Tammy.Foster@midstatehealthnetwork.org)  
517.483.2742

**Applies to:**

- ☒ All Mid-State Health Network Staff  
☐ Selected MSHN Staff, as follows:  
☒ MSHN's CMHSP Participants ☐ Policy Only ☒ Procedure Only  
☒ Other: Sub-contract Providers

**Definitions:**

BH-TEDS: Behavioral Health Treatment Episode Data Set  
CMHSP: Community Mental Health Service Programs  
MSHN: Mid-State Health Network  
SUDSP: Substance Use Disorder Service Provider  
VN: Veteran Navigator

**Other Related Materials:**

NA

**References/Legal Authority:**

N/A

**Change Log:**

Date of Change	Description of Change	Responsible Party
5/27/2022	New Procedure	Chief Clinical Officer