



Salish Behavioral Health Organization

*Community Mental Health and Substance Use Disorder Services
in Clallam, Jefferson & Kitsap Counties*

Prepaid Inpatient Health Plan (PIHP)

Member Handbook

Revised February 2018

Salish Behavioral Health Organization
614 Division Street—MS23
Port Orchard, WA 98366-4676
360-337-7050 or Toll free 800-525-5637
<http://www.kitsapgov.com/hs/sbho/sbhome.htm>

Public Behavioral Health (Mental Health and Substance Use Disorder) Services For Medicaid and non-Medicaid Recipients

Administered by Kitsap County
Department of Human Services

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ELIGIBILITY FOR MENTAL HEALTH AND SUBSTANCE USE DISORDER SERVICES

The SBHO Prepaid Inpatient Health Plan (PIHP) is the state-supported mental health and substance use disorder system in Kitsap, Clallam and Jefferson Counties and is responsible for administration of these services. Mental Health and Substance Use Disorder services are referred to as behavioral health services. The SBHO provides outpatient behavioral health benefits, inpatient psychiatric authorization, and substance use disorder residential service authorization to its members.

You are eligible for membership if:

- **You receive Medicaid benefits or do not have Medicaid benefits and meet the access criteria; and**
- **You reside in Kitsap, Clallam or Jefferson County**

To access services in the SBHO, call the provider in your area as listed in this handbook. In a mental health crisis, dial the provider's crisis number listed on the next page or dial 911.

Out of Area Coverage

Out of Area Coverage means any behavioral health services outside Clallam, Jefferson or Kitsap County.

If you are a Medicaid individual, it is your responsibility to contact the network agency assigned to your area of residence (see listing on back cover) for authorization of any out of area coverage.

If you live in another county and receive Medicaid benefits, you belong to a different PIHP and should contact the community behavioral health providers in that county to determine your eligibility.

CUSTOMER SATISFACTION

If you have a concern about the quality of services or access to services under the SBHO Prepaid Inpatient Health Plan (PIHP), you may contact: Ombuds services at 360-692-1582 or 1-888-377-8174 toll free, or the Office of Consumer Affairs in Olympia at 1-800-446-0259, or the SBHO PIHP administrative office at 1-800-525-5637 or 360-337-7050.

For organizational and policy information call the SBHO office at 1-800-525-5637 or 360-337-7050.

Ombuds Services are offered at no cost to the individual or potential individual. Individuals who have difficulty accessing services, have complaints or grievances, or need assistance with filing Fair Hearings should call the SBHO Ombuds at 360-692-1582, or 1-888-377-8174.



AUTHORIZED SBHO COMMUNITY MENTAL HEALTH PROVIDERS

East Clallam County

Peninsula Behavioral Health

118 East 8th Street
Port Angeles WA 98362
<http://peninsulabehavioral.org/>
360-457-0431 Services or 800-799-1337
360-452-4500 or 800-843-4793 Crisis

West Clallam and Jefferson Counties

West End Outreach Services

530 Bogachiel Way
Forks WA 98331
<http://www.forkshospital.org/west-end-outreach-services/>
360-374-6177 Services
800-843-4793 Crisis

East Jefferson County

Discovery Behavioral Health

884 W Park
Port Townsend WA 98368
<http://www.discoverybh.org/>
360-385-0321 Services
877-410-4803 Crisis

Kitsap County

Kitsap Mental Health Services

5455 Almira Drive NE
Bremerton WA 98311-8330
<http://kitsapmentalhealth.org/>
360-373-5031 TDD 360-478-2715
Emergency Services 360-373-3425
Crisis Clinic 360-479-3033 or 800-843-4793
From North Kitsap 360-535-5400
From Bainbridge Island 206-694-4655

Crisis services are available 24 hours a day, 7 days a week. For non-crisis hours of operation, please contact the individual mental health provider at the local number.



**AUTHORIZED SBHO
COMMUNITY SUBSTANCE USE DISORDER PROVIDERS**

Clallam County

Cedar Grove – Forks
494 S Forks Avenue
Forks WA 98331
<http://www.cedargroverecoverly.net/>
360-374-5109

Cedar Grove – Port Angeles
221 N Race Street
Port Angeles WA 98362
<http://www.cedargroverecoverly.net/>
360-452-2443

Olympic Personal Growth
390 E Cedar Street
Sequim WA 98382
360-681-8463

Reflections Counseling Services
3430 E Hwy 101, Ste 3
Port Angeles WA 98363
360-452-4062

True Star
1912 W 18th Street
Port Angeles WA 98363
<http://www.clallam.net/JuvenileServices/truestar.html>
360-565-2643

Jefferson County

Beacon of Hope
686 Lake Street Ste 400
Port Townsend WA 98368
360-385-3866

Kitsap County

Agape Unlimited
4841 Auto Center Way #101
Bremerton WA 98312
<http://agapekitsap.org/>
360-373-1529

Cascadia-Bountiful Life
2817 Wheaton Way #205
Bremerton WA 98310
<http://www.bountifullife.org/>
360-373-0155

Kitsap Mental Health Services
5455 Almira Drive NE
Bremerton WA 98311
<http://kitsapmentalhealth.org/>
360-373-5031

Kitsap Recovery Center
1026 Sidney Road
Port Orchard WA 98366
<http://www.kitsapgov.com/hs/krc/recoveryctr.htm>
360-337-4625

West Sound Treatment Center
1415 Lumsden Road
Port Orchard WA 98367
<http://westsoundtreatmentcenter.org/>
360-876-9430



CONTRACTED RESIDENTIAL TREATMENT PROVIDERS

**Additionally Offers Withdrawal Management Services*

*Kitsap Recovery Center**

661 Taylor Street, Port Orchard WA 98366
<http://www.kitsapgov.com/hs/krc/recoveryctr.htm>
360-337-4625

Olalla Guest Lodge

12850 Lala Cove Ln SE, Olalla WA 98359
<http://www.olalla.org/>
253-857-6201

Pioneer Center North

24961 Thompson Drive, Sedro Wooley WA 98284
<http://pioneerhumanservices.org/treatment/centers?tid=17>
360-856-3186

Prosperity Wellness Center

5001 112th St E, Tacoma WA 98446
<http://prosperitywellnesscenter.com/>
253-531-2103

*Seadrunar Drug & Narcotic Center**

10344 14th Ave S, Seattle WA 98168
<http://seadrunar.org/>
206-767-0244

SeaMar CHC

113 23rd Avenue S, Seattle WA 98144
<http://www.seamar.org/>
206-219-5980

*Specialty Services 2**

American Behavioral Health Systems

825 E 5th St, Port Angeles WA 98362
360-477-4790
<https://www.americanbehavioralhealth.net/>

Sundown M Ranch

2280 State Route 821, Yakima WA 98901
<https://sundown.org/>
509-457-0990

Triumph Treatment Services

102 South Naches Avenue, Yakima WA 98901
<http://triumphtx.org/>
509-248-1800



SERVICE DESCRIPTIONS

The SBHO is committed to creating and supporting a behavioral health treatment system that promotes a path toward individual recovery and resiliency. We understand that behavioral health is an essential element of overall health, and that people can and do recover.

Basic Services

As a PIHP member you are entitled to a basic behavioral health care plan that may include:

- Crisis Intervention
- Intake Assessment
- Inpatient Psychiatric Services Approval
- Referral
- Interpretive services as needed

Your first visit with a behavioral health service provider may involve a screening assessment/intake. This assessment/intake is used to determine if you meet the criteria for services. If services are Medically Necessary and you meet the SBHO access to care criteria, an Individualized Service Plan will be developed with you to address your needs. If services are not indicated, you may be provided referrals to other community resources.

Medically Necessary Services are those which are reasonably calculated to prevent, diagnose, correct, cure, alleviate or prevent the worsening of conditions that endanger life, cause suffering or pain, result in illness or deformity, threaten to cause or aggravate a handicap, or cause physical deformity or malfunction. To be medically necessary there would be no other service that would be equally effective, more conservative, substantially less costly course of treatment available or suitable for the recipient. Course of treatment may include mere observation or, where appropriate, no treatment at all.

Core Services

Core services are based on an assessment and, if authorized, may include any of the following:

Behavioral Health Counseling Services, Mental Health or Substance Use Disorder

- Brief, Focused Treatment
- Individual and Group Counseling

Intensive Rehabilitation Services

- Case Management
- Psychiatric Evaluation
- Medication Prescription & Monitoring
- Individualized and Tailored Care

Specialized Services

Specialized services are based on an assessment and, if authorized, may include any of the following:

- Residential Support Services
- Structured Day Programs
- Evaluation & Treatment Services (Adult and Adolescent Services)
- Substance Use Disorder Residential Services
- Evidence Based Practices and Treatment Modalities (you may request a listing of specialized treatment and clinicians trained in your local area by contacting the SBHO office)

Authorization for Services

The SBHO requires prior authorization for outpatient and residential services. We authorize services appropriate to each individual's circumstances and at the least restrictive level of care, so that people can remain in their communities and functioning at the highest level possible.

We provide a range of both traditional and innovative programs and services which address the needs of the whole individual. towards the goals of wellness, rehabilitation and recovery.



SBHO VALUES

- We value individual and family strengths while striving to include their participation and voice in every aspect of care and development of policy and procedures.
- We value and respect culture and diverse qualities of each individual.
- We value services and education that promote recovery, resiliency, reintegration and rehabilitation.
- We work in partnership with allied community partners to provide continuity and quality care.
- We treat people with respect, compassion, and fairness.
- We value the continuous improvement of services.
- We value flexibility and creativity in meeting the needs of each individual.

The Salish Behavioral Health Organization (SBHO) does not discriminate on the basis of race, color, national origin, sex, age, religion, sexual orientation, creed, or disability in the provision of all of its services, activities, financial aid, and other benefits.

Age and Culturally Competent Services

The SBHO values and respects the culture and diverse qualities of each member. The SBHO and our network of behavioral health providers are committed to offering age and culturally competent services.

Age and Cultural Competence means:

- Recognition of the unique developmental and socio-cultural needs and customs of human beings at differing ages, specifically those of children and older adults;
- The ability to serve you in a manner which is responsive to your unique developmental needs;
- Recognition of the unique beliefs, customs and institutions which arise out of your self-identified social/cultural and/or ethnic group; and
- The ability to serve you in a manner which is responsive to your unique cultural background.

The SBHO participates in and cooperates with a variety of community efforts to promote effective, equitable, understandable, and respectful quality care and services that are responsive to diverse cultural health beliefs and practices, preferred languages, health literacy, and other communication needs. (42 CFR 438.206(c)(2)). The SBHO and its contracted community behavioral health agencies:

- Offer and provide language assistance services, including bilingual staff and interpreter services, at no cost to each Individual with limited English proficiency at all points of contact, in a timely manner during all hours of operation.
- Offer language assistance to Individual who have limited English proficiency and/or other communication needs, at no cost to them, to facilitate timely access to all health care and services.
- Inform all Individuals of the availability of language assistance services clearly and in their preferred language, verbally and in writing.
- Ensure the competency of individuals providing language assistance, recognizing that the use of untrained individuals and/or minors as interpreters should be avoided.
- Provide easy-to-understand print, and multimedia materials, and signage in the languages commonly used by the populations in the service area, presented in an easily understood format.
- Establish culturally and linguistically appropriate goals.
- Conduct ongoing assessments of the organization's activities related to cultural and linguistic issues and integrate measures into measurable and continuous quality improvement activities.
- Collect and maintain accurate and reliable demographic data to monitor and evaluate the impact of cultural and linguistic services on health equity and outcomes and to inform service delivery.
- Create conflict and grievance resolution processes that are culturally and linguistically appropriate to identify, prevent, and resolve conflict or complaints.



SBHO OUTPATIENT CLIENT RIGHTS

1. The right to receive information on available treatment options and alternatives presented in a manner appropriate to the individual's condition and ability to understand.
2. The right to participate in decisions regarding your healthcare including the right to refuse any proposed treatment consistent with Chapter 71.05 RCW and 71.34 RCW and 42 CFR 438.100(b)(2)(i-iv).
3. The right to be free from any form of restraint or seclusion used as a means of coercion, discipline, convenience or retaliation, as specified in other Federal regulations on the use of restraints and seclusion.
4. The right to receive emergent, urgent, or crisis services.
 - For Medicaid individuals, you have a right to receive post-stabilization services after you receive emergency or urgent care or crisis services that result in admission to a hospital.
5. The right to be treated with respect, dignity and privacy, except that staff may conduct reasonable searches to detect and prevent possession or use of contraband on the premises.
6. The right to receive information you request and help in the language or format of your choice.
7. The right to receive services in a barrier-free location (accessible).
8. The right to receive services that does not discriminate against you. To receive services that are age and culturally appropriate and receive services without regard to race, creed, national origin, religion, gender, sexual orientation, age, or disability.
9. The right to practice the religion of choice as long as the practice does not infringe on the rights and treatment of others or the treatment service. Individual participants have the right to refuse participation in any religious practice.
10. The right to be free from retaliation.
11. The right to be free of any sexual harassment.
12. The right to be free of exploitation, including physical and financial exploitation.
13. The right to receive a second opinion from a qualified health care professional at no cost in accordance with 42 CFR 438.206(b)(3).
14. The right to receive, at no cost to you, the services of a certified language or sign language interpreter and written materials in alternate formats to accommodate disability consistent with Title VI of the Civil Rights Act at the time of, or prior to, admission to services.
15. The right to be reasonably accommodated in case of sensory or physical disability, limited ability to communicate, limited English proficiency, and cultural differences as noted in WAC 388-472-0010.

16. The right to receive enrollment notices, informational materials, materials related to grievances, appeals, and Fair Hearings, and instructional materials relating to services provided by the BHO, in an easily understood format and non-English language that you prefer.
17. The right to have all clinical and personal information treated in accordance with state and federal confidentiality regulations.
18. The right to review your clinical record in the presence of the administrator or designee and be given an opportunity to request amendments or corrections. You may request a copy of your records and will be told the cost for copying.
19. The right to receive an explanation of all medications prescribed, including expected effect and possible side effects.
20. The right to expect that any research you agree to participate in will be done in accordance with all applicable laws, including DSHS rules on the protection of human research subjects as specified in WAC 388-04.
21. The right to change your behavioral health care provider at any time for any reason (WAC 388-877-0680(1)(b)(xvii)).
22. The right to choose a behavioral health provider for yourself and your child, if your child is under thirteen years of age.
23. The right to receive medically necessary services in accordance with the early periodic screening, diagnosis, and treatment (EPSDT) under WAC 182-534-0100, if you are twenty years of age or younger.
24. The right to receive information about medical advance directives. The right to make an advance directive, stating your choice and preference regarding your physical and behavioral health treatment if you are unable to make an informed decision.
25. If you are currently receiving Medicaid benefits, you will not be billed for Medicaid covered services. For Medicaid recipients, the right to receive the amount and duration of behavioral health services that are medically necessary behavioral health services, consistent with access to care standards adopted by the DBHR in its managed care waiver with the federal government. Access to care standards provide minimum standards and eligibility criteria for behavioral health services and are available on the Behavioral Health Administration's (BHA) Division of Behavioral Health and Recovery (DBHR) website.
26. The right to receive medically necessary behavioral health services outside of the SBHO if those services cannot be provided adequately and timely within the SBHO.
27. The right to receive a copy of agency grievance system procedures upon request and to file a grievance with the agency or SBHO, if applicable, if you believe your rights have been violated if you are not satisfied with a service. The right to file a Fair Hearing with DSHS is available if or the appeal is not resolved in your favor or if the SBHO does not act within the grievance or appeal process time frames described in WAC 388-877-0660 and 388-877-0670.
28. The right to receive services by the behavioral health Ombuds office to help you in filing a grievance, or appeal, or to request a Fair Hearing. The Ombuds' phone number is 1-888-377-8174.
29. The right to lodge a complaint with the DSHS when you feel the agency has violated a WAC requirement regulating health care agencies.
30. The right to have a mental health professional or SBHO agency advise or advocate for you with respect to 42 CFR 438.102(i-iv) without SBHO restriction.
31. For Medicaid recipients, the right to receive a written Notice of Adverse Benefit Determination from the SBHO so that you can appeal any decision by the SBHO that denies, limits authorization of a requested service, that reduces, suspends, or terminates a previously authorized service, or that denies payment for a service, in whole or in part.
32. The right to receive information about the structure and operation of the SBHO. The right to request a directory of agency providers available in the SBHO that provide alternative languages other than English.
33. The right to freely exercise any and all rights and exercising these rights will not adversely affect treatment by the provider, the SBHO or DSHS.
34. The right to request and receive policies and procedures of the SBHO and behavioral health agency as they pertain to your rights.
35. The right to request and receive a copy of these rights.

The SBHO ensures the Medicaid rights described above are provided in writing to each Medicaid individual and if appropriate, the recipient's legal representative, on or before admission. Upon request, the aforementioned Medicaid rights are given to the Medicaid individual in an alternative format or language appropriate to the recipient and, if appropriate, the recipient's legal representative. These rights are translated to the most commonly used languages in the agency's service area and posted in public areas.



A Behavioral Health Ombuds Is Available To Assist You



BRIDGES OMBUDS SERVICE

Serving Clallam, Jefferson and Kitsap Counties
360-692-1582 Toll free: 1-888-377-8174
<https://www.kitsapdrc.org/ombuds.php>

What Is The Ombuds Service?

The State of Washington has established an independent Ombuds service to receive complaints and grievances from publicly funded behavioral health clients. Complaints may be made by clients, their family members or others.

What Is The Purpose?

The Ombuds receives complaints concerning quality of service and client satisfaction and assists in resolving them quickly and confidentially. The Ombuds' primary goal is to help providers and clients work together to ensure dignified, quality service.

Who Is Eligible?

Residents of Clallam, Jefferson and Kitsap Counties who are eligible to receive, or are receiving, publicly funded behavioral health services may use the Ombuds service. Concerns or questions from family members and other interested parties may also be directed to the Ombuds.

Are There Fees?

There are no fees associated with this service.

What Can The Ombuds Do For Me?

- Listen to your problem, as it pertains to services at the publicly funded behavioral health agency.
- Analyze what is involved and help you determine an appropriate solution.
- Investigate facts, records, laws, policies and procedures.
- Provide assistance in resolving the problem on an informal level, if possible.

- Assist you in the complaint and grievance process. And, if necessary, follow through to see that the complaint is resolved and that you are kept informed of the process.
- Provide information on resources and client rights.
- Recommend changes to correct a problem or prevent future occurrences.
- Maintain confidentiality.

What Can't The Ombuds Service Do?

- Provide behavioral health counseling or case management services.
- Obtain information on your behalf without your written consent.
- Ensure any specific outcome.
- Give legal advice or act as your attorney.
- Enforce a recommendation.

What Can You Do To Help The Ombuds Resolve Your Concern Or Complaint?

- Be prepared to tell the WHO, WHAT, WHERE, and WHEN of the problem.
- Supply any written information you may have to the Ombuds.
- Consider what would be a fair resolution. What is it you want from the provider?
- Keep the Ombuds informed of how you can be helped and where you can be reached.



NAMI RESOURCES

The SBHO also supports local NAMI (National Alliance for the Mentally Ill) affiliates. All three counties have monthly support groups for individuals seeking services, family members, and interested community members to participate and provide support. Please contact the local groups for additional meeting information.

- NAMI Clallam County: 360-452-5244
<https://namiclallam.org/>
- NAMI Jefferson County: 360-385-1716
<http://namijeffcowa.org/>
- NAMI Kitsap County: 360-377-2910
<http://namikitsap.org/>



DETECTING MEDICAID FRAUD & ABUSE

If you are concerned with Medicaid Fraud and Abuse within the network, you can make an anonymous report to any of the following:

- SBHO Compliance Officer: (800) 525-5637
- Medicaid Fraud Control Unit: (360) 586-8888
- Office of Attorney General
PO Box 40116
Olympia WA 98504-0116
Fax: (360) 586-8877

This provides a simple way to report activities that may involve violations of Code of Ethical Conduct or suspicious business practices, such as conflicts of interest, self-referrals, or any other conduct that may be a violation of law.



COORDINATION OF CARE FOR SPECIAL POPULATIONS

The SBHO oversees behavioral health services and coordination of care for children, ethnic minorities, persons with disabilities and older adults. The coordination of care process shall include identification, assessment/intake, treatment planning and direct access to specialists. The SBHO maintains and distributes within our network a directory of Mental Health Specialists and Chemical Dependency Professionals available to provide consultation for special populations. Recommendations from specialist consultations are incorporated into the behavioral health treatment planning and service delivery.

Definitions for Special Populations

The SBHO defines a child or youth as an individual under the age of 18 years old. For the Medicaid population, a child is defined as an individual under the age of 21 years old.

- Arabic
- Amharic
- Cambodian
- Chinese
- English
- Korean
- Laotian
- Punjabi
- Russian
- Somali
- Spanish
- Ukrainian
- Vietnamese

The SBHO defines disabled as an individual with a disability other than a mental illness or substance use disorder, including a developmental disability, serious physical handicap, or sensory impairment.

The SBHO defines an ethnic minority as any of the following general population groups; African American, American Indian, Alaskan Native, Canadian Indian, Asian/Pacific Islander or Hispanic.

The SBHO defines an older adult as an individual who is 60 years of age or older.

When SBHO behavioral health services are provided to individuals who are also members of special populations, the SBHO and network provider are responsible to coordinate care with the following entities, as they apply to your individual case:

- Other Network Behavioral Health Care Professionals
- Other Out of Network Behavioral Health Care Professionals
- Mental Health Specialists
- Chemical Dependency Professionals

- Allied System Providers
- Schools
- Primary Medical Care Provider



LANGUAGE AVAILABILITY

The SBHO network providers are required to offer interpreter services for members with a primary language other than English for all interactions between the member and the network provider, including, but not limited to: customer service, all appointments for any covered service, crisis services, and all steps necessary to file a grievance or appeal at no cost to the member.

The SBHO will provide translated information on Medicaid and non-Medicaid covered services; signs of mental illness; signs of substance use disorder; and the SBHO Member Handbook, which includes: access to care, member contact information for network providers, Ombuds program description and contact information, SBHO office contact information, and client rights. Upon request, this information will be provided in the following languages, at no cost to the member:

Information on how to access written material in an alternative language, or in alternative formats (such as Braille), must be provided to you prior to conducting an intake evaluation.

The SBHO will ensure communication capacity to accommodate members, including TTY and other electronic devices. A listing of local bilingual clinicians is available by contacting the SBHO office.

Department of Social and Health Services (DSHS) Benefit Booklet—

The SBHO and the network providers will provide you a copy of the DSHS Benefit Booklet for Medicaid enrollees receiving services. The booklet will be provided at any time and in the above listed languages, upon request.

The booklet will inform you of your benefits, rights, and responsibilities and can be downloaded from:

https://www.dshs.wa.gov/sites/default/files/BHSIA/dbh/BHO/Benefits_Book_English.pdf



ADVANCE DIRECTIVE FOR PSYCHIATRIC CARE

What is an Advance Directive?

An advance directive is a legally enforceable document that allows a individual to specify what treatment he/she wishes to receive, or not receive, in the event that he/she later becomes unable to make treatment decisions.

Many people with behavioral illness are highly capable individuals who experience times when their decision making ability breaks down. Advance planning allows them to maintain control of their lives during these episodes of illness and to avoid behavioral health crises altogether. An advance directive offers this opportunity for planning.

Benefits of Advance Directives

An Advance Directive:

- Preserves the dignity and self-determination of individuals with mental illness and substance use disorder.
- Provides an opportunity for individuals to voice their desires and take active responsibility for their treatment.
- Promotes a cooperative relationship between client and provider.
- Allows family and friends to better support an individual in crisis.
- Encourages individualized care so that a consumer can specify:
 - ♦ Types of medications that are helpful or harmful
 - ♦ Individuals to be notified or allowed to visit if hospitalized
 - ♦ Arrangements for the care of children or pets
 - ♦ Types of treatment that have been helpful in the past

How Do I Put Together an Advance Directive?

- Read the Behavioral Health Administration brochure at: <https://www.dshs.wa.gov/sites/default/files/BHSIA/dbh/documents/adenglish22-641.pdf>.
- Talk with your behavioral health case manager, therapist or psychiatrist
- Call Bridges Ombuds Service: 1-888-377-8174
- Call Salish Behavioral Health Organization: 360-337-7050 or 1-800-525-5637
- Call Behavioral Health & Service Integration: 1-800-446-0259

