



SALISH BHO

PROVIDER MONITORING POLICIES AND PROCEDURES

Salish Behavioral Health Organization Items of Delegation

| Activity | Delegated To | Relevant Policies and Comments |
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| Assign Levels of Care and request authorization for services. | Contracted Providers | 7.01 Auth for OP Services 7.03 LOC 7.04 Intake Eval & Eval Services 7.05 PRAT 7.06 UM Plan 11.01 Access to Services, Timely |
| Authorization and re-authorization for inpatient, outpatient treatment services, and residential services | ASO Contractor- CommCare | 7.01 Auth for OP Services 7.03 LOC 7.04 Intake Eval & Eval Services 7.05 PRAT 7.06 UM Plan 12.01 State InPt Instructions |
| Assessments of consumers prior to determination of appropriateness of inpatient, outpatient, or residential services | Contracted Providers | 7.01 Auth for OP Services 7.03 LOC 7.04 Intake Eval & Eval Services 7.05 PRAT 7.06 UM Plan |
| Adverse Determinations (Denials) | ASO Contractor- CommCare | 6.03 Appeal Process 6.05 NOABD Requirements 7.01 Auth for OP Services 7.03 LOC 7.06 UM Plan 12.03 Voluntary InPt Denials |
| EPSDT – Initial intake review and Level of Service assignment | Request made by Contracted Provider, CMHS Review by SBHO Contractor Child Mental Health Specialist | 7.03 LOC 11.08 EPSDT Coordination |
| EPSDT – Coordination of Individual Service Teams | Contracted Providers Oversight by SBHO Children’s Services Manager | 2.17 Special Pop- Coordination of Care for Children 11.08 EPSDT Coordination |
| Care Management: <ul style="list-style-type: none"> Assessment and Re-Assessments Collaboration in authorizations required for extension, discharge and transfer needs | ASO Contractor- CommCare | 7.03 LOC 11.01 Access to Services, Timely 11.11 Housing Services 11.19 Primary & Hospital Coordination of Care 11.20 Special Healthcare Needs- Quality & Appropriateness 11.21 Special Healthcare Needs- Direct Care |
| Inpatient, Outpatient, and Residential Services | Contracted Providers | 2.08 Rehab & Integrated Care 2.11 Enrollee Rights 2.12 Consent for Treatment 2.13 Second opinion 2.16 Special Needs Accommodation Process |

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| | | 2.21 Recovery & Resiliency 3.02 Culturally Competent Services 3.03 Culturally Competent Service Structure 7.03 LOC 11.02 Access to Services Prior to Intake 11.03 Service Modalities- Outpatient 11.04 Service Modalities- Crisis 11.05 ISP 12.01 State InPt Instructions 12.06 Admission & DC Coordination from InPt care |
| Appeals | ASO Contractor- CommCare, Medical Director | 6.01 Complaint, grievance, Appeal, & Fair Hearing Req 6.03 Appeal Process 12.03 Voluntary InPt Denials |
| Fair Hearings | State | 6.01 Complaint, grievance, Appeal, & Fair Hearing Req 6.04 Fair Hearing |
| Communication with consumers - Provide Member Handbook | SBHO | 2.06 Comprehensive Info Plan 2.07 General Info Req 2.07a SBHO Handbook |
| Communication with members – negative action | ASO Contractor- CommCare | 7.01a SBHO Auth. Ltr 7.01c SBHO Ltr of Ineligibility 6.03a CommCare Appeal Acknowledgement Ltr 6.05a&b NOABD Ltr, templates |
| Telephonic communication with consumers re: NOD/NOABD | ASO Contractor- CommCare | 6.01 Complaint, grievance, Appeal, & Fair Hearing Req 6.03a CommCare Appeal Acknowledgement Ltr 6.05a&b NOABD Ltr, templates 12.03 Voluntary InPt Denials |
| Communication with consumers and providers | QRT Contractor | 9.01 Monitoring Sufficiency 9.02 Monitoring Contractors 9.08 QRT |
| Staff credentialing and licensure including MHP and MH Specialist | Contracted Providers | 3.03 Culturally Competent Service Structure 3.03a Specialists Directory 3.03b Bilingual Directory 3.03c EBP Directory 3.07 Provider Staff Qualifications 3.08 Credentialing & Recredentialing |
| Monitoring a LRA or a Conditional Release. | Contracted Psychiatric Provider and Contracted Providers | 9.07 Standard Chart Reviews 9.07a Intake & Reauth Standard Tool 9.07e Crisis Chart Review Tool |

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| Ombuds Services | BRIDGES Ombuds Contractor | 6.01 Complaint, Grievance, Appeal & fair Hearing Req 13.02 Ombuds Services |
| Maintenance of Profiler Regional EMR hardware and network | KMHS – IT | 4.01 Loading of State Enrollment Data 4.02 Data Transfer to the Department 4.03 IS Processing procedures 4.04 IS Encounter Submission 4.05 Data Error Resolution 4.06 Acceptance of Late MIS Data 4.07 Data System Backup & Recoverability SBHO Subcontract |
| Crisis Hotlines | Contracted Providers (subcontracted to Crisis Clinic of the Peninsulas) | 11.01 Access to Services, Timely 11.04 Service Modalities- Crisis 11.06 Crisis Prevention Plan |
| After hours customer services – authorizations | ASO Contractor- CommCare | 7.01 Auth for OP Services 7.06 UM Plan |
| Special Population Consult | Contracted Provider | 2.17 Special Populations- Coordination of Care for Children 2.18 Special Populations- Coordination of Care for Older Adults 2.19 Special Populations- Coordination of Care for Disabled 2.20 Special Populations- Coordination of Care for Minorities 3.01 Availability of Services 3.02 Culturally Competent Services 3.03 Culturally Competent Service Structure 3.03a Specialists Directory 3.03b Bilingual Directory 3.03c EBP Directory |

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| Interpreter Services | SBHO Language Line for Contracted Providers use | 2.14 Interpreter Services 2.15 Consumer Rights in Braille |
| Coordination of Care | Contracted Providers | 2.17 Special Populations- Coordination of Care for Children 2.18 Special Populations- Coordination of Care for Older Adults 2.19 Special Populations- Coordination of Care for persons with Disabilities 2.20 Special Populations- Coordination of Care for Ethnic Minorities 2.21 Recovery & Resiliency 11.08 EPSDT Coordination 11.17 Notification of Primary MH Care Provider Termination 11.20 Special Healthcare Needs- Coordination of Care 11.21 Special Healthcare Needs- Direct Care 11.22 Special Healthcare Needs- Quality & Appropriateness 14.01 Working Agreements |
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