



PENINSULA RSN

ADVOCACY AND SUPPORT PROGRAMS POLICIES AND PROCEDURES

Policy Name: MENTAL HEALTH CARE PROFESSIONAL
ADVOCACY

Policy Number: 13.01

Reference: 42 CFR 438.102, 438.218; DSHS Contract

Effective Date: 2/2002

Revision Date(s): 11/2010

Approved by: PRSN Executive Board

CROSS REFERENCES

- Policy: Complaint, Grievance, Appeal and Fair Hearing General Requirements
- Policy: Corrective Action Plan

PURPOSE

The Peninsula Regional Support Network (PRSN) shall not restrict a health care professional from advising or advocating on behalf of an enrollee.

PROCEDURE

The PRSN shall not prohibit in any way, nor allow PRSN contractors or subcontractors to prohibit health care professionals and/or a network agency from acting within the lawful scope of their practice from communicating, advising or advocating on behalf of an enrollee for any reason.

A community mental health agency, network provider, or mental health care professional, acting on behalf of an individual and with their written consent, may:

- file an appeal on behalf of an enrollee
- file a grievance on behalf of an enrollee
- request a fair hearing on behalf of an enrollee
- act as the individual's authorized representative

MONITORING

This policy is a mandate by statute.

1. This policy will be monitored through use of PRSN:
 - Annual PRSN Provider and Subcontractor Administrative Review
 - Monthly Provider Chart Reviews
 - Exhibit N Report and PRSN Grievance Tracking
 - Biennial Provider Quality Review Team On-site Review
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.