



FAQ

Are there overt disqualifiers for your programs?

Overt disqualifiers include:

- If the child's safety needs exceed the levels we can provide (level of aggression or suicidal ideation, sophistication of elopement, etc.)
- If the child's cognitive abilities considerably impact their ability to participate in an insight-based program (Jasper Mountain Agency does not provide consistent 1:1 or 2:1 services for individual clients)
- Substance misuse or behaviors related to substance misuse

Jasper Mountain Agency does not offer services specifically designed for treatment of developmental disabilities, eating disorders, substance misuse, or sexually deviant behavior.

While Jasper Mountain Agency is licensed to offer services for children ages 4-13, teenage clients may be better suited in a program that is more developmentally appropriate, such as teen programs like Farm Home, Looking Glass, or St. Mary's. The average age of our clients is roughly 9 years old. Please note that clients referred who are approaching age 14 are likely to get denied because it is not likely the agency will be able to offer adequate treatment services given the timeline of the referral process and waitlist.

How long is your wait list?

Jasper Mountain Agency does not have any current openings, and we are working from a waiting pool. Clients whose referrals are accepted to the waitlist are generally on the waitlist for approximately 6-9 months. We make admission determinations based on acuity of symptoms, lack of system supports, and fit with our current milieu; we do not admit on a first-come, first-served basis. Out-of-state clients may also face a longer wait time due to insurance credentialing.

How do I start a referral?

To begin a referral for programs at Jasper Mountain Agency, fax records to 541-583-4433. Faxes for referrals that are sent to any other fax number will not be accepted as this is the only referral fax line. You can also email the Admissions Specialist with any questions you have regarding the process.

I'm a guardian of the client I'm referring, and I don't know how to collect these documents. Where do I start?

Contact your insurance and request a care manager to assist you in collecting the records needed for the referral. Your care manager can collect these records from your client's medical providers and send them to the Admissions Specialist via fax or secure email.



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What does Jasper Mountain Agency's referral process look like?

1. A referral is initiated when a client's team faxes records to 541-583-4433. You will receive an email from the Admissions Specialist indicating that your referral has been received.
2. Within 5 business days of the date you initially submitted the referral, you will receive another email from the Admissions Specialist updating you with a list of records that are still required to be submitted to complete the referral.
 - If no further records are submitted, the referral remains incomplete and becomes inactive after 30 days.
 - The time it takes for the referral to be completed depends on how quickly the client's team can provide all the required records.
3. Once all required referral documents have been submitted, the referral is complete, and the referral begins undergoing an assessment process involving thorough review of all records submitted as well as a virtual meet-and-greet between the client and the Clinical Director. At this stage, the only action needed on your part is to check your email regularly to be available to schedule the virtual meet-and-greet.
4. When the referral assessment is complete and the virtual meet-and-greet has taken place, the Admissions Team reviews the referral assessment and staffs the client in a meeting. If there is sufficient information at this point to make a determination, the Admissions Team issues an acceptance or denial, which is sent in a letter via email by the Admissions Specialist.
 - If the client is issued an acceptance letter, the client is placed on a waitlist for the next suitable opening. The Admissions Specialist will reach out to you via email when the agency has a suitable opening for your client, so continuing to regularly check your email is important.
 - If the client is denied and the client's team would like the case to be reassessed, new documentation must be submitted to the Admissions Specialist to restart the referral review process.

How do I know if my client has been accepted or denied?

You will receive an email from the Admissions Specialist with a letter indicating the Admissions Team's determination, which will be either an acceptance or denial. The letter will also indicate the timeline for acceptance or the reason for denial, respectively.

How long does it take to hear about the determination?

This timeline, from the day the referral is first started to the day the determination letter is sent, typically takes at least 1 month, but due to the amount of referrals received, it often takes significantly longer for a proper referral assessment to take place. The Admissions Specialist ensures that each client's records are carefully reviewed and accurately presented to the Admissions Team, so it can take a significant amount of time for this review to take place for each client. We always recommend continuing to pursue referrals outside of Jasper Mountain due to the timeline of our referral process.

What are my responsibilities while my referral is being processed?



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Check your email! Email is the primary way the Admissions Specialist is able to communicate with the client's team. If we are unable to reach the client's team for over 30 days and are requesting updates, the referral is moved to inactive status, and no further is taken.

What are my responsibilities while my client has been approved for the waitlist?

Check your email! Email is the primary way the Admissions Specialist is able to communicate with a client's team. If we are unable to reach the referral coordinator for over 30 days and are requesting updates, the referral is moved to inactive status, and no further is taken.

While the wait time to be admitted can be several months, once we have a suitable opening for your client, admission can occur quickly. On short notice, be prepared to submit an updated psychiatric assessment completed by a psychiatrist (MD or DO) indicating that your client still requires the level of care provided at Jasper Mountain Agency, which is psychiatric residential treatment services (PRTS). These records must be dated within 60 days of the opening we have available for your client and may require a psychiatric appointment in your community.

My client was approved for the waitlist. When will they be admitted?

Why does it take so long?

Admissions forecasting depends on many factors. Admissions determinations are not made on a first-come, first-served basis but instead are based on client's acuity of symptoms, lack of system supports, and fit with our current milieu. Please note that the waitlist is reviewed constantly, and we have not forgotten about your client. You will receive an email from the Admissions Specialist to arrange for admission as soon as the agency has an opening suitable for your client.

Which program/site is my client's referral placed in?

A referral for psychiatric residential treatment services (PRTS) is considered for all programs at Jasper Mountain Agency, including Jasper Mountain Center, SAFE Center, and Crystal Creek. During the Admissions Team's review of your client's case, the Admissions Team considers which program would be the best fit for your client. As openings occur, each opening is evaluated for the most suitable client.

Can I pick which program my client is assigned to?

No, clients are assigned to programs based on the client's needs.



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What insurance does Jasper Mountain Agency accept?

- We currently accept Medicaid in the following states:
 - Oregon, Washington, Alaska, Idaho, Nevada, Ohio, Tennessee, and South Dakota
- We do not accept any other insurances, including private insurance.
- We unfortunately cannot become credentialed in the state of California.
- If you submit a referral for a client who is not located in one of the listed states, Jasper Mountain Agency must apply to credential in your state's insurance. This will add a significant amount of wait time to your client's referral, as the credentialing process is not started until the client is accepted to the waiting list.
- Please note, despite being credentialed to accept Medicaid in the states listed above, Jasper Mountain Agency may not receive funding from certain CCOs in your state, so insurance still needs to be verified during the referral process.
- If your client is in foster care or has been adopted, please see the next section regarding Title IV-E eligibility.

What is Title IV-E eligibility? Is my client eligible?

If your client is eligible for Title IV-E, funding would not be a barrier for your client if they were to be accepted to our waitlist. When a suitable opening becomes available, your client can pursue placement in Oregon at our agency and be covered by Oregon Medicaid upon arrival.

Clients who are in **foster care** in any state are eligible for Title IV-E. If your client has been **adopted**, the adoptive parent/s would have had to apply for Title IV-E services in the adoption application. Adoptive parents choose from a variety of services when applying for adoption, which can include Title IV-E services, but these services are not required. To determine whether your adopted client is eligible for Title IV-E, you must reach out to your case manager through adoption services.

What services can I pursue while I wait for you to process my referral?

Due to the timeline of the referral process and the waitlist, we always recommend pursuing services outside of Jasper Mountain Agency while you await a determination (acceptance or denial) and eventual admission. For resources in states outside of Oregon, reach out to your local DHS office. For resources in Oregon, visit Oregon Alliance of Children's Programs, accessed via <https://www.oregonalliance.org/our-members>. For SCIP services in Oregon, visit Trillium Family Services, accessed via <https://www.trilliumfamily.org/>. For services specializing in developmental disabilities, visit Albertina Kerr, accessed via <https://www.albertinakerr.org/>.

Can I mail in records?



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No, physical copies of records are not accepted. Please fax records to 541-583-4433, or send them via secured email to the Admissions Specialist. If you need help accessing these services, please call your insurance and request a care manager to assist you in submitting records.

Why do records have to be faxed?

Email, unless encrypted, is unsecured and not HIPAA-protected. Fax is recommended to securely send referral documentation. If you choose to email confidential medical information, you are taking the risk that the documents sent will not be HIPAA-protected.

I sent you records but you haven't responded. Did you receive them?

If you faxed records to 541-583-4433 or emailed the Admissions Specialist, the records have been received and you will be notified. If you faxed or emailed records to any other fax numbers/email addresses, it is highly recommended that you resubmit them to the fax number above or to the Admissions Specialist. Any other email or fax number is likely out of service or not monitored for referrals, so your paperwork will not be routed to the Admissions Specialist. Please do not submit duplicate/low-resolution documents or send the same documents to all of the agency's fax numbers. The only fax number you need to use is 541-583-4433! Sending records that are duplicated or low-quality significantly adds to the wait time of the admissions determination for your client as each page of records is carefully reviewed by the Admissions Specialist during the referral assessment process.

Will my out-of-state client's IEP transfer?

IEPs can only be transferred for Oregon clients or clients eligible for Title IV-E services. For out-of-state clients, IEPs are not transferred but instead implemented as-is. For out-of-state clients' IEPs, there are no annual reports, progress reports, or changes to goals.

Anything else?

Per OHA regulations and the National Voter Registration Act of 1993, Section 7, we offer the opportunity to register to vote. Oregonians can register to vote [here](#). Voters in other states can register to vote [here](#).