



SALISH BHO

CLINICAL POLICIES AND PROCEDURES

Policy Name: PRIMARY MEDICAL CARE PROVIDER
AND HOSPITAL EMERGENCY ROOMS,
COORDINATION OF CARE

Policy Number: 11.17

Reference: 42 CFR 438.208; WAC 182-534-0100; PHIP and
State Contract; EPSDT Program Provider Guide (4/2016)

Effective Date: 8/2005

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

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

Approved by: SBHO Executive Board

CROSS REFERENCES

- Policy: Corrective Action Plan
- Policy: EPSDT Coordination Plan and Requirements
- Policy: Service Modalities- Crisis Services

PURPOSE

The Salish Behavioral Health Organization (SBHO) will ensure medically necessary services and care coordination between the network providers and an individual's primary medical care provider (PMCP) and/or hospital emergency room medical providers. Coordination will routinely occur in order to address the complex needs that could potentially impact the individual's behavioral health and physical health recovery.

DEFINITION

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

Primary medical care provider (PMCP) means the medical care provider who is responsible for an individual's medical care.

PROCEDURE

1. The SBHO will promote communication and coordination of care with an individual's Primary Medical Care Provider (PMCP) and the local hospital's emergency room medical providers and staff through:

- SBHO provided Early Periodic Screening and Diagnostic Testing (EPSDT) trainings to the network and, upon request, to the medical community.
 - Biennial SBHO Quality Review Team (QRT) on-site provider reviews, standardized ancillary interviews with local hospital emergency room administrators.
 - Contractually requiring network service providers to assign a PMCP, for individuals authorized for outpatient care, responsible for outreach and coordination of care. Network providers are encouraged to obtain a signed Release of Information prior to coordination efforts.
 - The network provider will use best efforts to offer covered behavioral health services to an enrollee that they are aware has been recently treated in an emergency room for a psychiatric condition.
2. The SBHO network provider BHCP is responsible for initiating the collaboration with the primary medical care provider.
- a. The primary focus is to develop or modify the individual service plan (ISP) to effectively identify and address behavioral health symptoms that may complicate the individual's integrated behavioral health and physical health recovery.
 - b. The BHCP will exchange information with the PMCP, sharing past, present and current treatment interventions, and providing a comprehensive case overview of the individual.
 - c. Mutually exchanged information includes:
 - current physical condition
 - medical history
 - demographic information
 - behavioral health and physical health assessments
 - individual service plan (ISP), with clearly stated measurable goals and objectives
 - significant progress notes
 - all current diagnoses - behavioral health and physical health
 - pharmacology
 - family and social assessments- behavioral health and physical health
 - any other relevant information
 - d. The SBHO network provider BHCP will initiate exchanging updated information with the PMCP when there is a change in the individual service plan or change in the general condition of the individual.
3. If the individual does not have a PMCSP, the SBHO network provider BHCP will assist them with a referral to the appropriate community clinic, Medicaid plan or private insurance plan for local medical provider information and services.

- The BHCP will provide assistance in completing the Medicaid or private insurance application, if needed.
4. The SBHO Designated Crisis Responders will consult and assist the local hospital emergency room medical providers and staff with the development of an integrated medical and/or behavioral health treatment plan that will provide a coordinated and effective course of treatment for the individual.
 5. The SBHO Designated Crisis Responders will collaborate with emergency room medical providers and staff to identify unique reasons for increased/decreased use of the local hospital emergency room.
 - The SBHO Designated Crisis Responders are responsible for initiating this communication with the local hospital emergency room.
 6. The SBHO Designated Crisis Responders will consult and assist the emergency room medical providers and staff to identify appropriate community resources, remove barriers and problem solve difficult situations impacting the individual.

MONITORING

This policy is mandated by federal statute and contract.

1. This policy will be monitored through use of SBHO:
 - Annual SBHO Provider and Subcontractor Administrative Review
 - Biannual Provider Chart Reviews
 - The Behavioral Health Enrollee Survey (BHES): The BHES survey is conducted by Washington State University. It replaces the Mental Health Statistics Improvement Program (MHSIP). Clients who have received mental health services are randomly selected to participate in the survey.
2. If a provider performs below expected standards during any of the reviews listed above a Corrective Action will be required for SBHO approval.