



DELAWARE HEALTH AND SOCIAL SERVICES

Division of Substance Abuse and Mental Health

1901 North DuPont Highway, New Castle, Delaware 19720

Eligibility & Enrollment Unit (EEU)

Debra Crosson, MS

Unit Director

What is the EEU?

The EEU is DSAMH's Gatekeeper for:

1. Psychiatric Hospitalizations
2. Utilization review of hospital stays for state pay individuals
3. Assignment of clients into ACT/ICM/CRISP/MH Group Home programs
4. Assignment into residential substance use treatment
5. Coordination with other departments (e.g.: kids aging out and in need of intensive adult services)

Regarding hospitalizations

- ALL 24-hour detentions come through the EEU
- ALL Civil commitments come through the EEU
- Voluntary hospitalizations **only** come through the EEU **if DSAMH is being asked to pay** for the hospitalization.

Voluntary Hospitalization

- If DSAMH is being asked to pay for a voluntary hospitalization, DSAMH will agree **only** if the individual meets dangerousness criteria but is agreeing to the hospitalization.
- If DSAMH is being asked to pay for a voluntary hospitalization, DSAMH will agree **only** if the individual meets dangerousness criteria but is agreeing to the hospitalization.

Contacting the EEU: When and Why

- If you have an individual needing hospitalization, call the EEU to brief staff on the situation.
- Fax 24-Hour Detention and MH Screening forms to EEU.
- If you do not hear back from the EEU within an hour, please call to make sure there is not a problem.
- EEU will notify you with bed availability and contact information for the hospital with the available bed.
- You will then need to contact the facility--the facility may request additional information at that time.

EEU Contact Numbers

General Number 302-255-9458

➤ Hospitalizations **7 a.m.-3 p.m./Monday-Friday**

Call: 302-255-9453

Fax: 302-255-4416

➤ Hospitalizations **3-11 p.m./Monday-Friday**

Call: 302-255-9455

Fax: 302-255-9952

➤ Hospitalizations ***all other times***

Call: 302-255-9453

Fax: 302-255-9952

Paperwork EEU Needs

- Completed 24-hour detention form OR Civil Commitment Form
- Completed Mental Health Screening form
- Your contact information in the event of questions.

What does the EEU with your paperwork/request?

1. Paperwork is **reviewed for completeness**; if there are any questions, we may contact you for clarification/additional information.
2. Insurance information may be **verified**.
3. Bed **availability is determined**/hospitals contacted.
4. Person submitting paperwork is **contacted** with preliminary bed assignment.

Considerations in bed assignment

- Availability, availability, availability!
- DPC is always the first option/choice for uninsured individuals.
- Individual's recent hospitalizations?
- Rotation among the IMD's

- PLEASE CALL IF YOU HAVE ANY QUESTIONS, PROBLEMS OR CONCERNS.