



Referral Screening Verification Process – Frequently Asked Questions

What is the purpose of the Referral Screening Verification Process (RSVP)?

Referral Screening Verification Process (RSVP) is the tool that has been implemented by The NC Department of Health & Human Services (DHHS) to divert individuals being considered for admission to an Adult Care Home (ACH) as of **November 1, 2018**

Why do I need to do RSVP?

- Allow an independent screener to determine whether the individual has SMI and connect any individual with SMI to the appropriate LME/MCO for prompt determination of eligibility for mental health services.
- To obtain a RSVP referral ID # for an individual that is being considered for ACH Admission, to initiate screening for Transitions to Community Living (TCL) and to make a referral for a Personal Care Services (PCS) assessment. *The RSVP Referral ID # has replaced the ACH PASRR MUST #.*

Who should be referred?

- Regardless of diagnosis, ALL Medicaid-eligible individuals who are **being considered for admission to an ACH** under G.S. 131D-2.4, will require the RSVP. This does not include .5600 licensed mental health group homes, ICF/IDD group homes, or unlicensed homes.
- All Medicaid-eligible individuals being considered for admission to an ACH or residing in an ACH who are requesting Personal Care Services (PCS). *Beneficiaries will not be assessed for PCS without a RSVP Referral ID #*

Who should NOT be referred?

- Individuals who are NOT Medicaid-eligible
- Individuals that do not meet bullet criteria stated in “Who Should be referred”
- Individuals seeking admission into a Skilled Nursing Facility. SNF PASSR is still required.
- Individuals that have already been referred and screened through RSVP and that are currently participating in TCL. *If RSVP submittal is in question, contact your local LME/MCO to verify.*

Will we need to purchase or install software?

No, RSVP is web-based and only requires access to the internet to complete an online referral. The link to submit referrals is public. It is recommended that the URL is accessed using the following Internet Browsers: IE11 or newer, Google Chrome, Microsoft Edge, or Mozilla Firefox. Internet explorer versions older than IE11 are not compatible.

Who can make a referral?

Anyone (i.e., Individual consumers, guardians, family members, advocates, providers, hospitals, ACH facilities, Standard Plans and LME/MCO staff) may submit a referral using RSVP.

Is this a housing program?

No, this is not a housing program.

When should the referral be completed?

- During hospital admission discharge planning at the point when a Medicaid-eligible individual is being considered for admission into an ACH
- Prior to the admission of Medicaid-eligible individuals into an ACH licensed under G.S. 131D-2.4.
- Prior to making a request for a PCS Assessment for individuals residing in a licensed ACH.

Does an individual's guardian need to give consent to make a referral?

YES, if the individual has a guardian that is considered a "guardian of the person or general guardian" but NOT the "guardian of the estate," that guardian MUST give consent (verbal or written) BEFORE making the referral.

How do I obtain "consent" from the individual or guardian in order to complete an RSVP referral?

The consent should ideally be written, but there could be circumstances where verbal consent is faster. If verbal consent is obtained, then the referrer will need to internally document the verbal consent.

How do you make a referral?

- Option #1: Electronically (Recommended)
https://www.socialserve.com/pre_screening/ncdrst/DiversionScreeningTool.html
- Option #2: Paper version can be mailed or faxed to the following locations. To ONLY be used if internet access is not available:

Mailing Address: Attention: Mental Health Section - RSVP
Mail Service Center 3001
Raleigh, NC 27699-3001
FAX#: 919-508-0953

If paper version is submitted, there will be a delay in receiving the RSVP Referral ID #. DHHS staff will enter the paper referral into RSVP within 24 business hours of receipt of the mailed or faxed referral. It is the responsibility of the referral source (referrer) to contact DHHS at TCLD.Support@dhhs.nc.gov, to obtain the RSVP Referral ID #.

What information is needed to complete a referral?

- Referrer role
- Does individual being referred have a guardian?
- Referrer name (first/last) and phone #
- Guardian name (first/last) and phone # (if applicable)
- Individual name (first/last), date of birth, gender, and phone # (**DOB FORMAT: MM/DD/YYYY**) *You must use "/" and not "-"
- **Referral location type (this is the current location of the individual at the time of the referral)**
- Name of facility, hospital, or shelter (required if type is facility, state psychiatric hospital, community hospital or incarcerated; otherwise, optional). If the facility is a licensed through DHSR, the facility information will begin to appear after the first few letters or address are entered. If the referring location is not a licensed facility, you will need to manually enter the name using the manual entry option.
- Referral location address – this is the location where the individual being referred is currently located (this information will pre-fill if facility is licensed by DHSR and is chosen from the drop-down menu; otherwise, you must enter the information manually)
- Potential behavioral health diagnosis
- Is the individual potentially eligible for Medicaid?
- Medicaid number or last four digits of their social security number
- Medicaid county of origin or county of residence

If an RSVP Referral ID # is needed for the purpose of making Personal Care Services (PCS) for an individual being considered for ACH admission, what Referral option needs to be checked on the referral?

Check ALL applicable Reasons for Referral boxes. For instance, if the individual has a Mental Health diagnosis, medical diagnosis, and needs a Referral ID # for PCS, you will need to check the Mental Health box (and choose from the list of diagnosis) AND check the Medical box (and enter the primary medical diagnosis),

You must check at least one (1) other reason for referral (medical or a behavioral health reason) to submit a referral for PCS. The DHHS approved PCS vendor will be able to view all RSVPs submitted with a PCS Reason for Referral. If you have completed a previous RSVP referral and did not add PCS as a reason for referral, please email

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TCLD.Support@dhhs.nc.gov with the existing RSVP # to have PCS added to the existing RSVP. PLEASE DO NOT CREATE A NEW REFERRAL AS THIS WILL CREATE MULTIPLE RSVP #'s FOR AN INDIVIDUAL.

What happens after the referral is submitted?

- The referrer will see a referral submission page that contains a RSVP Referral ID #.
- The referrer will have the capability to save or print the referral submission that contains the RSVP Referral ID # using the web browser option. *It is HIGHLY recommended that you print the final submission page for your records.*
- Once you have received the RSVP Referral ID #, there is nothing further that is necessary in order to discharge or admit an individual. There are no approval #'s or letters that you must wait for. The referral source (referrer) may be contacted in order to gather further information to verify the behavioral health diagnosis, but this does not impede discharge or admission.

Once my referral has been submitted, can I make changes/edits?

No. RSVP is a public URL access domain. In order to protect and comply with HIPAA and PHI, RSVP is a write only system meaning that once the referral has been submitted the information is no longer accessible. Prior to hitting the "COMPLETE" button, RSVP does allow you to review all the information entered in order to ensure that the information is correct. From this review page, you can use the "BACK" button to return to any previous screen to change information. Once information has been changed, you will have the opportunity to again review to ensure the information is correct before submitting the referral by hitting "COMPLETE".

If I forgot to print the final submission page or have misplaced the RSVP #, how can I retrieve this #?

You can email TCLD.Support@dhhs.nc.gov to request assistance.

Is there an RSVP training?

There is a demonstration webinar that has been posted on the DHHS YouTube channel as well as on the DHHS-TCLI webpage. See RSVP Resource links at the bottom of the page.

Where can I access additional information regarding RSVP?

The following links contain information regarding RSVP:

https://www.socialserve.com/pre_screening/ncdrst/DiversionScreeningTool.html (RSVP Referral webpage)

<https://youtu.be/3CA2TLtw7eo> (RSVP DHHS YouTube channel)

<https://medicaid.ncdhhs.gov/providers/clinical-coverage-policies/community-based-services-clinical-coverage-policies>
(N.C. Medicaid Clinical Coverage Policy 3L – Personal Care Services)

<https://www.ncdhhs.gov/about/department-initiatives/transitions-community-living-initiative> (DHHS-TCL Webpage)

Who do we contact if we have questions regarding RSVP?

For RSVP website technical assistance or Medical only referrals, please email TCLD.Support@dhhs.nc.gov

For RSVP Behavioral Health (Mental Health, Substance Abuse, TBI and IDD) referrals please contact the LME-MCO that is listed on the printed final submission page.