



OKLAHOMA Mental Health & Substance Abuse

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TITLE 450

CHAPTER 50. STANDARDS AND CRITERIA FOR CERTIFIED BEHAVIORAL HEALTH CASE MANAGERS

Effective September 15, 2021

Authority: Oklahoma Board of Mental Health and Substance Abuse Services; 43A O.S. §§ 2-101, 3-306 and 3-318

History: Emergency Rules, effective 02/27/2003 at 20 OK Reg 653; Permanent at 21 OK Reg 1088 effective 07/01/04; Amended at 22 OK Reg 973, effective 07/01/05; Amended at 23 OK Reg 1441, effective 07/01/06; Amended at 27 OK Reg 2238, effective 07/11/10; Amended at 28 OK Reg 912, effective 07/01/11; Amended at 30 OK Reg 1420, effective 07/01/13; Amended at 31 OK Reg 2064, effective 10/01/14; Amended at 32 OK Reg 2130, effective 09/15/15; Amended at 33 OK Reg 1019, effective 09/01/16; Amended at 34 OK Reg 1819, effective October 1, 2017; Amended at 35 OK Reg 1858, effective October 1, 2018; Amended at 38 OK Reg 1373, effective September 15, 2021

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SUBCHAPTER 1. GENERAL PROVISIONS

450:50-1-1. Purpose

This Chapter implements 43A O.S. § 3-318, which authorizes the Board of Mental Health and Substance Abuse Services, or the Commissioner upon delegation by the Board, to certify behavioral health case managers. Section 3-318 requires the Board to promulgate rules and standards for certification of behavioral health case managers addressing criteria for certification and renewal, including minimum education requirements, examination and supervision requirement, continuing education requirements and rules of professional conduct.

450:50-1-2. Definitions

The following words or terms, when used in this Chapter, shall have the following meaning unless the context clearly indicates otherwise.

"Behavioral health related field" means a field of study that is listed on the Department's Approved Degree List or includes a minimum of thirty-six (36) hours of behavioral health related coursework, as determined by the Department.

"Board" means the State Board of Mental Health and Substance Abuse Services.

"Case management services" means planned referral, linkage, monitoring and support, and advocacy provided in partnership with a consumer to support the consumer in self-sufficiency and community tenure. Services take place in the individual's home, in the community, or in a facility, in accordance with the service plan developed with and approved by the consumer and qualified staff.

"Certified Behavioral Health Case Manager I (CM I)" means any person who is certified by the Department of Mental Health and Substance Abuse Services (ODMHSAS) to offer behavioral health case management services as an employee of a mental health facility or drug or alcohol treatment facility that is operated by the Department or contracts with the State to provide behavioral health services.

"Certified Behavioral Health Case Manager II (CM II)" means any person who is certified by ODMHSAS to offer behavioral health case management services and psychosocial rehabilitation (PSR) as an employee of a mental health facility or drug or alcohol treatment facility that is operated by the Department or contracts with the State to provide behavioral health services.

"Commissioner" means the Commissioner of Mental Health and Substance Abuse Services.

"Consumer" means an individual, adult, adolescent, or child, who has applied for, is receiving or has received evaluation or treatment services from a facility operated or certified by ODMHSAS or with which ODMHSAS contracts and includes all persons referred to in OAC Title 450 as client(s) or patient(s) or resident(s) or a combination thereof.

"Department" or **"ODMHSAS"** means the Oklahoma Department of Mental Health and Substance Abuse Services.

"Documented experience" means volunteer or work experience that can be verified in writing by either a current or past supervisor or human resources department.

"Exam approval letter" means an official letter issued by ODMHSAS that authorizes applicants to take the relevant exam once the necessary training has been completed by the applicant.

"Experience" means twenty (20) or more hours work or volunteer experience per week, over the course of time indicated, with persons living with mental illness and/or substance use disorder.

"Licensed mental health professional" or "LMHP" as defined in Title 43A §1-103 (11).

"Psychosocial rehabilitation" or "PSR" means curriculum based education and skills training performed to improve an individual's ability to function in the community. PSR provides an array of services that focus on long term recovery and maximization of self-sufficiency, role functioning, and independence, as distinguished from the symptom stabilization function of acute care.

"Web-Based Competency Exam" as prescribed by the Department is a competency exam certain individuals must pass to become certified as a Behavioral Health Case Manager.

450:50-1-3. Authority of the Commissioner and Department

(a) The Commissioner shall have the authority and duty to issue, renew, revoke, deny, suspend and place on probation certifications to offer behavioral health case management and shall have authority to reprimand Certified Behavioral Health Case Managers.

(b) The Department shall have authority to:

- (1) Receive and deposit fees as required by 43A O.S. § 3-318(C);
- (2) Examine all qualified applicants for Certified Behavioral Health Case Management;
- (3) Investigate complaints and possible violation of the rules and standards of Certified Behavioral Health Case Managers;
- (4) Make recommendations regarding the outcome of formal complaints; and
- (5) Enforce the recommendations of the formal complaint process.

SUBCHAPTER 3. BEHAVIORAL HEALTH CASE MANAGER CERTIFICATION APPLICATION

450:50-3-1. Qualifications for certification

(a) Each applicant for certification as a behavioral health case manager shall:

- (1) Be employed within six (6) months from the date the application was submitted at a mental health facility, or a drug or alcohol treatment facility that is operated by the Department or contracts with the State to provide behavioral health services, employed by a tribe or tribal facility that provides behavioral health services or employed by an Oklahoma Department of Veterans Affairs or a United States Department of Veterans Affairs facility;

- (2) Possess good moral turpitude;
- (3) Be at least 21 years of age; and
- (4) Otherwise comply with rules promulgated by the Board implementing 43A O. S. § 3-318.

(b) In addition to the qualifications specified by subsection (a), an applicant for a certification as a Certified Behavioral Health Case Manager must meet either (1) or (2) below:

(1) Certified Behavioral Case Manager II (CM II):

(A) A Bachelor's or Master's degree in Education or a behavioral health related field earned from a regionally accredited college or university recognized by the United States Department of Education (USDE); or

(B) A current license as a registered nurse in the State of Oklahoma with experience in behavioral health care; or

(C) A Bachelor's or Master's degree in any field earned from a regionally accredited college or university recognized by the USDE accompanied by a current certification for Certified Psychiatric Rehabilitation Practitioner or Certified Child and Family Resiliency Practitioner from the United States Psychiatric Rehabilitation Association (USPRA); or

(D) A Bachelor's or Master's degree in any field that shows proof of active progression toward obtaining a clinical licensure at the master's or doctoral degree level. The degree must be granted from a regionally accredited college or university recognized by the USDE.

(2) Certified Behavioral Health Case Manager I (CM I) must meet the requirements in (A) or (B) below:

(A) 60 college credit hours; or

(B) a high school diploma, or equivalent, from a regionally accredited institution recognized by the United States Department of Education with a total of 36 months of direct, documented experience working with persons who live with mental illness and/or substance abuse issues.

450:50-3-2. Applications for certification

(a) Applications for certification as a Certified Behavioral Health Case Manager shall be submitted electronically to the Department on a form and in a manner prescribed by the Commissioner or designee.

(b) Depending on the type of CM certification that the applicant is applying for; the application shall include the following items:

(1) CM II must include:

(A) Application form completed in full according to its instructions;

(B) Official college or university transcript(s) or an electronic copy submitted to the Department by the college or university. An unofficial transcript may be accepted if the document can be substantiated by the Department;

(C) Oklahoma State Bureau of Investigation (OSBI) name-based criminal history report. The report must be an official OSBI. If there is an incident of stolen identity, a Criminal History Record Theft number and letter must be submitted with the application;

- (D) Documentation of current licensure as a registered nurse in the State of Oklahoma, if applicable;
 - (E) A current certificate from the United States Psychiatric Rehabilitation Association (USPRA) as a Certified Psychiatric Rehabilitation Practitioner (CPRP) or Certified Child and Family Resiliency Practitioner (CFRP), if applicable; and
 - (F) Fees.
- (2) CM I must include (A), (B), (E) and either (C) or (D):
- (A) Application form completed in full according to its instructions.
 - (B) Oklahoma State Bureau of Investigation criminal history report.
 - (C) Official College or university transcript(s) or an electronic copy submitted to the Department by the college or university. An unofficial transcript may be accepted if the document can be substantiated by the Department.
 - (D) Official high school transcript(s) or an electronic copy submitted to the Department by the high school and verification of work experience or volunteer experience. An unofficial transcript may be accepted if the document can be substantiated by the Department.
 - (i) Verification of work and/or volunteer experience shall be submitted using the agency's letterhead and must be completed by the supervisor or the Human Resources Department where the work or volunteer experience was obtained.
 - (ii) Verification form(s) must be sent to the Department directly from the employer or volunteer agency.
 - (iii) Volunteer work must be time spent directly with persons who have a mental illness, co-occurring or substance use disorder.
 - (E) Fees.
- (c) Each CM II applicant is required to submit his or her transcript with the initial application. If the transcript does not list a degree on the Approved Degree List and the applicant does not meet any of the qualifications of 450:50-3-1(b)(1)(B) through 450:50-3-1(b)(1)(D), a review of the transcript is required. The Department will review the transcript to determine if a minimum of thirty-six (36) hours of behavioral health related course work was completed. If, after Department review, it is determined the minimum requirement is not met, the applicant will not be eligible to continue application for CM II but will be eligible to continue application for CM I if all other requirements are met.
- (d) An application must be submitted and approved by the Department prior to attending any web-based or face-to-face Certified Behavioral Health Case Manager certification training.
- (e) Applications shall only be valid for a period up to six (6) months from the date of application.
- (f) The applicant is not considered certified until verification of employment, exam approval results, and proof of the applicable Behavioral Health Case Management training has been submitted.
- (g) Applicants shall have no violations of moral turpitude or misconduct as set forth in these rules during time of application process.

(h) An applicant, who meets the requirements for certification and otherwise complied with this Chapter, shall be eligible for certification.

450:50-3-3. Duration of certification

(a) **Issuance.** ODMHSAS will issue an appropriate certification to all applicants who successfully complete the requirements for certification as specified in this Chapter.

(b) **Renewal.** Unless revoked, certification issued pursuant to this Chapter must be renewed by June 30 of the calendar year following twelve (12) months of continuous certification and annually thereafter. Renewal is accomplished by submitting:

- (1) The renewal application;
- (2) Annual report of continuing education units with accompanying documentation;
- (3) Proof of certification as a Certified Psychiatric Rehabilitation Practitioner (CPRP) or Child and Family Resiliency Practitioner (CFRP) or licensure as a registered nurse, if applicable; and
- (4) The renewal fee.

(c) **Suspension and Reinstatement.** Certifications not renewed by the renewal deadline will be suspended. A suspended certification may be renewed by submitting required fees and documentation of continuing education within six (6) months of the date of suspension. Suspended certifications not renewed within this six (6) month timeframe will be terminated. The individual must then wait a period of sixty (60) days and submit a new application for certification and successfully complete the requirements for initial certification as specified in this Chapter.

450:50-3-4. Fees

(a) **Application Fee.** Twenty-five dollars (\$25.00) shall be submitted with the application form.

(b) **Renewal Fee.** Fifteen dollars (\$15.00) shall be submitted with the renewal application and required continuing education documentation.

(c) **Late Renewal Fee.** An additional twenty-five dollars (\$25.00) shall be included with the Renewal Fee (\$15.00), renewal application, and required continuing education documentation if the certification is renewed after the June 30 deadline.

450:50-3-5. Fitness of applicants

(a) The purpose of this section is to establish the fitness of the applicant as one of the criteria for approval of certification as a Certified Behavioral Health Case Manager and to set forth the criteria by which the Commissioner will determine the fitness of the applicants.

(b) The substantiation of any of the following items related to the applicant may be, as the Commissioner or designee determines the basis for the denial of or delay of certification of the applicant:

- (1) Lack of necessary skills and abilities to provide adequate services;

- (2) Misrepresentation on the application or other materials submitted to the Department;
- (3) Any conviction of a crime involving a child or vulnerable adult;
- (4) Any conviction of a sex offense not identified in (b)(5)(D) of this Section;
- (5) Any other felony conviction, unless the applicant can demonstrate to the Department's satisfaction the successful completion of a minimum of one (1) year of probation related to one or more of the offenses below:
 - (A) Forgery, fraud, or perjury;
 - (B) Burglary, arson, embezzlement, knowingly concealing stolen property, leaving the scene of an accident, or larceny;
 - (C) Possession, manufacturing, distribution, maintaining a dwelling, driving under the influence, contributing to the delinquency of a minor, or parent causing delinquency; or
 - (D) Prostitution or nonconsensual dissemination of private sexual images.
- (6) A violation of the rules of professional conduct set forth in this Chapter.
- (c) The Department shall obtain document(s) necessary to determine the fitness of an applicant.
- (d) The Department may require explanation of negative references prior to issuance of certification.

450:50-3-7. Scope of Behavioral Health Case Manager Certifications

- a) Certified Behavioral Health Case Manager II are authorized to provide behavioral health case management and behavioral health rehabilitation services.
- (b) Certified Behavioral Health Case Manager I are authorized to provide behavioral health case management services.

**SUBCHAPTER 5. BEHAVIORAL HEALTH CASE MANAGER
CERTIFICATION TRAINING AND WEB-BASED COMPETENCY EXAMS**

450:50-5-1. Training requirements

- (a) The purpose of this section is to delineate the training requirements for each of the classifications of Certified Behavioral Health Case Managers (CMs).
- (b) The Department shall have the authority and responsibility for providing case management and behavioral health rehabilitation services training classes on a regular basis but no less than six times during the year.
- (c) Certified Behavioral Health Case Managers I (CM I) must complete two days of case management training as specified by the Department.
- (d) Certified Behavioral Health Case Manager II (CM II) Training requirements:
 - (1) Complete the behavioral health case management training as specified by the Department;
 - (2) Complete the behavioral health rehabilitation web-based training as specified by the Department. This requirement does not apply to applicants

who are Certified Psychiatric Rehabilitation Practitioner (CPRPs) or Child and Family Resiliency Practitioner (CFRPs); and

(3) Complete behavioral health rehabilitation training as specified by the Department. This requirement does not apply to applicants who are Certified Psychiatric Rehabilitation Practitioner (CPRPs) or Child and Family Resiliency Practitioner (CFRPs).

(e) Required training must be completed within six (6) months from the date the application was submitted. Once the six (6) month period has ended, an applicant that has not completed the training must submit a new application.

(f) Approval to take the web-based competency exam is not permitted without completion of all training requirements.

450:50-5-4. Continuing education requirements

(a) Certified Behavioral Health Case Managers must complete twelve (12) hours continuing education per year and submit documentation of the continuing education to ODMHSAS annually for consideration.

(b) Continuing education is acceptable when it provides information to enhance delivery of behavioral health case management and behavioral health rehabilitation services and;

(1) Meets the requirements for LPC, LMFT, LBP, LCSW, LMSW, CADC, LADC, or CME continuing education; or

(2) Is an undergraduate or graduate course in a behavioral health related field and pertains to direct interaction with consumers (three hours of course work is equal to twelve (12) hours of CEUs).

(3) The ODMHSAS Director of Community Based Services or designee shall approve all in-house/agency trainings that are provided for the intent of submitting towards case management CEUs (unless they meet the requirement in 450:50-5-4(b)(2)). Certified case managers shall not submit more than three (3) hours of these approved CEUs annually towards their required minimum.

(c) Certified Behavioral Health Case Managers must complete, as part of their required twelve (12) hours annually, three (3) hours of ethics training every year. Ethics training must meet the requirements for LPC, LMFT, LBP, LCSW, CADC, LADC or CME ethics training; and annually, three (3) hours of training related to Strengths-Based/Recovery Principles.

(d) Certified Behavioral Health Case Managers shall retain documents verifying attendance for all continuing education hours claimed for the reporting period. Documentation shall be submitted upon the request of the Department.

Acceptable verification documents include:

(1) An official continuing education validation form furnished by the presenter; or

(2) A letter or certificate from the organization sponsoring the training verifying name of program, presenter, number of hours attended, participant's name, and approval by licensure board; or

(3) An official grade transcript verifying completion of the undergraduate or graduate course. Ethics or Strengths based curriculum training must be

verified with a course syllabus or other information submitted with official transcript.

(e) Failure to complete the continuing education requirements and submit the required documentation by the renewal date renders the certification in suspension, and results in the loss of all rights and privileges of a Certified Behavioral Health Case Manager. The Certified Behavioral Health Case Manager certification may be reinstated during a period of no longer than six (6) months following the suspension date. The Certified Behavioral Health Case Manager has the right to renew the certificate by payment of renewal fees (\$15.00) and late renewal fees (\$25.00) and documentation of obtaining twelve (12) hours of continuing education.

450:50-5-5. Web-based competency exams

(a) Successful completion of web-based competency exams for behavioral health rehabilitation and behavioral health case management is required prior to certification as CM II. Applicants certified through USPRA and applicants to be a CM I need only successfully complete the web-based competency exam for behavioral health case management.

(b) The web-based competency exam shall not be administered until all application and training requirements are met and approval from ODMHSAS has been received.

(c) Applicants shall comply with the rules of the examination process as outlined by the contracted testing site.

(d) Applicants who fail to complete and pass the web-based competency exam within six (6) months of the date the application was submitted must reapply and re-complete the required training.

SUBCHAPTER 7. RULES OF PROFESSIONAL CONDUCT

450:50-7-1. Responsibility and scope of practice

(a) Certified Behavioral Health Case Managers shall be dedicated to advancing the welfare of individuals, and children and their families. Certified Behavioral Health Case Managers shall not participate in, condone, or be associated with dishonesty, fraud, deceit or misrepresentation, and shall not exploit their relationships with the consumers for personal advantage, profit, satisfaction, or interest.

(b) Certified Behavioral Health Case Managers shall practice only within the boundaries of their individual certifications and competence based on their education, training, supervised experience, state and national accreditations and licenses.

(c) Certified Behavioral Health Case Managers shall only use the title if employed by the state or a private or nonprofit behavioral health services provider contracting with the state to provide behavioral health services. As an employee of a state or a private or nonprofit behavioral health provider,

reimbursement for services rendered will not be collected outside of the agency's system of service reimbursement.

(d) Certified Behavioral Health Case Managers shall not directly or indirectly suggest that they are allowed to provide "therapy" or "counseling" services unless licensed or accredited by the appropriate authority to provide therapy and/or counseling services.

(e) Certified Behavior Case Managers shall adhere to the following code of ethics that are set within the rules of this chapter and set forth by the Department.

(1) Certified Behavioral Health Case Managers shall be committed to respect the dignity and autonomy of all persons that is to include, but is not limited to professional relationships with clients (or former clients), supervisees, students, employees, or research participants in efforts to maintain the highest standards of their practice.

(2) Certified Behavioral Health Case Managers shall terminate service to clients, and professional relationships with them, when such service and relationships are no longer required or in which a conflict of interest arises.

(3) Certified Behavioral Health Case Managers shall be aware of and respect cultural, individual, and role differences, including those based on age, gender, gender identity, race, ethnicity, culture, national origin, religion, sexual orientation, disability, language, and socioeconomic status and consider these factors when working with members of such groups. They shall also eliminate the effect on their work of biases based on those factors, and they do not knowingly participate in or condone activities of others based upon such prejudices or influence.

(4) Certified Behavioral Health Case Managers shall be obligated to report witnessed, involved, or reported ethical violations without violation of any confidentiality rights that may be involved. Certified Behavioral Health Case Managers shall be obligated to follow steps of reporting professional misconduct as set forth by the Department and in this chapter.

(5) Certified Behavioral Health Case Managers shall give precedence to his or her professional responsibility over personal interests.

(f) Certified Behavioral Health Case Managers shall not exploit their relationships with current or former clients, supervisees, students, employees, or others, sexually or otherwise, for personal advantage, profit, satisfaction, or interest.

(1) Certified Behavioral Health Case Managers shall be committed to each individual's rights of their own life choices and recovery journey by letting them direct their own healing process.

(2) Certified Behavioral Health Case Managers shall keep confidential all information entrusted except when to do so puts the consumer at grave risk. Case Managers will be obligated to explain the limits of confidentiality initially in the professional working relationship.

(3) If the demands of an affiliated organization for whom the Certified Behavioral Health Case Manager is working, is in conflict with these ethics,

the issues must be clarified and resolved to allow adherence to the Rules of professional Conduct code set forth in this chapter.

(g) Certified Behavioral Health Case Managers shall provide services with populations and in areas only within the boundaries of their competence, based on education, training, supervised experience, consultation, study or professional experience.

(1) Certified Behavioral Health Case Managers that delegate or assign work to employees, supervisee, or assistants must take reasonable steps to see that such person performs the services competently.

(2) Certified Behavioral Health Case Managers are eligible to provide services within the scope of their certifications that would not lead to conflict of interest, exploitation of relationship, loss of objectivity and based on education, training or experience.

(3) Certified Behavioral Health Case Managers shall provide clients at the beginning of service written, accurate and complete information regarding the extent and nature of the services available to them, to include fees and manner of payment.

(4) Certified Behavioral Health Case Managers shall not solicit the clients of one's agency for private practice or to change service locations.

(5) Certified Behavioral Health Case Managers shall not commit fraud and shall not represent that she or he performed services which they did not perform.

450:50-7-2. Consumer welfare

(a) Certified Behavioral Health Case Managers shall not, in the rendering of their professional services, participate in, condone, or promote discrimination on the basis of race, color, age, gender, sexual orientation, religion, disability, behavioral health condition or national origin.

(b) Certified Behavioral Health Case Managers must be aware of their influential positions with respect to consumers and not exploit the trust and dependency of consumers. Certified Behavioral Health Case Managers shall refrain from dual relationships with consumers because of the potential to impair professional judgment and to increase the risk of harm to consumers. Examples of such relationships include, but are not limited to familial, social, financial, business, and professional or close personal relationships with consumers.

(1) Certified Behavioral Health Case Managers shall not have any type of sexual contact with consumers and shall not provide case management services to persons with whom they have had a sexual relationship.

(2) Certified Behavioral Health Case Managers shall not engage in sexual contact with former consumers

(3) Certified Behavioral Health Case Managers shall not knowingly enter into a close personal relationship, or engage in any business or financial dealings with a former client for five (5) years after the termination of the case management relationship and document the consumer's decision.

(c) If a Certified Behavioral Health Case Manager determines that he or she is unable to be of professional assistance to a consumer, the Certified Behavioral

Health Case Manager shall refer the consumer to appropriate sources when indicated. If the consumer declines the referral the Certified Behavioral Health Case Manager shall terminate the relationship.

(d) Certified Behavioral Health Case Managers shall report any violation of professional conduct by a Certified Behavioral Health Case Manager as outlined in this chapter.

(e) The Department shall conduct itself in a manner to intervene in an immediate action to protect a consumer(s) according to the guidelines and rules provided, to prevent further detriment to any consumer.

450:50-7-3. Reimbursement for services rendered [REVOKED]

450:50-7-4. Professional standards

(a) It shall be unprofessional conduct for a Certified Behavioral Health Case Manager or applicant to violate a state or federal statute if the violation is directly related to the duties and responsibilities of the counselor or if the violation involves moral turpitude.

(b) Certified Behavioral Health Case Managers shall not render professional services while under the influence of alcohol or other mind or mood altering drugs.

(c) Certified Behavioral Health Case Managers shall notify the Department of any change in name, address, telephone number and employment if the case manager will continue to provide case management services as defined by 450:50-1-2 in the new employment setting.

450:50-7-5. Failure to comply

An approved case management applicant or Certified Behavioral Health Case Manager who does not comply with the Rules of Professional Conduct (450:50-7-1) or consumer welfare (450:50-7-2) shall be guilty of unprofessional conduct and subject to disciplinary action.

SUBCHAPTER 9. ENFORCEMENT

450:50-9-1. Enforcement

(a) ODMHSAS may impose administrative sanctions, including revocation, suspension, non-renewal of certification and reprimand, against Certified Behavioral Health Case Managers.

(b) All proceedings, hearing and appeals shall be conducted in accordance with Chapter 1 of the Rules of ODMHSAS, Title 450 Oklahoma Administrative Code and the Administrative Procedures Act.

SUBCHAPTER 11. COMPLAINT PROCESS AND INVESTIGATION/RESOLUTION OF COMPLAINTS

450:50-11-1. Complaints of Professional Conduct

If ODMHSAS determines that a possible violation of any rules set forth in this Chapter has occurred, ODMHSAS may commence an investigation of the complaint pursuant to this Chapter and Title 450 OAC Chapter 1.