

**Military OneSource Program
Policies and Procedures
Attachment 29**

SUBJECT: WARM HAND-OFF AND REFERRALS FOR NON-MEDICAL COUNSELING
DATE: 4/26/12

PURPOSE: To provide information and guidance on Warm Hand offs and Referrals for the Military OneSource Program (MOS). The Contractor is responsible for ensuring MOS Staff and Network Providers adhere to the policies and procedures. The Contractor is responsible for ensuring that these policies and procedures are reflected in the Contractors Business processes.

POLICY: The procedures for a warm handoff will ensure that Participants do not have to repeat their story/issue when a third party agency is engaged in the discussion or referral. During the warm handoff , the contractor staff or network provider shall, at a minimum, maintain a no-hold telephonic connection and clearly convey that the Participant’s issues are out of scope, or in need of specialized services not provided by MOS, and ensure a verbal connection is completed prior to exiting the warm handoff telephone connection. No identifying information or referral shall be provided without the expressed consent of the Participant.

PROCEDURE:

1. If a Participant who requests non-medical counseling has an issue determined to be out of scope for services, a warm handoff is required.
2. Once a contract staff or network provider realizes a MOS participant has needs outside the scope of non-medical counseling, they must refer them to the appropriate mental health treatment. It is best practice to witness the client connecting with this treatment referral.

The contract staff or network provider shall ensure the following steps are completed during the warm handoff or referral: Assess issues and behaviors outside the scope of EAP.

Discuss treatment/care options with the client.

Reinforce MOS’s assistance and role in moving the participant to the appropriate level of care.

If Active Duty service members are out of scope due to Substance Abuse issues and refuse referral to the military substance abuse treatment program or Tricare, assistance in obtaining a referral to community programs and resources for the service member will be offered.

Identify the client’s treatment resource, such as insurance or military facility.

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While in the Network Provider's office, assist the participant with the call to the insurance company, military facility, or other resource.

Assist the client with any needed benefit and resource interpretations/understandings.

Encourage and witness the client connect with the appropriate resource.

Reinforce the importance and benefit of this transition.

Support and encourage follow through with the treatment appointment.

EXCEPTIONS: There are no exceptions to this policy without Government MOS Program Office written approval.