



SALISH BHO
CLINICAL POLICIES AND PROCEDURES

Policy Name: OPTION TO CHOOSE A BEHAVIORAL HEALTH CARE PROVIDER **Policy Number:** 11.15

Reference: PHIP and State Contract; WAC 388-865-0380

Effective Date: 9/2005

Revision Date(s): 12/2012; 7/2016; 6/2018

Reviewed Date: 7/2016; 6/2017; 6/2018

Approved by: SBHO Executive Board

CROSS REFERENCES

- Policy: Corrective Action Plan
- Policy: Individuals Service Plan Standards

PURPOSE

The Salish Behavioral Health Organization (SBHO) shall ensure individuals authorized for outpatient services are provided information about the options to choose a behavioral health care provider (BHCP).

DEFINITION

Behavioral health care provider (BHCP) means the behavioral health agency staff who is responsible for the individual's individual service plan (ISP).

PROCEDURE

1. Individuals, parents of individuals under age thirteen (13) and/or legal guardians must be allowed to choose a behavioral health care provider (BHCP) from the *available* network agency behavioral health care providers at the time of the intake assessment.
 - The network provider must have at least two (2) BHCP for each level of care and/or population (adult and child).

- If an individual does not make a choice, the behavioral health agency must assign a BHCP no later than fourteen (14) working days following the request for services.
 - The network provider must make a reasonable effort to assign a primary BHCP that most closely matches the individual's preferences, such as gender, age, or clinical expertise.
2. The BHO managed care plan or its designee must allow an individual to change behavioral health care provider (BHCP) at any time for any reason. The individual must notify the BHO managed care plan or its designee of the request for a change, and inform the plan of the name of the new behavioral health care provider (BHCP).

MONITORING

This SBHO policy is mandated by statute and contract.

1. This policy is monitored through the SBHO:
 - Annual SBHO Provider and Subcontractor Administrative Review
 - Biannual Provider Chart Review
 - SBHO Grievance Tracking Reports
 - Biennial Provider Quality Review Team On-site Review
2. If a provider performs below expected standards during any of the reviews listed above a Corrective Action will be required for SBHO approval.