



SALISH BHO

ADMINISTRATION POLICIES AND PROCEDURES

Policy Name: REHABILITATIVE AND INTEGRATED
BEHAVIORAL HEALTH TREATMENT FOR
CHILDREN, ADULTS, & OLDER ADULTS

Policy Number: 2.08

Reference: State Contract, WAC 388-877-0200, WAC 388-877-610, WAC 388-877-0640, WAC 388-877-0700, 42 CFR 438

Effective Date: 10/2005

Revision Date(s): 12/2013; 4/2016; 7/2017; 6/2018

Reviewed Date: 4/2016; 7/2017; 6/2018

Approved by: SBHO Executive Board

CROSS REFERENCES

- Plan: Compliance Plan
- Policy: Culturally Competent Services
- Policy: Intake Assessment and Evaluation Services Standards
- Policy: SBHO or Provider Use of Federally Excluded Providers
- Policy: Service Provider Selection
- Policy: Service Provider Licensing Procedures
- Policy: Special Needs Accommodation Process

PURPOSE

The Salish Behavioral Health Organization (SBHO) will provide rehabilitative and integrated behavioral health treatment services to children, adults, and older adults as determined to be medically necessary and recommended by a Mental Health Professional (MHP) and/or Chemical Dependency Professional (CDP). The medically necessary behavioral health services will be coordinated and furnished by a licensed network behavioral health agency.

DEFINITIONS

Adult is defined as an individual on or after their eighteenth birthday.

Child is defined as an individual who has not reached their eighteenth birthday. For persons, eligible for the Medicaid program, the term child extends to individuals that have not reached their twenty-first birthday.

Community Mental Health Agency (CMHA) means a behavioral health agency certified by the department and contracted by the SBHO to provide a mental health services.

Certified Chemical Dependency Services means a behavioral health agency certified by the department and contracted by the SBHO to provide substance use disorder services.

Integrated Mental Health Services are defined as services that are coordinated to include multiple service providers.

Medical Necessity is a term used to describe a requested service which is reasonably calculated to prevent, diagnose, correct, cure, alleviate or prevent the worsening of conditions in the recipient that endanger life, or cause suffering or pain, or result in illness or infirmity, or threaten to cause or aggravate a handicap, or cause physical deformity or malfunction, and there is no other equally effective, more conservative or substantially less costly course of treatment available or suitable for the person requesting service.

Older Adult is defined as an individual who is sixty years of age or older.

PROCEDURE

1. The SBHO recognizes an effective and efficient behavioral health service delivery system requires that the SBHO contract with agencies that are able to provide the continuum of various types of recovery-based services in a seamless and integrated manner.
2. The SBHO ensures that when two or more behavioral health providers are delivering services to individuals with Medicaid, the services are provided in an integrated and culturally sensitive manner. Reference the SBHO policy: Culturally Competent Services
3. The SBHO contracts with behavioral health agencies in order to ensure the full array of required services are available and provided in a integrated and developmentally appropriate manner for children, adults and older adults. Reference SBHO policy: Service Provider Selection
 - a. The SBHO contracts with multiple licensed community mental health and substance use disorder agencies and providers that utilize evidence based,

- research based, consensus based, and promising practice models that are designed to target the individual populations served by the SBHO.
- b. If an individual presents with a unique need that requires medically necessary services that the assigned SBHO agency cannot provide, the SBHO coordinates the service delivery within the network with another contracted agency or out of network provider that does provide the service.
 - c. The SBHO maintains a special needs accommodation process to ensure that all Medicaid individuals served by the SBHO have access to care. Reference SBHO policy: Special Needs Accommodation Process
 - d. Mental health services are recommended by a mental health professional as defined by WAC.
 - For children and youth and older adults, the mental health professional is a child or geriatric mental health specialist or in consultation with the appropriate mental health specialist.
 - For minorities and developmentally and physically disabled individuals, the mental health professional makes a recommendation in consultation with a minority and/ or disabled specialist.
 - e. Substance use disorder services are recommended by a chemical dependency professional as defined by WAC.
 - f. A request for the recommended services is submitted to the SBHO Utilization Management contractor, CommCare, to make the service authorization determination utilizing the SBHO adopted authorization care standards.
4. The SBHO maintains a network of state licensed comprehensive community mental health and substance use disorder agencies that provide a full array of services. Reference SBHO policy: Service Provider Licensing Procedures
- a. The SBHO only contracts with agencies that are licensed to provide mental health and/or substance use disorder services in the state of Washington.
 - Exception: Mental Health Clubhouses do not have to be licensed by the state of Washington to contract and provide services to individuals, per state definition. The state of Washington may require Mental Health Clubhouses to adhere to specific contract language, such as certification.
 - b. The SBHO requires network agencies to maintain personnel files that include current professional licenses, primary source proof of credentials, training records, annually updated performance evaluation, and proof of unimpeded license as evidenced by a printout from the OIG federal exclusion website. Reference SBHO policy: SBHO or Provider Use of Federally Excluded Providers
 - Any negative action taken by a licensing body against a SBHO contracted agency provider must be reported to the SBHO Compliance Officer, per contract and the SBHO Compliance Plan. Reference SBHO Plan: Compliance Plan

- In the event action is taken against a contracted network community service agency's license, the SBHO must be immediately notified per contract. The SBHO review and disposition of the event/ action is based upon processes outlined in the current contract.
5. The SBHO ensures services recommended, authorized, and provided are deemed to be medically necessary.
 - a. The SBHO network agencies and utilization management contractor, CommCare, must adhere to SBHO adopted Access To Care standards, that include the state defined medical necessity criteria and State Access to Care standards.
 - b. The SBHO audits each network agency to ensure services provided adhere to and adequately document the criteria of medical necessity, as defined and listed above.

MONITORING

This policy is mandated by contract and statute.

1. This policy is monitored through the use of the SBHO:
 - Annual Provider Chart Reviews
 - Over and Under Utilization Projects
 - Grievance Tracking Reports
 - Utilization Management Committee activities and reports for trends such as (authorization and denial) determinations, trends for denial decisions, identifying medical necessity trends (incongruence patterns), and other relevant reporting.
 - Annual SBHO Provider and Subcontractor Administrative Review
 - Quarterly Provider Performance Reports
2. If a provider performs below expected standards during any of the reviews listed above a Corrective Action will be required for SBHO approval. Reference SBHO Corrective Action Plan Policy.