Frequently Asked Questions: Authorization Form

1. What is the purpose of the Authorization Form?

   The Authorization Form allows Care Plus Program Participating Entities to disclose a client's confidential information, including personally identifying information and protected health information, to help remove barriers to care and facilitate more effective and efficient coordination between Participating Entities.

   Once an Authorization Form is recorded, members of Care Plus Program Participating Entities can share relevant information to facilitate linkages to services, resources, and comprehensive care coordination, as needed.

2. Is an Authorization Form required for a client to be included in the Care Plus Program?

   Yes. The Care Plus Program includes the Homeless Cohort which provides the ability for limited data sharing under Assembly Bill (AB) 210, however navigating programs and services for individuals facing substance use disorders and/or mental health issues can become extremely challenging without an Authorization Form. The Corrections Cohort and Proposition 36 Cohort do not have the same data sharing provisions provided by AB 210. Therefore, the Authorization Form is a crucial piece to facilitate care coordination in the Care Plus Program.

3. What if a client does not wish to share Substance Use Disorder (SUD) or mental health information?

   The Authorization Form must be completed in its entirety in order to be valid and for the client to be enrolled in the Care Plus Program. If a client does not wish to have their SUD or mental health information shared, coordination surrounding their care will be limited to data sharing regulations permissible by state or federal law, if applicable, and hinders the care coordination activities of the Care Plus Program.

4. What information can be disclosed with this Authorization Form?

   The Authorization Form allows for the disclosure of confidential information, including personally identifying information, and protected health information such as name, date of birth, social security number, medical history, disability information, and any additional information that would assist the Care Plus Program Participating Entities in coordinating a client's care. For a more

comprehensive list, please refer to the Authorization Form and/or the Care Plus Program Notice of Privacy.

5. ## With whom is information shared?

   The information is shared with members from the Care Plus Program Participating Entities who have completed the required Care Plus Program trainings.

6. ## Who are the Care Plus Program Participating Entities covered by the Authorization Form?

   The Care Plus Program Participating Entities can be found on page 2 of the Authorization Form.

   Participating Entities include County of Orange Departments – County Executive Office, Office of Care Coordination, OC Outreach & Engagement, OC Health Care Agency, OC Social Services Agency, OC Community Resources, OC Housing Authority, OC Probation, OC Public Defender, OC Sheriff's Department, OC Social Services Agency – and community-based providers – Friendship Shelter, People Assisting the Homeless (PATH), Project Kinship, and Volunteers of America Los Angeles (VOALA).

7. ## How long is the Authorization Form valid?

   Unless otherwise revoked, the Authorization Form is valid for one year from date of signature.

8. ## Can authorization be revoked after the Authorization Form is signed?

   Yes, a client can revoke their authorization at any time by writing to the Care Plus Program using the contact information below.

   Care Plus Program
   400 W Civic Center Drive, 3rd Floor
   Santa Ana, Ca 92701
   careplusprogram@ceo.oc.gov

9. ## How is a paper copy of a signed Authorization Form uploaded into Compass OC?

   The signed, paper copy of the Authorization Form should be uploaded to the client's profile in Compass OC. This can be done through the Client Search page or the client's Summary page. For a step-by-step guide on how to upload an Authorization Form, please view the Compass OC training videos on the internal Care Plus Program website.

   ceo.oc.gov/page/care-plus-program-internal-website

10. What is the retention period for a signed paper Authorization Form?

If the signed, paper copy of the Authorization Form has been successfully uploaded into Compass OC, the paper copy can be destroyed.

11. Does the Authorization Form have to be signed to be eligible for services?

The Authorization Form does not have to be signed in order to be eligible for services. However, without a signed authorization some client services may be delayed due to the Care Plus Program Participating Entities inability to disclose relevant data and facilitate coordination between the Participating Entities.

12. Can a client give verbal authorization instead of signing the Authorization Form?

No. Verbal authorization is insufficient. Clients or their legal representative must sign the Authorization Form in order to be valid.

13. What services are connected through the Authorization Form?

The Care Plus Program facilitates the targeted and comprehensive service delivery to Orange County's most vulnerable populations and offers enhanced care coordination to expedite connections to supportive services and resources across the County of Orange's (County) System of Care: Behavioral Health, Healthcare, Housing, Community Corrections, Benefits and Supportive Services. These services could include, but are not limited to, medical care, mental health care, drug and alcohol treatment, housing, employment, workforce development, public benefits, education, nutrition, parenting, child welfare, and related public support services.

14. Can a copy of the Authorization Form be provided?

Yes, a copy of the Authorization Form can be provided. Please note, for clients completing their Authorization Form electronically in Compass OC, an emailed copy can be sent. Please view the Compass OC training videos on the internal Care Plus Program website for a step-by step guide.

ceo.oc.gov/page/care-plus-program-internal-website

15. Can staff who work for a Participating Entity but are not part of the Care Plus Program assist clients with the Authorization Form?

Only members of Care Plus Program Participating Entities who are up to date on required trainings should assist clients with the Authorization Form. If additional staff need to be included in the Care Plus Program, please contact:

careplusprogram@ceo.oc.gov.

16. Where can I learn more about the Authorization Form?

Additional information regarding the Authorization Form can be found in the Care Plus Program Privacy Notice. For further questions regarding the Care Plus Program or the Authorization Form, please contact the Care Plus Program:

careplusprogram@ceo.oc.gov