

Policy and Procedure	Date Issued	Policy Number CSB – 605	Page 1
Milwaukee County Behavioral Health Division Community Services Branch	Date Revised	Subject: Exchange of Information	

1. POLICY:

Per DHS 36.07 (5) (c) The CCS staff will obtain necessary information from the consumer and with the consumer's written consent to coordinate services with service providers, doctors, family members, support advocates, and/or any other entities desired by the consumer. This information shall be obtained in accordance with CSB – 604.

2. PROCEDURE

- A. The CCS Care Coordinator shall obtain from the consumer signed consent of releases of information forms for the following:
 1. Service providers
 2. Doctors
 3. Family members
 4. Friends
 5. Any other support advocates that the consumer deems to be helpful in obtaining their goals for recovery

- B. The Consumer, Recovery Team Members, & Service Providers shall:
 1. Provide information
 2. Evaluate input from the various sources
 3. Make collaborative recommendations regarding outcomes, psychosocial rehabilitative services, and supportive activities for the consumer.

- C. Timeliness
 1. Expected exchange of information to occur within 10 business days
 2. Consumer will be held harmless if the timeframe is not met by the exchanging agencies.

- D. Exchange of Information
 1. Exchange of protected health information will be done in accordance with the provisions of Health Insurance Portability and Accountability Act (HIPAA) 45 CFR Parts 160 and 164, Wis. Stat. 51.30, 42 CFR Part 2, and DHS 92.

Policy and Procedure	Date Issued	Policy Number CSB – 605	Page 2
Milwaukee County Behavioral Health Division Community Services Branch	Date Revised	Subject: Exchange of Information	



Reviewed and Approved by: _____

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