



# Oregon Behavioral Health Coordination Center

(844) 440-6222



## FAQs

### How do I contact OBCC?

The Oregon Behavioral Health Coordination Center (OBCC) can be reached Monday through Friday from 7:30am to 7:30pm by phone at 1-844-440-6222. If calling outside normal business hours, please leave a voicemail and we will return your call at our earliest opportunity.

### What does OBCC do?

OBCC is a state funded project, guided by Oregon Health & Science University (OHSU), in a collaborative approach with other health systems and community partners. The Coordination Center will efficiently and ethically:

- Help facilitate placement of adult & pediatric individuals within Oregon in need of acute or residential behavioral health or substance use disorder services.
- Provide real-time data to improve transparency, efficiency, and placement coordination efforts.

### Which facilities are eligible to use OBCC?

Oregon medical providers, emergency departments, hospital units, and behavioral health or substance use disorder facilities can voluntarily choose to activate OBCC in the event they are experiencing hardship in transferring a patient.

### What types of transfers will OBCC coordinate?

OBCC will assist in connecting facilities to support referrals for patients requiring placement within an inpatient or residential behavioral health or substance use disorder facility. Our team will help identify potential locations for transfer and support the referral process.

### Does OBCC assist with transport after the patient is accepted?

OBCC is unable to assist with coordinating patient transport between facilities. Transportation will continue to be coordinated by the referring and/or admitting care locations.

### Who determines where a patient goes?

The patient's treatment team will make recommendations regarding the appropriate placement. Accepting facilities will make final determinations based on program availability and appropriateness. OBCC will help identify placement options according to available services and geographic location.

### What about the patient's insurance?

OBCC will rely on the referring care team to provide the patient insurance information as well as any prior authorization requirements. This will help target treatment location options for each patient.



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### Are calls recorded through OBCC?

All calls are recorded for patient safety and quality assurance.

### Why was OBCC developed?

Lessons learned from the COVID-19 pandemic and the [Oregon Medical Coordination Center](#) include that a) visibility into bed capacity is of high value, b) not all care locations have standardized metrics to track interfacility transfer trends, c) equity and access to care is a primary concern for Oregon, and d) provider time is precious and any assistance in moving patients to a different level of care is helpful.

### Why should we use OBCC?

With a single phone call to OBCC your patient's placement becomes our priority. By leveraging our technology and extensive database, your team regains valuable time to focus on what is most important – patient care. We free your staff from being tied to the phone for patient placement and follow-up calls. In addition, OBCC will provide referring care locations with comprehensive reporting and real-time visibility on their patient transfer trends as well as capturing the unmet needs around the state.

### Who administrates OBCC?

OBCC is administered by Oregon Health & Science University (OHSU) and is an expansion to the services they have provided Oregonians since 1887. The Oregon Legislature has partnered with OHSU for oversight of daily operations, data analytics, and reporting. A steering committee of participating care locations will be developed.

### How is OBCC funded?

OBCC is currently funded through Oregon state legislative funds with the purpose of a) strengthening the state's ability to rapidly respond to emergent public health needs, b) preparing, developing, and implementing adaptation plans to protect at-risk populations and locations from the health impacts of changing climate, and c) supporting equitable access to care and behavioral health resources.

### How will the data be utilized?

All care location-specific referral data will be shared with the participating care locations; aggregate or regional data trends may be shared with the applicable care locations; regional data may be shared with public health and other agencies as agreed upon. Data used for analytics will not include any protected health information (PHI).