



PENINSULA RSN

ADMINISTRATION POLICIES AND PROCEDURES

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

Reference: WAC 388-865-0330; 0440; 0410; 0430;
42 CFR 438.100(b) (2&3)

Effective Date: 9/2005

Revision Date(s): 7/2009

Approved by: PRSN Executive Board

CROSS REFERENCES

- Policy: Corrective Action Plan

PURPOSE

It is the policy of the Peninsula Regional Support Network (PRSN) to plan and implement actions which ensure individuals eligible for mental health services are notified of the existence, availability, and scope of services within the PRSN. The PRSN will regularly and consistently provide information that assists the enrollee's progress toward recovery and resiliency.

PROCEDURE

1. The PRSN shall provide to persons served by the RSN information on the following topics, through the Department of Social and Health Services (DSHS) Medicaid Benefits Booklet and PRSN produced materials:
 - Access to Care
 - Covered Title XIX and State Funded Services
 - Consumer/Member Service Contact Information
 - Provider Network
 - Grievance, Appeals and Fair Hearings Rights
 - Ombuds Program
 - Consumer Rights
 - Signs of Mental Illness

- Availability of written materials in alternative formats and how to access those formats
2. In addition to English, the PRSN shall provide the information described above in the following prevalent languages:
 - Cambodian
 - Chinese
 - Korean
 - Laotian
 - Russian
 - Spanish
 - Vietnamese
 3. The PRSN 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 consumer materials.
 - Provide access to these materials prior to conducting an intake evaluation.
 - Maintain a publically accessible internet website.
 4. The PRSN 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 mental 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 PRSN:
 - Annual PRSN 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 PRSN approval. Reference PRSN Corrective Action Plan Policy.