



PENINSULA RSN

PRSN CROSS SYSTEM WORKING AGREEMENTS POLICIES AND PROCEDURES

Policy Name: PRSN CROSS SYSTEM WORKING AGREEMENTS

Policy Number: 14.01

Reference: WAC 388-865-0221, -0330; DSHS Contract

Effective Date: 2/2002

Revision Date(s): 12/2011

Approved by: PRSN Executive Board

CROSS REFERENCES

- Policy: Availability of Services
- Policy: EPSDT Coordination Plan and Requirements
- Policy: Special Health Care Needs- Services and Coordination of Care
- Schedule: Working Agreements Maintenance

PURPOSE

It is the policy of the Peninsula Regional Support Network (PRSN) to establish and implement cross system working agreements with allied system providers in order to ensure coordination of services for mutually shared individuals. The PRSN, network providers, and subcontractors are committed to building partnerships with social service providers across the region to meet the needs of individuals with mental illness, to educate the general public about mental and emotional disturbances, and to formulate new tools and techniques specific to this population.

The working agreements will ensure to the extent possible, individuals eligible for mental health services are notified of the existence, availability, and services within the PRSN. Cross system partnerships and allied system working agreements are established to coordinate community-based services.

PROCEDURE

1. The PRSN will initiate cross system coordination with local ancillary systems.
2. The PRSN will execute and maintain updated non-financial working agreements with the identified ancillary systems. See Working Agreements Maintenance Schedule.
3. The PRSN will utilize the Working Agreements to:
 - bridge historical communication gaps
 - promote system collaboration, and decrease the instances of duplicated services
 - establish clear roles and responsibilities between systems, with shared clients
 - support the treatment of individuals with mental or emotional disturbances
 - establish a chain of command for local disputes to be resolved at the local level possible
 - build effective teams around shared, complex community cases
 - communicate what a formalized system can and cannot do
 - provide in-service trainings, share training information
 - support local resource coalitions
 - evaluate system coordination
4. Active partnerships and cross-system working arrangements will be established with, at a minimum, the following allied community providers:
 - Local Tribal Authorities, seven Tribes with the catchment area and the additional DSHS identified Tribes located outside the catchment area, as they are interested
 - Alcohol and Substance Abuse Programs, three (3) county-based programs
 - Division of Developmental Disabilities
 - Division of Aging and Adult Services, Home & Community Services
 - Area Agency on Aging for Kitsap and Olympic Peninsula (two entities)
 - Children's Administration – Department of Children and Family Services
 - State Psychiatric Hospitals – Western State Hospital for Adults, and CLIP Administration for Children
 - Evaluation and Treatment Facilities (two) – owned by network provider KMHS
 - Local Medicaid Managed Care

- Local community health clinics and federally qualified health centers (FQHCs) – one community health clinic organization in Kitsap
 - Local Division of Vocational Rehabilitation (DVR)
 - Department of Corrections (DOC)
 - Juvenile Rehabilitation Administration (JRA)
 - County Jails and Sheriff Departments – three (3) county and one (1) city Jail
 - Other local criminal justice systems, such as specialized mental health treatment courts – mental health court, drug courts, and co-occurring courts in region; and other entities as identified
4. All allied system working agreements will include the following standard information:
- a. Clarification of roles and responsibilities of both systems in serving persons mutually served.
 - b. Processes for sharing of information related to PRSN system and allied systems eligibility, access, and authorization.
 - c. Mechanisms for identification of needed local resources, including strategies and/ or initiatives to address those needs.
 - d. Procedures for facilitation of community reintegration from out-of-home placements (e.g., State hospitals, CLIP, Juvenile Rehabilitation Administration facilities, foster care, skilled nursing facilities, acute inpatient settings) for mutually shared individuals of all ages.
 - e. A dispute resolution process for concerns, with the resolution beginning at the most local level and identifying next steps if an offered solution is not mutually agreed upon.
 - f. An evaluation of the cross-system coordination and integration of services, with an opportunity to update a working agreement at any time, to address barriers or ways to improve collaboration.
5. The Aging and Disability Service Administration (ADSA) Department of Developmental Disabilities (DDD) Plan will include the above listed standard information and the following system specific information:
- a. Admission and discharge of the individual to Western State Hospital (WSH), the State's Psychiatric Hospital in western Washington that is assigned to the PRSN.
 - It includes providing PRSN oversight of discharge planning for individuals served by WSH, who are also enrolled with DDD (i.e. as referred to as Allen and Marr Class members).
 - b. Collaboratively managing crisis situation, and the use of joint resources to address the crisis (i.e. Assessing if the crisis is related to loss of housing,

psychiatric issues, behavior management and identification of services and supports to mitigate the crisis).

6. The Chemical Dependency and Substance Abuse Plan will include the listed standard information and the following system specific information:
 - a. Protocols for the PRSN providers to assess the presence of co-occurring disorders.
 - b. Provisions of integrated treatment from the PRSN and/or coordination with substance abuse providers for individuals with co-occurring disorders.
 - c. Increased access and availability of PRSN evidence-based, research-based, and consensus-based treatment practices for individuals with co-occurring disorders.

7. The Children's Administration Department of Child and Family Services (DCFS) Plan will include the listed standard information and the following system specific information:
 - a. Availability of an intake assessment to all Medicaid enrolled children, including children in foster care.
 - b. Availability of PRSN culturally-competent, evidence-based, consensus-based, and promising practices for children, especially for children with multiple agency involvement (e.g., dependency court, protective services, foster care, mental health, juvenile rehabilitation).
 - c. DCFS placement and coordination responsibility when children in DCFS custody reside in a CLIP facility, including discharge planning participation for those children.

8. The Plans for the community Health clinics, federally qualified health centers (FQHCs), and Healthy Options will include the listed standard information and the following system specific information:
 - a. Protocols for accessing both systems for services: health and mental health for individuals mutually served.
 - b. Coordination of care between the PRSN primary mental health care provider and the primary care physicians, hospital emergency room medical staff, or other health professionals.

9. The Department of Corrections (DOC) Plan will include the listed standard information and the following system specific information:
 - a. Clarifies coordination with any DOC supervised offender served in the network.

10. The Allied System Plan for the County Jails and one city Jail (Forks Jail) is a financial contract that includes system coordination and the standards information for the system non-financial agreements, in addition they also include the following system specific information:

- a. Coordination with local law enforcement and jail personnel, which detail a referral process for individuals with mental illness who are incarcerated and need mental health services.
 - b. Identification and provision of transition services to individuals with mental illness to expedite, facilitate, and coordinate their return to the community.
 - c. Identification and acceptance of referrals for intake assessments of individuals who are not enrolled in community mental health services but who meet priority populations as defined in 71.24. The PRSN will provide mental health intake assessments for these individuals and provide transition services prior to their release from jail.
11. The PRSN will use the Working Agreement Maintenance Schedule to track:
- if a current plan meets the policy expectations
 - if a required plan exists
 - a beginning date to update, or develop a required plan
 - a target date for execution of the plan; and
 - the PRSN staff member assigned to each Agreement
12. The PRSN will review this policy that least annually.

MONITORING

1. Plan Maintenance Schedule Monitoring.
 - a. The PRSN Resource Manager is responsible for tracking when an allied system working agreement is expiring, needs to be updated, and that the targeted plan completion dates are met or there is sufficient documentation for why a plan is not executed in the targeted timeframes.
 - b. The policy and maintenance schedule will be reviewed at least annually, to ensure plan effectiveness and identify/ address additional resources that may be needed.
2. Policy Monitoring. This policy is mandated by contract and statute. This policy is also monitored through the use of :
 - Exhibit N Reporting and PRSN Grievance Tracking
 - Annual Network Provider Administrative Reviews

**PRSN Allied System Working Agreements
Maintenance Schedule, FY 12**

Allied System	Current & Signed Agreement	Current Agreement meets policy requirements?	Date to begin establishing or updating Agreement	Target Date for Executing New Working Agreement	PRSN Staff Person Assigned
Tribal: Port Gamble S’Klallam	* Interlocal Agreement executed, annually	Yes	updated yearly	done	RM
	* 7.01 Plan completed	Yes	routinely updated	done	RM
Tribal: Suquamish	* Interlocal Agreement offered yearly (declined)	Yes	offered yearly	done	RM
	* 7.01 Plan – declined	No		1/14/2010	
Tribal: Jamestown S’Klallam	* Interlocal Agreement executed, annually	Yes	updated yearly	done	RM
	* 7.01 Plan completed	Yes	routinely updated	done	RM
Tribal: Quiluate	* Interlocal Agreement executed, annually	Yes	updated yearly	done	RM
	* 7.01 Plan completed	Yes	routinely updated	done	RM
Tribal: Lower Elwha Klallam	* Interlocal Agreement executed, annually	Yes	updated yearly	done	RM
	* 7.01 Plan completed	Yes	routinely updated	done	RM
Tribal: Makah	* Interlocal Agreement executed, annually	Yes	updated yearly	Tribal Council re-assignment, left several messages August and September 2010- no return	RM
	* 7.01 Plan completed	Yes	routinely updated		RM
Tribal: Hoh River	* Interlocal Agreement executed, annually	Yes	updated yearly	done	RM
	* 7.01 Plan completed	Yes	routinely updated	done	RM

Allied System	Current & Signed Agreement	Current Agreement meets policy requirements?	Date to begin establishing or updating Agreement	Target Date for Executing New Working Agreement	PRSN Staff Person Assigned
Additional Tribe: Puyallup	PRSN invitation letter sent (10-03-07 and 2-12-2010) to Tribal Chair, no response	N/A	N/A	N/A	RM
Additional Tribe: Quinault	PRSN invitation letter sent on ((10-03-07 and 2-12-2010) to Tribal Chair, no response	N/A	N/A	N/A	RM
Additional Tribe: Samish	PRSN invitation letter sent on (10-03-07 and 2-12-2010) to Tribal Chair, no response	N/A	N/A	N/A	RM
Additional Tribe: Squaxin Island	PRSN invitation letter sent on (10-03-07 and 2-12-2010) to Tribal Chair, no response	N/A	N/A	N/A	RM
ADSA: DDD (adult)	Yes	Yes	Summer 2013	Summer 2013	RM
ADSA: DDD (adult)	Yes	Yes	Summer 2013	Summer 2013	RM
ADSA: DAAS, Home & Community (Kitsap)	Yes	Yes	Spring 2012	September 1, 2012	CM
ADSA: DAAS, Home & Community (OAAA)	Yes	N/A	Spring 2012	September 1, 2012	CM
DVR	Yes	Yes	Summer 2012	November 1, 2012	CM
DCFS	Yes	Yes	N/A	N/A	CC

Allied System	Current & Signed Agreement	Current Agreement meets policy requirements?	Date to begin establishing or updating Agreement	Target Date for Executing New Working Agreement	PRSN Staff Person Assigned
WSH- RSNs statewide	2003- signed document 2005- draft document, unsigned	Yes	N/A	N/A	CM
CLIP Administration	Yes	Yes	N/A	N/A	CC
Healthy Option Plan: Molina	Yes	Generic letter for all RSNs	N/A	N/A	RM
Healthy Option Plan: Group Health	None	NA	Summer 2013	Summer 2013	RM
Healthy Option Plan: CHPW	Yes, GAU/DL/ MCE pilot projects	Yes		done	RM
DOC	No, RSN statewide plan to develop template		Defer to statewide plan	Defer to statewide plan N/A	CM
JRA	Yes	Yes	N/A	N/A	CC
County Substance Abuse - Kitsap	Yes	Yes	2000	June 1, 2010	RM
Kitsap County Jail/ Sheriff Department	Yes	Yes	Based on contract terms	done	CM & RA
Jefferson County Jail/ Sheriff Department	Yes	Yes	Based on contract terms	done	CM & RA
Clallam County Jail/ Sheriff Department	Yes	Yes	Based on contract terms	done	CM & RA
Forks Jail	Yes	Yes	Based on contract terms	done	CM & RA

PRSN Staff Legend

CC= Childrens Services Coordinator
CM= Clinical Manager

QM= Quality Assurance Manager

RA= Regional Administrator
RM= Resource Development Manager



PENINSULA RSN

PRSN CROSS SYSTEM WORKING AGREEMENTS POLICIES AND PROCEDURES

Policy Name: HEALTHY OPTIONS COORDINATION

Policy Number: 14.02

Reference: DSHS Contract

Effective Date: 9/2005

Revision Date(s): 11/2010

Approved by: PRSN Executive Board

CROSS REFERENCES

- Policy: Primary Medical Care Provider and Hospital Emergency Rooms, Coordination of Care
- Policy: Corrective Action Plan

PURPOSE

The Peninsula Regional Support Network (PRSN) shall ensure the coordination of behavioral health and primary health care services for individuals with Healthy Options Plan coverage.

Healthy Options is a Medicaid Plan that allows enrollees the option to access to their Healthy Options Plan providers or the PRSN network for behavioral health services. The mandates dictate the enrollee personally chose which plan to seek behavioral health care services, not the plans.

PROCEDURE

1. The PRSN initiated the non-financial Working Agreements with the Healthy Options Plans that share the PRSN geographic region. The local area Healthy Options plans include:
 - Group Health
 - Community Health Plans of Washington (CHPW)
 - Molina
2. The non-financial working agreements include the following information:

- purpose of the agreement
 - system assumptions
 - covered benefits within the PRSN and the Plan
 - access to the PRSN services and the Plan
 - referral procedures between PRSN and the Plan
 - acute psychiatric hospitalization information
 - coordination of care protocols
 - financial responsibility information
 - points of contact
 - dispute resolution protocol
 - periodic review of document
3. The non-financial Working Agreements state that neither the PRSN nor its network providers will refer a Healthy Options enrollee to the Plan, if the enrollee is determined to be eligible for services from the PRSN based on medical necessity and the Access to Care Standards.
 4. The PRSN distributes the executed non-financial Healthy Options Working Agreements to the network providers in the geographical area.
 5. Once the non-financial Working Agreements are distributed, the PRSN provides training to the network regarding the document.
 6. The non-financial Working Agreements are updated upon request from either party or as stated in the periodic review section of the Working Agreements.

MONITORING

1. This policy is monitored through:
 - Annual network provider and subcontractor Administrative Reviews
 - Monthly Chart Reviews
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.