

**Division of Substance Abuse and Mental Health
DELAWARE TREATMENT AND REFERRAL NETWORK
PARTNER Requirements**

I. Purpose of the Network and Partner Roles

The Division of Substance Abuse and Mental Health (DSAMH) has contracted with OpenBeds, Inc., (OpenBeds) to create the electronic Delaware Treatment and Referral Network (DTRN). The purpose of the DTRN is to furnish providers of Mental Health and Substance Use Disorder services in Delaware an efficient and timely method to procure services for persons in need. Provider roles in the DTRN are as follows...

- Referring Entity: A provider that strictly refers persons for treatment within the DTRN.
- Receiving Entity: A provider that both refers and accepts persons for treatment.

II. Subscription Agreements

Each provider participating with DSAMH in the DTRN (each hereinafter a “Partner”) shall (1) engage in a fully executed Subscription Agreement (including a Business Associate Agreement) directly with OpenBeds, the vendor that contracts with the State of Delaware to provide and administer the DTRN platform, and (2) comply with the terms and conditions set forth in each such Subscription Agreement.

III. Registration of Services

Each Partner shall register its Entity, Locations, Service Details and Users (“Administrators” and “Providers”) in a format required by OpenBeds for the purpose of configuring their services on the network.

IV. Training

Training in the OpenBeds platform is a combined responsibility.

- A. Upon entering into a Subscription Agreement, each Partner shall work with OpenBeds to procure initial training for all of its DTRN users, either directly from OpenBeds or via a “Train the Trainer” format supported by OpenBeds.
- B. Subsequent training for additional users is the responsibility of Partner and may be in conjunction with DSAMH as needed.
- C. As new platform functionality is introduced, DSAMH will engage OpenBeds to provide supplemental training to each Partners as needed.

V. Partner’s “Project Lead”

Each Partner will assign a single “Project Lead” to the DTRN initiative. The Project Lead will take primary responsibility on behalf of the applicable Partner for communications, document sharing and training activities with OpenBeds and DSAMH.

VI. Partner’s “DTRN Administrator”

- A. Each Partner will assign a single “Administrator” for each of that Partner’s service locations.
- B. Each location’s Administrator will maintain accurate information on the DTRN platform regarding that location’s Providers (users), the availability of that location’s services, and its time parameters for receiving electronic referrals.
- C. Each location’s Administrator will be that location’s primary contact with DSAMH’s Network Administrator for all communications and reporting activities.

VII. Maintaining Timely Information on the DTRN Platform

To assure all agencies may access accurate information, each Partner shall cause each of its location's Administrators to update all service availability for that location on the DTRN platform a minimum of once per day not later than 9:00 a.m.

VIII. Partner Responses on the DTRN Platform

- A. To assure timely services, each Receiving Entity Partner will acknowledge receipt of a referral within 30 minutes of the referral.
- B. Upon accepting a referral, each Receiving Entity Partner will promptly process that referral through the DTRN network.
- C. Upon declining a referral, each Receiving Entity Partner will document the reason for such declination on the DTRN network.

IX. Partner Support

DSAMH and OpenBeds will provide continuous technical and functional support for the DTRN platform to each participating Partner and its users. DSAMH will communicate support mechanisms and contact information in a clear manner to each Partner.

X. DSAMH/Partner Agreements

- A. These Partner Standards shall be included in any contractual arrangement DSAMH has with a Partner that participates in the DTRN.
- B. For each Partner that does not otherwise contract with DSAMH, DSAMH will require that each such Partner execute a contract acknowledging, and agreeing to comply with, the terms hereof.