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**Health Systems Division, Problem Gambling Services**

# Concurrent Enrollment in Multiple Agencies Policy Statement/Guidelines

*March 15, 2016*

Although rare, there is occasion when a client will be enrolled simultaneously in two problem gambling treatment programs. This may be due to a client living part-time in two different locations; temporarily relocating to a different location for some purpose; or the need to coordinate care with another PGS agency for unique problem gambling treatment services.

Concurrent enrollments for the purpose of this policy statement/guidelines is defined as a short temporary transfer of a client by one agency to another agency. Due to the shortness of this transfer, the client would stay enrolled in the initial agency and would also enroll in the agency they are being transferred. Best practice would entail the initial gambling clinician to connect with the gambling clinician at the transfer agency to explain the situation and make introductions between the client and the temporary new clinician.

Concurrent enrollment in different agencies for problem gambling treatment services is authorized as long as the following conditions are met:

1. The treatment/service plan in both agencies clearly reflects the need for concurrent enrollment.
2. There is a formal release of information on file at both agencies allowing the exchange of information, appropriate to the individual’s circumstances.
3. Coordination of care is demonstrated by the regular and routine sharing of information regarding progress to treatment goals and is clearly evident in the progress notes to commensurate with the individual’s circumstances.
4. The claims processor (Herbert and Louis) is notified of concurrent enrollment, as we would expect to not see encounter data from both agencies for the same period of time.

This pertains only to problem gambling specific services at another agency. Enrollment/admission for mental health or other addictions treatment, for example, is not considered concurrent gambling treatment.

Additional questions, contact:

Greta Coe, Problem Gambling Services Manager

Greta.l.coe@state.or.us