



## **SALISH BHO**

### **ADMINISTRATION POLICIES AND PROCEDURES**

**Policy Name:** GENERAL INFORMATION REQUIREMENTS **Policy Number:** 2.07

**Reference:** WAC 388-865-246; 388-877-0700;  
388-877-0600; 42 CFR 438.100

**Effective Date:** 9/2005

**Revision Date(s):** 12/2012; 6/2016; 6/2017; 6/2018

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

**Approved by:** SBHO Executive Board

#### **CROSS REFERENCES**

- Policy: Corrective Action Plan

#### **PURPOSE**

It is the policy of the Salish Behavioral Health Organization (SBHO) to plan and implement actions which ensure individuals eligible for behavioral health services are notified of the existence, availability, and scope of services within the SBHO. The SBHO will regularly and consistently provide information that assists the enrollee's progress toward recovery and resiliency.

#### **PROCEDURE**

1. The SBHO shall provide to persons served by the BHO information on the following topics, through the SBHO Member Handbook other SBHO produced materials:
  - Access to Care
  - Covered Title XIX and State Funded Services
  - Member Service Contact Information
  - Provider Network
  - Grievance, Appeals and Fair Hearings Rights
  - Ombuds Program
  - Individual Rights

- Signs of Mental Illness and/or Substance Use Disorder
  - Availability of written materials in alternative formats and how to access those formats
2. In addition to English, the SBHO shall provide the information described above in the following prevalent languages, upon request:
    - Cambodian
    - Chinese
    - Korean
    - Laotian
    - Russian
    - Spanish
    - Vietnamese
  3. The SBHO shall:
    - Provide written materials in easily understood language and format, including alternative formats
    - Post client rights in the languages set forth above
    - Provide access to written interpretation of all individual materials
    - Provide access to these materials prior to conducting an intake evaluation
    - Maintain a publicly accessible internet website
  4. The SBHO will provide annual training to providers, subcontractors and local NAMI organizations on the efforts to provide general information to the region.

This will include, but is not limited to the availability of behavioral health services, how to access and request information and how to exercise their rights.

## **MONITORING**

This policy is mandated by statute.

1. This policy will be monitored through use of SBHO:
  - Annual SBHO Provider and Subcontractor Administrative Review
  - Biennial QRT On-site Reviews
  - Exhibit N Reports and Grievance Tracking
  - Monthly Ombuds reports to the Quality Improvement Committee (QUIC).
2. If a provider performs below expected standards as identified through the reviews and reports listed above, a corrective action will be required for SBHO approval. Reference SBHO Corrective Action Plan Policy.