SALISH BHO

CLINICAL POLICIES AND PROCEDURES

Policy Name: SERVICE MODALITIES – OUTPATIENT   **Policy Number:** 11.03

Reference: PHIP and State Contract; WISe Manual v. 1.7;
WA-PACT Program Standards (4/6/07)

Effective Date: 12/2012

Revision Date(s): 6/2016; 6/2017; 7/2017

Reviewed Date: 6/2016; 6/2017

Approved by: SBHO Executive Board

CROSS REFERENCES

- Policy: Corrective Action Plan
- Policy: Culturally Competent Services
- Policy: Practice Guidelines
- Policy: Rehabilitative and Integrated Behavioral Health Treatment
- Policy: Levels of Care

PURPOSE

The Salish Behavioral Health Organization (SBHO) shall ensure the full range of outpatient behavioral health services and modalities, as described in the Medicaid State Plan or Waiver are available within the SBHO to Medicaid covered individuals. These services are available and provided based on the individual's needs and medical necessity. Additional criteria for non-Medicaid individuals include referrals made from the criminal justice system, withdrawal management, or residential treatment facility.

PROCEDURE

1. Outpatient behavioral health treatment services are a provision of services designed to help an individual attain goals as prescribed in their Individual Service Plan (ISP). These services shall be congruent with the age, strengths, and cultural framework of the individual. The services shall include participation with the individual, his or her family, or others at the individual's request that play a direct role in assisting the individual to establish and/or maintain stability in his/her daily life. Services shall be offered at the location preferred by the individual.

2. The following outpatient mental health modalities must be provided if determined medically necessary (see contract exhibit for service definitions):
   - Brief Intervention Treatment
   - Day Support
   - Family Treatment
   - Group Treatment
   - High Intensity Treatment
   - Individual Treatment Services
   - Intake Assessment/ Intake Evaluation
   - Medication Management
   - Medication Monitoring
   - MH Services within Residential Settings
   - Peer Support
   - Psychological Assessment
   - Special Population Evaluation
   - Rehabilitation Case Management
   - Therapeutic Psychoeducation
   - Mental Health Clubhouse
   - Respite Care
   - Residential Services
   - Supported Employment
   - Program for Assertive Community Treatment (PACT)
   - Wrap Around with Intensive Services (WISe)

3. The following outpatient substance use disorder modalities must be provided if determined medically necessary (see contract exhibit for service definitions):
   - Level 1.0, Outpatient Treatment
   - Level 2.1, Intensive Outpatient Treatment

4. All mental health services must be provided by or under the supervision of a mental health professional. All substance use disorder services must be provided by or under the supervision of a chemical dependency professional.

5. For Medicaid eligible: If it is determined a service/modality is required but not available, the network provider shall purchase the medically necessary service/ modality for the duration that is medically necessary.

6. For all clients: In addition to the required services/modalities, the network provider may provide or purchase:
   - Assistance with application for entitlement programs

- Assistance with meeting the requirements of the Medically Needy spend down program; and
- Services provided to Medicaid eligible that are not included in the Medicaid State Plan or Waiver

7. The SBHO network providers may share resources within the region to meet SBHO sufficiency standards.

MONITORING

1. This policy is a mandate by contract and statue. This policy will be monitored through use of SBHO:
   - Annual SBHO Provider and Subcontractor Administrative Review
   - Biannual Provider Chart Reviews
   - Over and Under Utilization Projects
   - SBHO Grievance Tracking 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.