



SALISH BHO

CROSS SYSTEM WORKING AGREEMENTS POLICIES AND PROCEDURES

Policy Name: MEDICAID MANAGED CARE
ORGANIZATION COORDINATION

Policy Number: 14.02

Reference: State Contract

Effective Date: 9/2005

Revision Date(s): 6/2016

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

Approved by: SBHO Executive Board

CROSS REFERENCES

- Policy: Primary Medical Care Provider and Hospital Emergency Rooms, Coordination of Care

PURPOSE

The Salish BHO (SBHO) shall ensure the coordination of behavioral health and primary health care services for individuals with Medicaid Managed Care Organization coverage.

A Managed Care Organizations is a Medicaid Plan that allows enrollees the option to access to their paneled providers or the SBHO network for behavioral health services. The mandates dictate the enrollee personally chose which plan to seek behavioral health care services, not the organizations.

PROCEDURE

1. The SBHO initiated the non-financial Working Agreements with the Managed Care Organization Plans that share the SBHO geographic region. The local area plans include:
 - Community Health Plans of Washington (CHPW) - Kitsap
 - Molina – Kitsap and Clallam
 - Amerigroup - Kitsap
 - United HealthCare - Kitsap
 - Coordinated Care – Kitsap and Jefferson

2. The non-financial working agreements include the following information:
 - purpose of the agreement
 - system assumptions
 - covered benefits within the SBHO and the Plan
 - access to the SBHO services and the Plan
 - referral procedures between SBHO and the Plan
 - acute psychiatric hospitalization information
 - coordination of care protocols
 - points of contact
 - dispute resolution protocol
 - periodic review of document
 - contact information
3. The non-financial Working Agreements state that neither the SBHO nor its network providers will refer an enrollee to a Plan or network, if the enrollee is determined to be eligible for services from the SBHO based on medical necessity and the Access to Care Standards.
4. The SBHO distributes the executed non-financial Working Agreements to the network providers in the geographical area.
5. Once the non-financial Working Agreements are distributed, the SBHO provides training to the network regarding the document.
6. The non-financial Working Agreements are updated upon request from either party or as stated in the periodic review section of the Working Agreements.

MONITORING

1. This policy is monitored through:
 - Annual network provider and subcontractor Administrative Reviews
 - Annual Chart Reviews