Frequently Asked Questions: Authorization Form

The Authorization Form is crucial in participating in the Care Plus Program (CPP). The CPP facilitates the targeted and comprehensive delivery of services by County Departments and community providers and allows for care coordination to occur. The Authorization Form helps ensure everyone involved in your care coordination respects your privacy and is accountable. Whether it is medical services, housing assistance or any other supportive service you might need, this form ensures your information is handled responsibly with your best interests in mind and supports a comprehensive and coordinated approach to service delivery. If you later have questions, you can reach out to the provider who assisted with the completion of the Authorization Form or the Care Plus Program at careplusprogram@ceo.oc.gov.

1. What is the purpose of the Authorization Form?

   The Authorization Form allows Care Plus Program Participating Entities to use your information for the purposes of coordinating your care to improve your health and well-being.

2. 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 for the sole purposes of coordinating your care to improve your health and well-being and facilitate potential linkages to housing. This can include name, date of birth, social security number, medical history, disability information, and any additional information that would assist the Participating Entities in coordinating your care.

3. With whom is information shared?

   The information is shared with staff from the Care Plus Program Participating Entities. Participating Entities are public and/or private entities that coordinates its services to clients of the Care Plus Program to provide identification, assessment, and linkages to housing and supportive services in Orange County.

4. Who are the Participating Entities covered by the Authorization Form?

   The Care Plus Program 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).

Once an Authorization Form is recorded, the Care Plus Program Participating Entities can share relevant information to facilitate linkage to services, resources, and comprehensive care coordination, as needed. Care Team members assess client profiles and may reach out directly to discuss eligible services and resources available.

5. How long is the Authorization Form valid?

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

6. Can authorization be revoked after the form is signed?

Yes, it can be revoked at any time. Please note, if revoked, the ability for our team to provided you the linkages to services or care coordination may be delayed.

7. How can I revoke authorization?

Authorization can be revoked 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

For assistance with revoking authorization, contact a Care Plus Program Participating Entity to help you through the process.

8. 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. Please note, without a signed authorization some services may be delayed due to the inability to disclose relevant data and facilitate coordination between the Participating Entities.

9. 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.

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

Yes, a copy of the Authorization Form can be provided.

11. 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 using the information below.

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