

# **CCC+ Approved ROI Procedures When CSBs are Contacted by MCOs**

Effective- 7/10/17

- 1. CCC+ MCOs will confirm the name, DOB, and the Medicaid number of the beneficiary when calling a CSB and requesting that the CSB supply non-CFR42 clinical information over the phone; the CSB will then be authorized and required to release this information to the requesting MCO.**
- 2. The CSBs will adopt standard operating procedures that involve requesting that CSB consumers who enrolled in CCC+ sign ROI forms to allow the CSB to release CFR42 protected information to the MCOs, if applicable.**