

CCBHC Population Exception Request Process
Updated 07/15/2025

Providers must submit a Population Exception Request to the State and secure State approval, to formally move a client from one CCBHC population to another (i.e., Standard to High Acuity) if the client's diagnosis, acuity assessment score, and/or other considered criteria do not meet the established criteria for a specific population. See **Addendum 5 of the [RI CCBHC Certification Standards](#)** for State allowed exemption factors.

Adults

- Please submit a completed [CCBHC High Acuity Adult Population Exception Request Form Updated 07.15.2025](#) to bhddh.exceptions@bhddh.ri.gov via **secure email** (see instructions below) for State review.
- You will be notified of the State's decision or a request for further information (if needed).
- Please enter the population designation approved for the client by the State into the Provider Portal, once you receive this decision.

Please note:

- A standard BHDDH approved population exception request is valid for 90 days. Providers may request an exception for a longer duration of time (up to 1 year) if they deem this to be clinically reasonable and appropriate. Instructions for requesting an extended exception are included in the High Acuity Population Exception Request Form.
- If a population exception request is requested and approved for more than 90 days, this means: The provider must continue to conduct the DLA assessment every 90 days per Medicaid requirements and report the resultant score to BHOLD, but the provider will not have to submit a new CCBHC High Acuity Adult Population Exception Request for the duration in which the exception approval remains valid.
- Providers will need to resubmit a new exception request or decrease the individual's level of care upon expiration of the granted exception.

Children

- Please submit a completed [CCBHC High Acuity Child & Youth Population Exception Request Form Updated 06.06.2025](#) to dcyf.ccbhc@dcyf.ri.gov via **secure email** (see instructions below) for State review.
- You will be notified of the State's decision or a request for further information (if needed).
- Please enter the population designation approved for the client by the State into the Provider Portal, once you receive this decision.

Please note:

- Population exceptions approved by DCYF are valid for up to 90 days. This reflects the fact that current presenting behaviors and severity levels typically fluctuate more frequently among the child and youth population than the adult population.
- Providers will need to resubmit a new exception request or decrease the individual's level of care upon expiration of the granted exception.

Instructions for Sending Secure Emails to State

- Go to: <https://securemail.ri.gov/encrypt>
- You will then be prompted to enter in your email address.
- If you (the user) are already registered with Proofpoint Encryption, you will be prompted to provide a password to authenticate before you can compose a secure message.
- If you have not already registered with Proofpoint Encryption, you will be prompted to create an account. You will then receive a confirmation to complete the registration process.
 - **Important:** For security reasons, registering, authenticating, and composing secure messages with Proofpoint Encryption must be completed in the same browser, on the same system, within a 30-minute period.
- Compose your message and add your attachments to the email. Then select 'SEND' in the upper left corner. The email in its entirety (message plus attachments) will be fully encrypted.
- Once the message has been sent, you will receive a confirmation notice in your browser.
- You can then select 'NEW MESSAGE' to compose and send another secure email or select 'LOGOUT' and close out the browser.