



## Empanelment FAQ

### Care Team Behavioral Health Providers

#### Q: What is empanelment?

Empanelment is when a client is assigned to a care team and/or individual provider. Each care team has a panel of clients.

#### Q: Who Empanels?

Empaneled providers are responsible for empaneling clients to *their care team* and to *themselves* if they are the medical or behavioral health provider. Psychiatrists can also empanel clients to themselves but should not empanel clients to care teams.

There are four empanelment dropdown options in the EHR:

1. Care team
2. Medical provider
3. Behavioral health
4. Psychiatrist

#### Q: What's my role?

As a behavioral health provider, you are responsible for empaneling clients to *your care team* and to *yourself*.

#### Q: Who do I empanel?

Only empanel clients to a care team who have already engaged with medical services or have engaged with behavioral health services and have a plan to get medical services.

- If the client has attended an appointment with just a medical provider or with a medical provider and behavioral health provider, the client is empaneled to the medical provider's team.
- If the client has attended an appointment with just a behavioral health provider, the client will be empaneled with the behavioral health provider's care team.
- If the client has only attended appointments with non-care team providers, the client will not be empaneled to a care team. Select "Unassigned" for the care team.

#### Q: How do I empanel?

When a client attends a behavioral health appointment for ongoing care, you should:

1. Check the client's current behavioral health assignment
2. Confirm with the client that they would like to be assigned
3. Assign yourself as the behavioral health provider
4. Only make care team assignments for clients who are not engaged in medical care. If the

client is engaged in medical care, let the medical provider assign the care team.

**5. Do not assign to other medical providers, behavioral health providers or care teams**

**Q: When should a client be unassigned?**

“Unassigned” means a client is engaged in care with non-care team providers *only* and they should not be assigned to a care team.

“Null” means the client has **not** engaged with care long enough to determine whether or not they should be added to a care team, and no assignment should be made.