



Behavioral Health Urgent Care Clinic (BHUCC)

Shannon Moss, MA, LPC
Clinical Director for Crisis Services



Mission

To deliver mental health and substance use disorder services to help individuals and families achieve healthier and more productive lives.





Crisis Services

- Behavioral Health Urgent Care Clinic (BHUCC)
- Partial Hospitalization & Intensive Outpatient Program (PHP/IOP)
- Zero Suicide (Youth and Adults)
- Crisis Outreach (includes crisis line)
- CIT Outreach (includes Co-Responder, Community Mental Health Liaison, Court Diversion)
- **Kansas City Assessment and Triage Center (KCATC)**
- **Hospital Diversion / Emergency Room Enhancement**



Behavioral Health Urgent Care Clinic (BHUCC)

- **Who we are...**

ReDiscover's Behavioral Health Urgent Care is a clinic that treats individuals with mental health and substance use disorders.

- **What we do...**

We see individuals on a "walk-in" basis to address their acute needs. Treatment and referrals to ReDiscover, other Community Mental Health Centers, and/or private sector outpatient services are provided to each individual during their visit.



The BHUCC

Location: 7001 Blue Ridge Blvd., Raytown, MO

Phone: 816-988-2739 Fax: 816-347-3029

Open 7 days a week, including holidays

Open 9am to 9pm

Services are provided on a walk-in basis

Walk-ins and voluntary drops off by law enforcement or EMS are accepted until 7:30pm

Services provided to ages 18 and older

All services are voluntary



Current Staffing

01

Office Manager



01

Medicaid Specialist

03

Counselor
Technicians



03

Prescribers



03

Nurses

02

Case Managers



02

Qualified Mental
Health Professionals

02

Team Leader

01

Program
Manager

Open Positions

01

**Counselor
Technician**



01

**Program
Coordinator**

02

Case Managers



03

**Qualified Mental
Health Professionals**



01

Nurse



Service Offerings



- Behavioral Assessment & Intervention
- Psychiatric Evaluation & Medication Services
- Medication Refills or Adjustments
- Short-term Case Management
- Referral to Outpatient Services
- Referral to Community Resources
- Medication Assisted Treatment
- Medicaid Application Assistance
- Onsite Genoa Pharmacy



Exclusion Criteria

- Active substance withdrawal that requires medical attention
- Active SI or HI with plan and intent
- Acute psychosis that is actively placing client in danger to self or others
- Needing placement only (i.e. shelter or housing)
- Needing hospitalization for an active 96 hour hold

BHUCC Process

01



**Registration
& Triage**

*Counselor
Technician*

02



**Nursing
Screening**

RN or LPN

03



**Behavioral
Health
Assessment**

*Qualified Mental
Health Provider*

04



**Psychiatric
Medication
Assessment**

APRN

05



**Case
Management**

*Outreach Case
Manager*

****Medicaid Specialist As Needed****







Client Room #2

ReDiscover

Help, Hope and Healing

BEHAVIORAL HEALTH URGENT CARE CLINIC

Date: 6-28-21

Medication Provider:

Lakeitia or Beth

Mental Health Professional:

Kat

Case Manager:

Jennifer or Brittney

Nurse:

Josh

I am here today because _____

My goal for this visit _____



Magnetic Concepts Corp.
1111 West Ave. Ste. 1000, St. Louis, MO 63103-3333

Medication Assisted Treatment (MAT)

Suboxone/buprenorphine
Vivitrol
Naltrexone

Call Urgent Care (816-988-2739),
CommCare/ACI (888-279-8188), or Walk in
Initiation of treatment and Induction
9:00am – 6:30pm at Urgent Care
6:30pm – 9:00am at KCATC





Referral Sources

- Hospitals
- CMHCs
- Law Enforcement
- First Responders
- Friends and family
- Crisis line
- Probation and Parole
- Correctional Facility
- Employer
- Clergy
- Mental Health Court
- School
- Insurance
- Primary Care Physician
- Private Practitioner



Finance Review

Finances



\$1,382,542

2021 Budgeted
Operating
Expenses



\$65,000

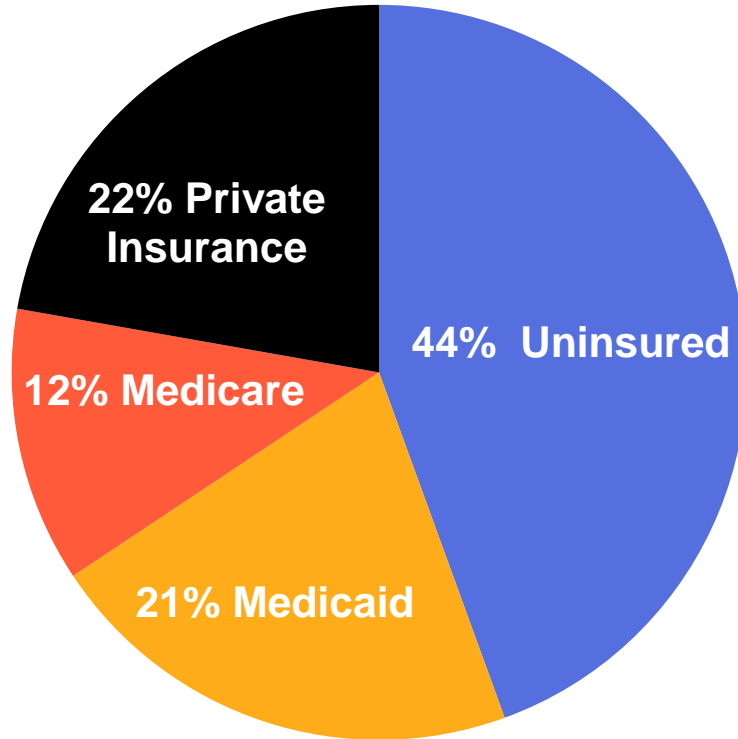
Program Grant
Funding



**Medicaid
Specialist**

Position Grant
Funded

Payer Sources

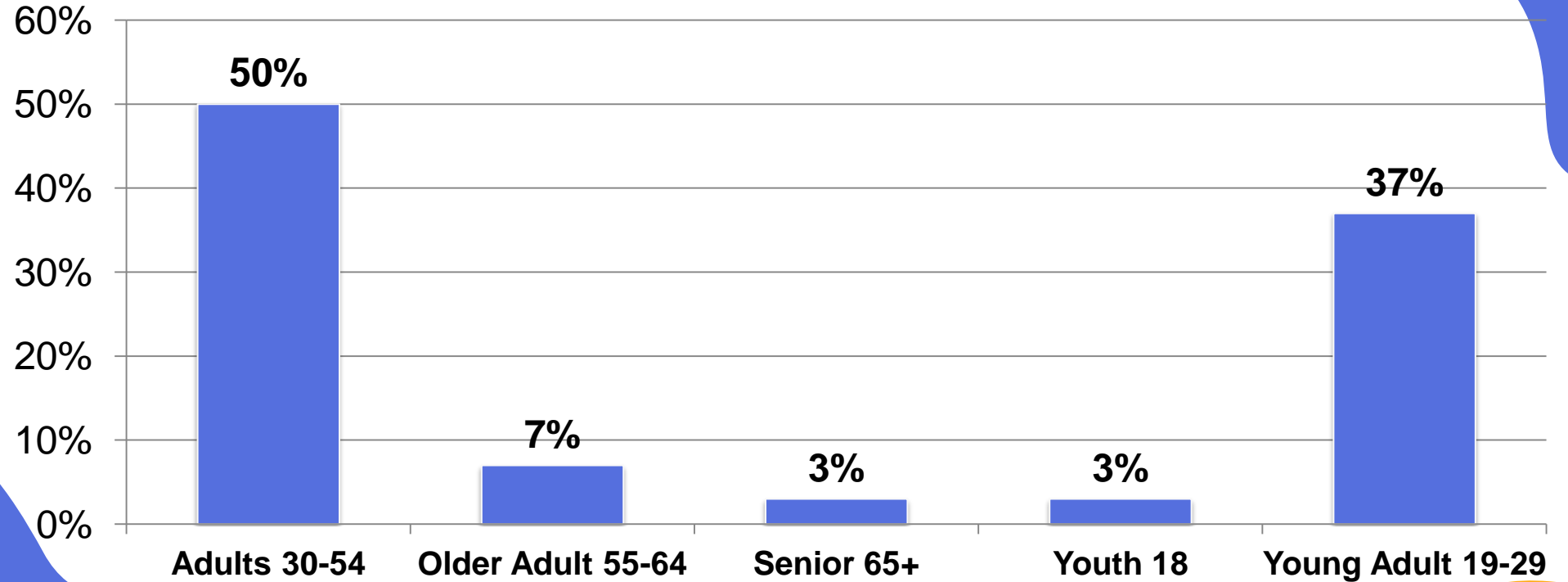




Outcomes

August 24, 2020 – May 31, 2021

Individuals Served



Clinic Census

	September	May	Total Daily Average
Monday	3.7	10.8	7.4
Tuesday	4.3	11.0	7.2
Wednesday	4.8	14.8	7.7
Thursday	4.5	11.3	7.5
Friday	5.8	10.3	7.2
Saturday	3.5	4.4	3.9
Sunday	2.0	3.0	2.6
Total Monthly Average	4.4	9.0	6.3

Total individuals served as of May 31st - 1333

Service Delivery

	September	May	Total
In-Person	64%	97%	88%
Telehealth	36%	3%	12%
Clients Served	81	232	1333

Referrals

- 790 new referrals made for services
- 474 were made to providers outside ReDiscover (60%)
- 533 individuals presented while already in services with an existing provider

Common FAQs

Q – Are individuals without insurance and/or inability to pay able to receive services?

A – Yes. They are assisted with completing a Sliding Fee Scale Application and assisted with Medicaid Application, based upon their eligibility.

Q – What if I can't afford my medications?

A – Case Managers will assist with finding resources for prescription assistance

Q – What happens if I can't get into an outpatient provider prior to running out of medications?

A – Interim services are provided, as needed, until the individual is connected with their CMHC or private providers. Individuals may receive refills of their medications that were prescribed from Urgent Care.

Common FAQs

Q- Can I receive an injection?

A- LAI can be provided to individuals based upon one's prescription coverage and/or the clinic's availability of sample medications

Q - I'm just not sure if Urgent Care is the service I need, what do I do?

A - Team Lead is available 9am to 9pm to answer questions and triage to determine if Urgent Care is the most appropriate level of care that is needed.

Q – Can I make an appointment?

A – All individuals are seen on a walk-in basis, 1st come, 1st serve and level of acuity. Scheduled intake appointments can be made by calling ReDiscover's main line at 816-966-0900. At this time Sundays is our slowest day.

Moving Forward

- BHUCC expansion to serve adolescents
- 24/7 BHUCC services
- Medical Detox

For More Information

Urgent Care Main Line: 816-988-2739

ReDiscover Main Line: 816-966-0900

After Hours: 1-888-279-8188

Program Manager

Elaina Miller: 816-988-2760 / 816-786-1275 (cell)

Clinical Director

Shannon Moss: 816-988-2745 / 316-208-7833 (cell)