



SALISH BHO

CLINICAL POLICIES AND PROCEDURES

Policy Name: INDIVIDUALS WITH SPECIAL HEALTHCARE NEEDS

Policy Number: 11.18

Reference: 42 CFR 438.208, State Waiver; WAC 182-538-050

Effective Date: 8/2004

Revision Date(s): 5/2016; 6/2017; 6/2018

Reviewed Date: 5/2016; 6/2017; 6/2018

Approved by: SBHO Executive Board

CROSS REFERENCES

- Plan: Quality Management Plan
- Policy: Corrective Action Plan

PURPOSE

The Salish Behavioral Health Organization (SBHO) shall ensure that services to individuals with special healthcare needs meet federal and state requirements. Services for individuals with special healthcare needs include direct care, treatment planning, access to services, and coordination of care.

DEFINITIONS

Individual with Special Healthcare Needs means individuals who have a chronic and/or disabling condition, such as a biological, psychological, or a cognitive condition; have or certain to last for at least one year; and a condition caused from a disease (significant limitations in areas of physical, cognitive, or emotional functioning; dependency on medical or assistive devices).

- Individuals with Special Healthcare Needs are individuals who are eligible for public behavioral health services.
- For child enrollees, identified as Individuals with Special Healthcare Needs, this can include any of the following: Significant limits in social growth or developmental function; need for related services over and above the usual for

the child's age; and special ongoing treatments, such as medications, interventions or accommodations at home or school.

PROCEDURE

1. SBHO Network providers will develop and implement a process for identifying Individuals with Special Healthcare Needs.
2. Individuals with Special Healthcare Needs receiving treatment shall be delivered by or overseen by mental health professionals (MHP), chemical dependency professionals (CDP), and/or chemical dependency professionals in training (CDPT).
 - All initial intake and/or assessments shall be conducted by a mental health professional (MHP) or chemical dependency professional (CDP), as appropriate.
 - All individual service plans (ISP) shall be developed or reviewed by a mental health professional (MHP) or chemical dependency professional (CDP) as appropriate, and follow the SBHO Individual Service Plan (IST) Standards.
 - All outpatient services, including crisis services, shall be delivered by or supervised by a mental health professional (MHP) or chemical dependency professional (CDP), as appropriate.
 - Individuals with special healthcare needs must have direct access to a mental health professional (MHP) or chemical dependency professional (CDP) if services are not being delivered by a clinician with MHP credentials.
 - A chemical dependency professional trainee (CDPT), with appropriate supervision by a chemical dependency professional (CDP), may provide treatment for Individuals with special healthcare needs.
3. An assessment will be conducted to identify the special healthcare needs, such as treatments and/or routine health care monitoring, of individuals with special health care needs.
4. An Individual Service Plan (ISP) shall include the individual enrollee, primary medical care provider (PMCP), and any specialists caring for the individual with special healthcare needs.
 - a. The Individual Service Plan (ISP) must follow the standards for timeliness outlined in SBHO Policy 11.05, Individual Service Plan Standards.
5. Medicaid enrollees with special healthcare needs shall have direct access to

specialists, such as by referral as appropriate for their assessed condition.

MONITORING

1. The SBHO will monitor compliance through:
 - Annual SBHO Provider and Subcontractor Administrative Review
 - Biannual Provider Chart Reviews
 - Annual Data Encounter Validation (EDV) Reviews
 - Quality Improvement Committee (QUIC), such as review targeted issues for trends and recommendations.
2. In addition, the Department will monitor compliance through licensing reviews.
3. If a provider performs below expected standards during any of the reviews listed above a Corrective Action will be required for SBHO approval.