

Family Inclusion in Care

Family inclusion is an important part of holistic care for individuals with behavioral health challenges. Family is defined as an individual or individuals who the member identifies as playing a significant role in their life, regardless of biological or legal relationship. Research has shown that family inclusion benefits individuals in their treatment journey, including increased likelihood of engaging in treatment, medication adherence, reduced risk of relapses and hospitalizations, and decreased stigma and isolation often associated with behavioral health challenges.

Effective January 1, 2025, CBH will require all providers to complete and document the following information:

- ➔ During the initial intake, all members should be asked to identify at least one person they want included in their treatment, and a release of information must be signed and retained in the members' chart.
- ➔ If the member declines to identify a person, there must be documentation signed by members indicating their decision.
- ➔ Any concerns and /or limitations the member has regarding the family member's inclusion in their treatment should be documented.
- ➔ If the member is unwilling or unable to sign a release at the start of services, ongoing attempts should be made. An initial refusal at the beginning of treatment does not always result in an ongoing refusal. Family inclusion should be revisited once the member becomes more comfortable and trusting in the treatment.

For additional resources, please refer to the [Family Resource Networks website](#). Contact your assigned provider relations representative with your questions and/or concerns.