



Policy Name: OPTION TO CHOOSE A MENTAL HEALTH CARE PROVIDER/CLINICIAN

Policy Number: 11.15

Reference: DSHS Contract, WAC 388-865-0345

Effective Date: 9/2005

Revision Date(s): 12/2010

Approved by: PRSN Executive Board

CROSS REFERENCES

- Policy: Corrective Action Plan
- Policy: Individuals Service Plan Standards

PURPOSE

The Peninsula Regional Support Network (PRSN) shall ensure individuals authorized for outpatient services are provided information about the options they have to choose a mental health care provider. The mental health care provider is responsible for the individual's treatment plan.

PROCEDURE

1. Individuals (parents/ guardians) must be allowed to choose a mental health care provider (MCHP) from the *available* network agency mental health care providers at the time of the intake assessment.
 - The network provider must have at least two (2) MHCP for each level of care and/or population (adult and child).
2. If an individual does not make a choice, the mental health agency must assign an MCHP no later than fourteen (14) working days following the request for mental health services.
 - The network provider must make a reasonable effort to assign a primary MHCP that most closely matches the individual's preferences, such as gender, age, or clinical expertise.

3. The individual may change MHCP in the first ninety (90) days of service, and once during the twelve (12) month period for any reason.
 - This information is also listed in the outpatient client rights.
4. Any additional requests, made by a client, to re-assign the primary MHCP will be considered. If the re-assignment is agreed upon by both parties, the network provider will re-assign the client as soon as possible.
5. Non-Medicaid individuals options are based on available resources at the time of request (for change of providers).

MONITORING

This PRSN policy is mandated by statute and contract.

1. This policy is monitored through the PRSN:
 - Annual PRSN Provider and Subcontractor Administrative Review
 - Monthly Provider Chart Review
 - Exhibit N Provider Complaint and PRSN Grievance Tracking
 - Biennial Provider Quality Review Team On-site Review
 - Quality Management Plan activities, such as target PIP improvements, issues for trends and recommendations
2. If a provider performs below expected standards during any of the reviews listed above a Corrective Action will be required for PRSN approval.