

CS/HB 783

2026

A bill to be entitled
An act relating to Coordinated Access Model Pilot Program; creating s. 394.45735, F.S.; requiring the Department of Children and Families to contract with an entity to establish the Coordinated Access Model Pilot Program in Clay, Duval, and St. Johns Counties; providing requirements for the contracted entity; requiring the contracted entity to subcontract with a certain state university for certain purposes; requiring the department and the contracted entity to create a coordinated access model; providing model requirements; requiring the department to provide specified reports to the Governor and the Legislature within specified timeframes; authorizing the department and the contracted entity to apply for and use certain funds to support or expand Coordinated Access Models; authorizing the department to adopt rules; providing an effective date.

Be It Enacted by the Legislature of the State of Florida:

Section 1. Section 394.45735, Florida Statutes, is created to read:

394.45735 Coordinated Access Model Pilot Program.—

(1) The Department of Children and Families shall contract

26 with an entity to establish and operate a behavioral health
27 Coordinated Access Model Pilot Program in the department's
28 Northeast Region, including Clay, Duval, and St. Johns Counties,
29 to improve timely access to behavioral health services using a
30 single point of entry.

31 (2) The contracted entity must have experience in all of
32 the following:

33 (a) Building resource networks, including behavioral
34 health providers, community-based organizations, and government
35 and social services.

36 (b) Connecting individuals requesting assistance with
37 resources through a coordinated care network.

38 (c) Hosting a platform that supports closed-loop referrals
39 and extensive program metrics.

40 (3) The contracted entity shall subcontract with a state
41 university that is not designated as a preeminent or emerging
42 preeminent state research university pursuant to s. 1001.7065(3)
43 to provide allied health staff and undergraduate and graduate
44 social work and health professions training and internship
45 experiences to interact with and screen individuals contacting
46 the network access point for assistance.

47 (4) The department and the contracted entity shall create
48 a coordinated access model which shall:

49 (a) Coordinate access to behavioral health services among
50 multiple service providers and social service entities for

51 individuals requesting assistance.

52 (b) Provide timely referral, provider navigation, and
53 connection to appropriate levels of care using a single,
54 electronic referral and resource platform capable of
55 coordinating among multiple providers.

56 (5) The coordinated access model must include, at a
57 minimum:

58 (a) A network access point available during standard
59 business hours with options for telephone, web-based, and in-
60 person intakes.

61 (b) Standardized screening and referral tools to identify
62 service needs and eligibility for available programs.

63 (c) Referral coordination and warm handoffs to providers,
64 including scheduling of first appointments and followup
65 confirmation.

66 (d) Navigation and followup support to ensure successful
67 engagement with referred services.

68 (e) Service directory and inventory of community-based
69 providers, maintained in real time to the extent practicable.

70 (f) Coordination with community systems, including primary
71 care providers, schools, social services, and local governments.

72 (g) Cultural and linguistic competence to ensure equitable
73 access to the county population.

74 (h) Use of a data platform that enables standardized data
75 collection and reporting on referral outcomes, timeliness of

76 service connections, consumer experience, and identification of
77 service system gaps. The data platform must:

78 1. Support the potential integration with other state and
79 local data systems, including, but not limited to, Medicaid,
80 managing entities, school-based services, and community health
81 systems.

82 2. Facilitate data sharing and interoperability in
83 compliance with applicable state and federal privacy laws,
84 including the Health Insurance Portability and Accountability
85 Act of 1996 and 42 C.F.R. part 2.

86 3. Provide a comprehensive view of service utilization and
87 coordination across providers, payors, and community partners.

88 4. Enable the department to evaluate system performance,
89 identify barriers, and inform future resource allocation.

90 (6) The coordinated access model shall include measurable
91 performance outcomes, including, but not limited to:

92 (a) Timeliness of referrals and service connections.

93 (b) Successful engagement rates with referred services.

94 (c) Reduction in duplication of intake assessments.

95 (d) Improved consumer and family satisfaction.

96 (7) (a) Until the program is fully implemented, the
97 department shall provide reports of the status of the
98 Coordinated Access Model Pilot Program quarterly to the
99 Governor, the President of the Senate, and the Speaker of the
100 House of Representatives.

101 (b) By November 30, 2027, and annually thereafter, the
102 department shall assess the effectiveness of the pilot program
103 and submit a report to the Governor, the President of the
104 Senate, and the Speaker of the House of Representatives.

105 (8) The department and the contracted entity may apply for
106 and use any funds from private, state, and federal grants to
107 support or expand Coordinated Access Models.

108 (9) The department may adopt rules to administer this
109 section.

110 **Section 2.** This act shall take effect July 1, 2026.