

# GUIDANCE DOCUMENT

## REFERRING TO WESTERN VICTORIA PHN COMMISSIONED MENTAL HEALTH SERVICES

### Primary mental health services available in western Victoria

There are two types of commonwealth funded primary mental health services available in western Victoria

1. Medicare Benefits Schedule (MBS). Access to these services are subsidised through Commonwealth funding. They are delivered by eligible credentialed mental health professionals and can be accessed via a referral from a General Practitioner. Credentialed mental health professionals that provide services via MBS may bulk bill or charge a gap fee. MBS is overseen by the Commonwealth Department of Health
2. Commonwealth Government funded services that are commissioned by Western Victoria Primary Health Network (WVPHN). These services are intended to primarily target the following vulnerable client groups consisting of:
  - People experiencing severe and complex mental illness
  - People who have attempted, or who are at risk of suicide or self-harm
  - Children under the age of 12 years
  - People experiencing, or at risk of, homelessness
  - Women experiencing perinatal depression
  - People from culturally and linguistically diverse (CALD) backgrounds
  - People who identify as lesbian, gay, bisexual, transgender or intersex (LGBTI)
  - People with intellectual disability and co-occurring mental illness
  - Population groups including Aboriginal and Torres Strait Islander people, young people and people with mental illness in Residential Aged Care Facilities.
  - People in rural and remote communities

These services are provided through a credentialed mental health workforce mix relevant to the program type. These services can be accessed via a referral from a General Practitioner.

Eligibility for WVPHN commissioned mental health services is based on financial grounds. This has been established by the Commonwealth. The financial measure used is the level of income. Qualification for WVPHN commissioned mental health services relating to income is

determined through the allocation of a Health Care Card/Concession Card. Health Care Card/Concession Cards are issued by the Commonwealth Department of Health. WVPHN commissioned mental health services are free to all eligible clients. People who do not qualify for WVPHN commissioned mental health services can access MBS subsidised services, unless other vulnerable group criteria applies.

These guidelines provide information on access to WVPHN commissioned mental health services. For information on MBS go to <http://www.mbsonline.gov.au/> for full details.

## How to complete a primary mental health care referral form

WVPHN's Primary Mental Health Care referral form (PMHC referral form) supports a streamlined process for referring clients to WVPHN commissioned mental health services.

The form is arranged into sections to gather patient eligibility criteria that facilitate prompt allocation of eligible referrals to service providers as well as provides the *minimum Commonwealth dataset required* for primary mental health services commissioned with Commonwealth funding.

*Referral allocation to WVPHN commissioned services requires the submission of complete information in all relevant sections of the referral form.*

***It is recommended this guidance document is read in conjunction with the 'PMHC referral form infographic- how to complete referrals'***

## PMHC referral form sections

### Front cover page

The front cover page has two sections:

- **Primary Mental Health Care Services Requested**

Select ONE service that corresponds with your client's needs. Selection of multiple boxes will require further clarification and unnecessarily delay service allocation.

- **Referral Criteria**

Complete all tick boxes that are ***relevant to the referral type***.

All criteria needs to be satisfied for a referral to be eligible with the exception of the item '*If 12-24 years old, confirmed unsuitable for headspace*' in the Psychological Therapy Services – General (12+). This box may be left blank where the patient is aged over 25 years old.

Most PMHC services require the patient to hold a Health Care Card/Concession Card as proof of low income status. If a patient is unable to provide evidence of a this, please refer them to MBS services.

The mandatory Health Care Card/Concession Card criteria *may* be exempted where sufficient evidence is provided that the patient is unable to access MBS services due to other factors such as domestic violence or being from overseas etc. Please provide further detail for referrals where this is the case.

**Please note:** The front cover page is subject to change as new services are commissioned. Please ensure to download the most recent of the form from <https://westvicphn.com.au/health-professionals/health-topics/mental-health-care/psychological-therapy-services/> prior to completion and submission of the referral.

## Main referral fields

The main referral form comprises six sections with *most sections* requiring full completion to enable processing of the referral. The fields in these sections are required to enable the referral to be allocated to a contracted service provider and to ensure minimum data requirements for reporting against commissioned services to Commonwealth are met.

- **Patient Details – required for all referrals**
  - *Date of Referral* – required to assess eligibility for services where a client may only access the service once every 12 months or the service is time limited.
  - *Has the presentation been triggered by the 2019/2020 bushfires* – new requirement to assist Commonwealth to assess impact of 19/20 bushfires on communities.
  - *Patient information and Referrer details* – required to enable provider contact with patient and provision of outcome reports to referrers. Only one phone number is required for processing of the referral.
  
- **Service Modality Preferences – required for all referrals**
  - Discuss all service modality preferences with the patient. Multiple selections are encouraged.
  
- **Socio Economic – required for all referrals**
  - Complete all fields that are relevant to meet Commonwealth reporting requirements
  
- **Clinical details – required for all referrals**
  - Must have a primary diagnosis for referral to be processed.
  
- **Suicide Prevention Referral – only complete for Psychological Therapy Services – Suicide Prevention referrals**
  - Complete all sections and provide context to assist clinicians to provide an appropriate and timely response.
  
- **Consent**
  - Both consent fields **MUST** be completed or the referral cannot be processed.

## Outcome Measure - Kessler K10+

The Kessler K10+ (or Kessler 5 for Aboriginal and Torres Strait Islander people) is a Commonwealth reporting requirement for all clients receiving services through WVPHN commissioned mental health services. The K10+ is currently the only nationally accepted outcome measurement tool accepted within Commonwealth data collections and is required unless the Commonwealth changes this requirement.

Individual (ratings) numbers are required for all K10 questions to enable the successful reporting of this data to the Commonwealth. A single score is not accepted by Commonwealth.

Referrers may complete the K10+ form provided in the referral form or attach their own version if one has been completed as a part of the Mental Health Treatment Plan.

## Mental Health Treatment Plan

A copy of a patient's current Mental Health Treatment Plan is required for all referrals to *Psychological Therapy Services – General (12+ years)*.

A copy of a Mental Health Treatment Plan **OR** a referral letter from a paediatrician is required for all referrals to *Psychological Therapy Services – Child Under 12 years*.

The mental health treatment plan may be pasted into the referral template or attached and faxed along with the referral.

## Sending PMHC Referrals to WVPHN's Referral Point

WVPHN's Referral Point is a single point of entry for all WVPHN PMHC Referral Forms

Once completed referrals can be sent via secure messaging or fax (1300 260 814)

For sending via secure messaging, use one of the following:

- Argus: Western Victoria PHN's Referral Point – [phnclinical@westvicphn.com.au](mailto:phnclinical@westvicphn.com.au)
- ReferralNET: Western Victoria PHN's Referral Point – [phn.referral.point](mailto:phn.referral.point)

For full guides on sending via secure messaging go to <https://westvicphn.com.au/health-professionals/health-topics/mental-health-care/psychological-therapy-services/>

## Where can I get more help to complete a PMHC Referral Form?

For further support completing and submitting a PMHC referral form, please contact the WVPHN Practice Facilitation team via email to [qi@westvicphn.com.au](mailto:qi@westvicphn.com.au).