



Empanelment FAQ

Care Team Medical 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 care team 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 medical provider, you are responsible for empaneling clients to *your care team* and to *yourself*.

Q: Who do I empanel?

Only empanel clients 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 will be empaneled to the medical provider's care team.
- If the client has attended an appointment with just a behavioral health provider, the client will be empaneled to the behavioral health provider's care team by that provider.
- 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 medical appointment, you should:

1. Check the client's current medical provider and care team assignment
2. Confirm with the client that they would like to be assigned
3. Assign yourself as medical provider if you are the client's primary care provider
4. Assign your 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.

A few special cases...

- **Saturday medical provider:** Clients seeing the Saturday medical provider at 421 Fallsway should be added to the Purple Team.
- **Pediatrics:** If an adult client is seen in pediatrics by a primary care medical provider, the client should be assigned to the Orange Team (even if that provider isn't on the Orange Team).