



## PENINSULA RSN

### ADMINISTRATION POLICIES AND PROCEDURES

**Policy Name:** COMPREHENSIVE INFORMATION PLAN  
FOR PRSN DELIVERY SYSTEM AND  
SERVICES

**Policy Number:** 2.06

**Reference:** DSHS Contract, WAC 388-865-0221, -0330;  
42 CFR 438.100(b) (2&3)

**Effective Date:** 9/2005

**Revision Date(s):** 7/2009

**Approved by:** PRSN Executive Board

#### CROSS REFERENCES

- Policy: General Information Requirements
- PRSN Member Handbook

#### PURPOSE

It is the policy of the Peninsula Regional Support Network (PRSN) to plan and implement actions which ensure to the extent possible, individuals eligible for mental health services are notified of the existence, availability, and services within the PRSN. In part, the PRSN and/or the network providers or subcontractors will advise Medicaid and non-Medicaid individuals eligible for mental health services about their rights, promote access to individuals who are of limited proficiency in English, encourage stigma reduction activities and support recovery and resiliency.

#### INFORMATION PLAN

The Peninsula Regional Support Network (PRSN) is committed to developing and utilizing a comprehensive information plan that includes benefit information, services available, how to access services, enrollee rights and responsibilities, and accommodations available for diverse populations (including other languages than English) within the region. The PRSN and/or the providers will incorporate use of media, stigma reduction activities, and plan for ongoing evaluation of the strategic information plan. The information plan includes the following areas that are addressed on an ongoing basis:

### **DSHS Benefit Booklet**

1. The PRSN will provide the Department the information necessary to update the Department of Social and Health Services (DSHS) Benefits Booklet for Medicaid enrollees.
2. The PRSN and the network providers will provide a copy of the DSHS Benefit Booklet produced by the Department to Medicaid enrollees receiving services. The booklet will be provided at any time, upon enrollee request.
3. The booklet serves as a mechanism to inform enrollees of their benefits, rights, and responsibilities.
4. The booklet can be downloaded from:  
<http://www1.dshs.wa.gov/Mentalhealth/benefits.shtml>

### **PRSN Service Description**

1. The PRSN has designed a member handbook. It contains the following information:
  - A brief overview of the PRSN values, function, and service delivery model.
  - Core network provider names, addresses, and phone numbers.
  - A description of Medicaid/non-Medicaid covered services and how to access them. Recipient's responsibility when attempting to access out of the area services, including a statement about what constitutes out of the area services.
  - A brief description of Ombuds, parent advocacy, and NAMI advocacy resources.
  - PRSN office contact information.
  - How to file a network agency complaint, PRSN grievance, and DSHS fair hearing.
  - How to access the handbook in alternative/translated formats and cultural service delivery considerations.
2. The PRSN website makes general information easily accessible. The current PRSN mission, brochure, handbook, and manual are listed,
  - The PRSN website is located at  
<http://www.kitsapgov.com/hr/wsolympic/prsn/prsnpolicies.htm>

## **Consumer Notification of Rights, Responsibilities, and Grievance**

### Distribution of Information

The Washington State Department of Social and Health Services (DSHS) distributes an enrollee benefits handout to Medicaid individuals at the time of enrollment. This booklet provides individuals general information about rights, access, crisis information, and the Regional Support Network system.

The PRSN and/or the providers provide information to individuals eligible for mental health services by distributing informational material at a wide variety of locations accessed on a regular basis by individuals who may qualify for services. Providers also have the information available to handout prior and during an intake assessment. Provider brochures will be located in various publicly accessible and conspicuous office locations, as will brochures describing the function of the Ombuds program.

The PRSN informational material as described above includes:

1. Information advising individuals eligible for mental health services of their rights and responsibilities. When contractually required, the network providers and subcontractors will have the rights conspicuously posted in lobby areas in the DSHS designated seven languages.
2. Information advising individuals eligible for mental health services of their right to file grievance procedures with Ombuds assistance, the right to express dissatisfaction with services at the provider and PRSN level, as well as the DSHS Fair Hearing processes. Information will inform individuals that Ombuds support is available when pursuing complaints, grievances and fair hearings. The Ombuds toll free number will be listed.

## **Access to Mental Health Services**

### Telephone Directory

The PRSN, the network providers and subcontractors, including the Ombuds, will maintain telephone number listings and identification of service, in all major area telephone directories, including a toll free number and crisis line access numbers.

### Internet Website Directory

The PRSN maintains a website that provides links to all our core network provider homepages.

The PRSN website also provides direct links to the PRSN Consumer Handbook, State Benefits Booklet, PRSN Grievance brochure, and Advance Directive information.

### Area Resource Directories

The PRSN, the network providers and subcontractors, including the Ombuds, will maintain a listing of services and telephone numbers in resource directories commonly used in their service area. The local area resource directories shall include those produced by community colleges, DSHS, United Way, hospitals, schools, Employment Security offices, Area Agencies on Aging, Community Action Programs, Public Health District office and clinics or other organizations producing comprehensive social service resource directories and may be utilized by potential service recipients.

### **Services for Diverse Populations**

The PRSN network providers and subcontractors are required to provide interpreter services for enrollees with a primary language other than English for all interactions between the individual and the network provider/subcontractor, including, but not limited to: customer service, all appointments for any covered service, crisis services, and all steps necessary to file a grievance or appeal.

### DSHS Targeted Diverse Populations

1. The Washington State DSHS benefits booklet is sent to Medicaid individuals at the time of enrollment. The benefits booklet can be downloaded in the targeted languages through the <http://www1.dshs.wa.gov/Mentalhealth/benefits.shtml> website.
2. The PRSN will provide translated information on access to care, Medicaid and non-Medicaid covered services, member contact information for provider network, Ombuds program and description and contact information, PRSN office contact information, consumer rights, signs of mental illness, and how to access the material in alternative formats (such as Braille and large print).
3. DSHS has targeted the following seven languages for rights to be posted and all written PRSN informational material (as listed above) to be translated into:
  - Cambodian
  - Chinese
  - Korean
  - Laotian
  - Russian
  - Spanish
  - Vietnamese
4. Information on how to access written material in an alternative language must be provided prior to conducting an intake evaluation.

### PRSN Additional Targeted Diverse Populations

The PRSN distributes Performance reports to each provider and the Quality Improvement Committee quarterly. The parity reports are stratified by age and ethnicity. The parity reports illustrate the percentage of diverse populations served and compares it to current census information within each provider catchment area. The reports are used to calculate other diverse population than recognized by DSHS within our catchment area and evaluate if the diverse populations within the area are underserved. When an underserved population is identified, the PRSN and the providers develop strategies to improve access for that group.

### **Network Provider Service Descriptions**

#### Brochures

The PRSN requires the network providers, subcontractors, and Ombuds to:

1. Publish their own informational brochure listing address, phone, and services specific to their individual agency.
2. Publish brochures in English. The brochures will be published in Spanish and Tagalog in areas where there is a population of 500 or greater (per census information), whose primary language is Spanish or Tagalog located within the provider's catchment area. As additional primary languages are identified for a census population of 500 or greater, the brochures will be published and distributed in those areas.
3. Distribute the brochures as described above.

#### Notices

1. The PRSN requires the providers, subcontractors, and Ombuds to:
  - Make bulletin boards and other adequate space available for posting information, legal notices, hours of operation, services and service locations, benefit opportunities, compliant/grievance procedures, interpretive or other special population rights, notifications, and other contractual material that may be useful for the consumer population and general public.
  - Post notices, rights, advocacy groups and complaint/grievance information prominently.
2. The PRSN provides Notice of Action (NOA) written notification to Medicaid enrollees for intended authorization decisions that meet the definition for an action. All NOA material is accompanied with information about the PRSN Grievance and Appeal process.

3. The PRSN provides written notification to individuals stating the disposition of a grievance and resolution of an appeal filed with the PRSN.
4. The PRSN provides written notification to non-Medicaid individuals seeking outpatient services through the PRSN and *do not* meet entrance criteria.

### Written Materials

The PRSN network providers, subcontractors, and Ombuds will give each consumer written materials available in English or other alternate languages, as defined above in the DSHS targeted and PRSN additional targeted diverse populations, which include:

1. A statement of services provided by the agency or organization, and how to access.
2. Consumer rights and responsibilities.
3. Agency complaint/PRSN grievance procedures, including how to file a complaint at various levels (such as through the provider, Ombuds, PRSN, and a state administrative hearing through the Department).
4. Ombuds Services.
5. HIPPA Privacy Statements.
6. Signs of mental illness.
7. How to request information in another format/language.

### Media

The PRSN and/or the provider network will utilize various forms of the media to provide PRSN mental health service information:

1. Inform the public about services available for individuals with mental illness, including information about statewide access criteria.
2. Notify the public regarding upcoming events, speakers, workshops, conferences, support groups and the meetings of the local and National Alliance for the Mentally Ill (NAMI).
3. Reduce stigma by providing informational articles/videos, regarding mental illness, recovery, and services.
4. Information may also be distributed through other postings or programs including through radio spots, speakers bureaus accessing service clubs, newspapers,

newsletters, magazines, posters, billboards, flyers, internet website postings and any other means deemed useful.

### **Ancillary and Allied Cross System Information Sharing**

The PRSN, network providers, and subcontractors are committed to building partnerships with social service providers across the region to share information and coordinate services to meet the needs of individuals with mental illness.

1. The PRSN, network providers, and subcontractors will encourage allied providers to distribute our informational materials that publicize mental health services, rights, educational/anti-stigma campaigns and accompanying information.
2. The PRSN is committed to informing the allied systems of services, upcoming events, workshops, and trainings, and resources in the community to support the treatment of individuals with mental or emotional disturbances.
3. The PRSN is committed to establishing and maintaining working agreements with allied systems. Reference the PRSN Cross System Working Agreements.

### **PRSN Information Plan Evaluation**

The PRSN will review and evaluate this plan on an annual basis to assess the following:

1. Using the provider quarterly performance reports, to determine if information reaching the designated populations and locations.
2. Have other organizations or services been developed that we need to target with information on mental illness and services to the mentally ill?
  - In 2010 there is a plan for targeted focus to update existing Collaboration/Coordination Plans.
3. Using 2000 or more current census data, determine if the information need to be translated in any other language to meet the need of any specific population in the area.
4. Using biennial PRSN ancillary surveys and stakeholder meetings, evaluate if the information programs are adequate and identify what modifications/additions need to be made.

### **PRSN PLAN MONITORING**

The PRSN Comprehensive Information Plan is mandated by federal and state statute and contract.

1. This plan will be monitored through use of the PRSN:
  - Quality Improvement Committee (QUIC). The QUIC reviews the Plan and the related policies and PRSN Member Handbook on an annual basis. The QUIC has the authority to make modifications to the listed documents.
  - Monthly Ombuds reports to the QUIC
  - Annual PRSN Provider and Subcontractor Administrative Review
  - Biennial Provider Quality Review Team On-site Review
  - Biennial Ancillary provider Survey
  - Exhibit N Reports and Grievance Tracking
2. Any area of the plan not meeting plan expectations, the PRSN shall implement a Corrective Action Plan. Reference PRSN Corrective Action Plan Policy.