PENINSULA RSN

ADMINISTRATION POLICIES AND PROCEDURES

Policy Name: PROVISION OF PRIORITY STATE FUNDED SERVICES **Policy Number:** 2.09

Reference: DSHS Contract

Effective Date: 10/2005

Revision Date(s): 12/2008

Approved by: PRSN Executive Board

CROSS REFERENCES

- Policy: Culturally Competent Services
- Policy: Corrective Action Plan
- Policy: Provision of Additional State Funded Services

PURPOSE

The Peninsula Regional Support Network (PRSN) provides services that assist the consumer's progress toward recovery and resiliency to ensure that clients eligible for state funded services have access to priority state funded services.

DEFINITIONS

Additional State Funded Services: All state funded services not defined as priority services.

Priority State Funded Services: Priority services include crisis services, stabilization services, involuntary treatment act services, ancillary crisis services, freestanding evaluation and treatment, psychiatric inpatient services, and Medicaid personal care.

PROCEDURE

1. The PRSN is responsible for the provision of services to residents of Kitsap, Clallam and Jefferson counties. Services are delivered through our network of service providers.

2. The PRSN monitors the network on an ongoing basis to ensure that all covered services are available to members. When a provider requests authorization of a service, the PRSN subdelegated authorization entity, CommCare, apply the PRSN medical necessity criteria and clinical judgment in making authorization determinations. If the level of care requested is not appropriate to the client's needs, the request is forwarded to CommCare's board-certified physician who may deny the authorization and recommend an alternate, more appropriate service for the client.
    - Some priority state funded services do not require pre-authorization, and may be delivered by our network of contracted providers without prior authorization.

2. The PRSN conducts monthly on-site chart reviews, at our provider locations, to evaluate whether clients are being treated appropriately, at an adequate level of care.

3. Service provision includes of the following priority state funded services:

    a. **Crisis Services** are available 24 hours a day and are directed at the evaluation and treatment of a mental health crisis situation and are available to any individual who experiences such a crisis. Crisis services are provided under the supervision of a mental health professional. The intent of the service is to quickly stabilize a situation so that further treatment needs can be assessed and provided for. Crisis Services do not require pre-authorization. Crisis services are typically accessed by a community member directly calling the crisis line.

    b. **Stabilization Services** can be provided in an individual's home or other safe setting and are short term in duration (less than two weeks). The intent of the service is to establish stability during or immediately after a crisis. Stabilization services may include staff providing services on-site, or an individual in need of this level of care may be placed in a bed in a supervised setting. Stabilization services do not require pre-authorization.

    c. I**nvoluntary Treatment Act Services:** The intent of the service is to provide all the services and administrative functions required for the evaluation of involuntary detention or involuntary treatment in compliance with RCW 71.05 and 71.34. This service is provided by Designated Mental Health Professionals who are designated by the PRSN to implement RCW 71.05 and RCW 71.34. Designated Mental Health Professionals (DMHPs) are employed by PRSN network providers, and are located in Bremerton, Port Townsend, Port Angeles and Forks. Involuntary Treatment Act Services do not require pre-authorization.

d. **Ancillary Crisis Services:** The intent of the service is to fund costs associated with addressing a crisis situation such as housing costs in a treatment center, that are not covered by Medicaid.

e. **Freestanding Evaluation and Treatment:** The intent of the service is to provide evaluation and treatment services in a location other than a hospital. The PRSN contracts with Kitsap Mental Health Services, which operates two freestanding Evaluation and Treatment facilities, one for adults and one for individuals under the age of 18. Evaluation and Treatment Services are designed to provide inpatient treatment to individuals who would otherwise need to be hospitalized. Services are provided under the direction of licensed psychiatrists, nurses and other mental health professionals. Family involvement is key to discharge planning, which begins at admission. Nursing care is available on site.

f. **Psychiatric Inpatient Services:** The intent of the service is to provide medically necessary services for members in a secure facility with who may be a danger to themselves or others, or who cannot currently function outside of a structured and safe facility. Voluntary Psychiatric Inpatient Services must be pre-approved by the PRSN's designated care management contractor. Psychiatric inpatient services occur in community hospitals which contract with the Medical Assistance Administration of the Department of Social and Health Services.

g. **Medicaid Personal Care:** The intent of the service is to provide personal care to PRSN enrolled individuals who qualify for Medicaid Personal Care solely due to their psychiatric disorder.

   The Aging and Disabilities Services Administration, through their Home and Community Services offices, determines the need for this service. Requests are sent to the PRSN by the Home and Community Services office and evaluated by the PRSN to determine if the individual seeking services is currently receiving services from a PRSN contractor, and if their need for Medicaid Personal Care is due solely to a psychiatric disability. The PRSN may not limit or restrict access due to insufficient resources.

MONITORING

This policy is mandated by contract.

1. The PRSN monitors the provision of priority state funded services by:
   - Longitudinal tracking of the provision of priority state funded services through the PRSN's information services to measure the provision of services against historic norms
   - Monthly Provider Chart Reviews

- Annual PRSN Provider and Subcontractor Administrative Review, that include staff interviews that address this topic

2. If a provider performs below expected standards during any of the reviews listed above a Corrective Action will be required for PRSN approval. Reference PRSN Corrective Action Plan Policy.