



## Peninsula Regional Support Network

*Community Mental Health Services in  
Clallam, Jefferson & Kitsap Counties*

# Prepaid Inpatient Health Plan (PIHP)

## Member Handbook

Revised 12/01/11

### Public Mental Health Services For Medicaid and non-Medicaid Recipients

Administered by Kitsap County  
Department of Personnel & Human Services

Peninsula Regional Support Network  
614 Division Street—MS23  
Port Orchard, WA 98366-4676  
360-337-4604 or Toll free 800-525-5637



# QUICK CONTACT REFERENCE GUIDE

## **Peninsula Regional Support Network**

360-337-4604 or 1-800-525-5637

[http://www.kitsapgov.com/hr/PRSN/PRSN\\_Main.htm](http://www.kitsapgov.com/hr/PRSN/PRSN_Main.htm)

## **Jefferson Mental Health Services**

360-385-0321 or 1-877-410-4803 Services/Crisis

<http://jeffersonmhs.org/>

## **Kitsap Mental Health Services**

360-373-5031 Services; 1-800-843-4793 Crisis

<http://www.kitsapmentalhealth.org/home.aspx>

## **Peninsula Community Health Center**

360-457-0431 Services; 360-452-4500 Crisis

<http://www.pcmhc.org/>

## **West End Outreach Services**

360-374-6177 Services/Crisis

<http://www.forkshospital.org/westendoutreach/index.html>

## **Bridges Mental Health Ombuds Services**

360-692-1582 or 1-888-377-8174

<http://www.kitsapdrc.org/ombuds.php>

## **Mental Health Office of Consumer Partnerships**

1-800-446-0259

## **NAMI Washington**

1-800-782-9264

[http://www.nami.org/MSTemplate.cfm?Site=NAMI\\_Washington](http://www.nami.org/MSTemplate.cfm?Site=NAMI_Washington)

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## ELIGIBILITY FOR MENTAL HEALTH SERVICES

The Peninsula Regional Support Network (PRSN) Prepaid Inpatient Health Plan (PIHP) is the state-supported mental health system in Kitsap, Clallam and Jefferson Counties and is responsible for administration of these services. It provides outpatient mental health benefits and inpatient psychiatric authorization to its members.

### You are eligible for membership if:

- You receive Medicaid benefits or do not have Medicaid benefits and meet the access criteria; and
- You reside in Kitsap, Clallam or Jefferson County

To access services in the PRSN, call the provider in your area as listed in this handbook. In a crisis, dial the provider's crisis number listed on the next page or dial 911.

### Out of Area Coverage

Out of Area Coverage means any mental health services outside Clallam, Jefferson or Kitsap County.

If you are a Medicaid recipient, it is your responsibility to contact the network agency assigned to your area of residence (see listing on back cover) for authorization of any out of area coverage.

If you live in another county and receive Medicaid benefits, you belong to a different PIHP and should contact the community mental health providers in that county to determine your eligibility.

## CUSTOMER SATISFACTION

If you have a concern about the quality of services or access to services under the PRSN Prepaid Inpatient Health Plan (PIHP), you may contact: Ombuds services at 360-692-1582 or 1-888-377-8174 toll free, or the Office of Consumer Affairs in Olympia at 1-800-446-0259, or the PRSN/PIHP administrative office at 1-800-525-5637 or 360-337-4886.

Ombuds Services are offered at no cost to the consumer or potential consumer. Individuals who have difficulty accessing services, have complaints or grievances, or need assistance with filing fair hearings should call the PRSN Ombuds at 360-692-1582, or 1-888-377-8174.



## ADVANCE DIRECTIVE FOR PSYCHIATRIC CARE

### What is an Advance Directive?

An advance directive is a legally enforceable document that allows a person to specify what treatment he/she wishes to receive, or not receive, in the event that he/she later becomes unable to make treatment decisions.

Many people with mental illness are highly capable individuals who experience times when their decision making ability breaks down. Advance planning allows them to maintain control of their lives during these episodes of illness and to avoid mental health crises altogether. An advance directive offers this opportunity for planning.

### Benefits of Advance Directives

An Advance Directive:

- Preserves the dignity and self-determination of individuals with mental illness.
- Provides an opportunity for individuals to voice their desires and take active responsibility for their treatment.
- Promotes a cooperative relationship between client and provider.
- Allows family and friends to better support an individual in crisis.
- Encourages individualized care so that a consumer can specify:
  - Types of medications that are helpful or harmful
  - Individuals to be notified or allowed to visit if hospitalized
  - Arrangements for the care of children or pets
  - Types of treatment that have been helpful in the past

### How Do I Put Together an Advance Directive?

- Read the Mental Health Division brochure at <http://www1.dshs.wa.gov/Mentalhealth/advdirectives.shtml>.
- Download form at <http://www.dshs.wa.gov/word/hrsa/mh/advancedirform.doc>
- Talk with your mental health case manager, therapist or psychiatrist
- Call Bridges Mental Health Ombuds Service: 1-888-377-8174
- Call Peninsula Regional Support Network: 360-337-4604 or 1-800-525-5637
- Call Mental Health Office of Consumer Affairs: 1-800-446-0259

Complaints related to following advance directives for psychiatric care may be filed with the state's Department of Health or Department of Social and Health Services.



## LANGUAGE AVAILABILITY

The PRSN network providers are required to offer interpreter services for members with a primary language other than English for all interactions between the member and the network provider, including, but not limited to: customer service, all appointments for any covered service, crisis services, and all steps necessary to file a grievance or appeal at no cost to the member.

The PRSN will provide translated information on Medicaid and non-Medicaid covered services; signs of mental illness; and the PRSN Member Handbook, which includes: access to care, member contact information for network providers, Ombuds program description and contact information, PRSN office contact information, and consumer rights. Upon request, this information will be provided in the following languages, at no cost to the member:

- Cambodian
- Chinese
- English
- Korean
- Laotian
- Russian
- Spanish
- Vietnamese

Information on how to access written material in an alternative language, or in alternative formats (such as Braille), must be provided to you prior to conducting an intake evaluation.

The PRSN will ensure communication capacity to accommodate members, including TTY and other electronic devices.

A listing of local bilingual clinicians is available by contacting the PRSN office.

### **Department of Social and Health Services (DSHS) Benefit Booklet**

The PRSN and the network providers will provide you a copy of the DSHS Benefit Booklet produced by the Mental Health Division for Medicaid enrollees receiving services. The booklet will be provided at any time and in the above listed languages, upon request.

The booklet will inform you of your benefits, rights, and responsibilities and can be downloaded from:

<http://www1.dshs.wa.gov/Mentalhealth/benefits.shtml>.



## AUTHORIZED PRSN COMMUNITY MENTAL HEALTH PROVIDERS

### **East Clallam County**

*Peninsula Community Mental Health Center*

118 East 8<sup>th</sup> Street

Port Angeles, WA 98362

360-457-0431 Services or (800) 799-1337

**360-452-4500 Crisis**

### **West Clallam County**

*West End Outreach Services*

530 Bogachiel Way

Forks, WA 98331

**360-374-6177 (Services or Crisis)**

### **Jefferson County**

*Jefferson Mental Health Services*

884 W Park

Port Townsend, WA 98368

**360-385-0321 or 877-410-4803 (Services or Crisis)**

### **Kitsap County**

*Kitsap Mental Health Services*

5455 Almira Drive NE

Bremerton, WA 98311-8330

360-373-5031 TDD 360-478-2715

Emergency Services 360-373-3425

**Crisis Clinic 360-479-3033 or 800-843-4793**

From North Kitsap 360-535-5400

From Bainbridge Island 206-694-4655

Crisis services are available 24 hours a day, 7 days a week. For non-crisis hours of operation, please contact the individual mental health provider at the local number.



## SERVICE DESCRIPTIONS

The PRSN is committed to creating and supporting a mental health treatment system that promotes a path toward individual recovery and resiliency. We understand that mental health is an essential element of overall health, and that people can and do recover.

### Basic Services

As a PIHP member you are entitled to a basic mental health care plan that may include:

- Crisis Intervention
- Intake Assessment
- Inpatient Psychiatric Services Approval
- Referral
- Interpretive services as needed

Your first visit with a mental health service provider may involve a screening assessment. This assessment is used to determine if you meet the criteria for services. These criteria require that you have a covered mental health diagnosis and a functional impairment score as determined by a Mental Health Professional. If services are Medically Necessary and you meet the PRSN access to care criteria, they will be identified on your Individualized Service Plan. If services are not indicated, you may be provided referrals to other community resources.

**Medically Necessary Services** are those which are reasonably calculated to prevent, diagnose, correct, cure, alleviate or prevent the worsening of conditions that endanger life, cause suffering or pain, result in illness or deformity, threaten to cause or aggravate a handicap, or cause physical deformity or malfunction. To be medically necessary there would be no other service that would be equally effective, more conservative, substantially less costly course of treatment available or suitable for the recipient. Course of treatment may include mere observation or, where appropriate, no treatment at all.

## COORDINATION OF CARE FOR SPECIAL POPULATIONS

The PRSN oversees mental health services and coordination of care for children, ethnic minorities, persons with disabilities and older adults. The coordination of care process shall include identification, assessment, treatment planning and direct access to specialists. The PRSN maintains and distributes within our network a directory of Mental Health Specialists available to provide consultation for special populations. Recommendations from specialist consultations are incorporated into the mental health treatment planning and service delivery.

### Definitions for Special Populations

The PRSN defines a child or youth as an individual under the age of 18 years old. For the Medicaid population, a child is defined as an individual under the age of 21 years old.

The PRSN defines disabled as an individual with a disability other than a mental illness, including a developmental disability, serious physical handicap, or sensory impairment.

The PRSN defines an ethnic minority as any of the following general population groups; African American, American Indian, Alaskan Native, Canadian Indian, Asian/Pacific Islander or Hispanic.

The PRSN defines an older adult as an individual who is 60 years of age or older.

When PRSN mental health services are provided to persons who are also members of special populations, the PRSN and network provider are responsible to coordinate care with the following entities, as they apply to your individual case:

- Other Network Mental Health Care Professionals
- Other Out of Network Mental Health Care Professionals
- Mental Health Specialists
- Allied System Providers
- Schools
- Primary Medical Care Provider



## NAMI RESOURCES

The PRSN also supports local NAMI (National Alliance for the Mentally Ill) affiliates. All three counties have monthly support groups for individuals seeking services, family members, and interested community members to participate and provide support. Please contact the local groups for additional meeting information.

- NAMI Clallam County: 360-683-3496
- NAMI Jefferson County: 360-379-6434
- NAMI Kitsap County: 360-377-2910



## DETECTING MEDICAID FRAUD & ABUSE

If you are concerned with Medicaid Fraud and Abuse within the network, you can make an anonymous report to any of the following:

- PRSN Compliance Officer: (800) 525-5637
- DBHR Compliance Officer: (360) 725-1039
- Washington State Attorney General's Office: (360) 586-8888

This provides a simple way to report activities that may involve violations of Code of Ethical Conduct or suspicious business practices, such as conflicts of interest, self-referrals, or any other conduct that may be a violation of law.



## Core Services

Core services, if authorized, may include any of the following:

### Counseling Services

- Brief, Focused Treatment
- Individual and Group Counseling

### Intensive Rehabilitation Services

- Case Management
- Psychiatric Evaluation
- Medication Prescription & Monitoring
- Individualized and Tailored Care

## Specialized Services

Specialized services, if authorized, may include any of the following:

- Residential Support Services
- Structured Day Programs
- MICA Services (Mentally Ill/Chemically Addicted)
- Evaluation & Treatment Services (Adult and Adolescent Services)
- Evidence Based Practices and Treatment Modalities (you may request a listing of specialized treatment and clinicians trained in your local area by contacting the PRSN office)

## Authorization for Services

The PRSN requires prior authorization for outpatient and residential services. We authorize services appropriate to each individual's circumstances and at the least restrictive level of care, so that people can remain in their communities and functioning at the highest level possible.

We provide a range of both traditional and innovative programs and services which address the needs of the whole person, towards the goals of wellness, rehabilitation and recovery.



## PRSN VALUES

- We value individual and family strengths while striving to include their participation and voice in every aspect of care and development of policy and procedures.
- We value and respect culture and diverse qualities of each individual.
- We value services and education that promote recovery, resiliency, reintegration and rehabilitation.
- We work in partnership with allied community partners to provide continuity and quality care.
- We treat people with respect, compassion, and fairness.
- We value the continuous improvement of services.
- We value flexibility and creativity in meeting the needs of each individual.

The Peninsula Regional Support Network (PRSN) does not discriminate on the basis of race, color, national origin, sex, age, religion, creed, or disability in the provision of all of its services, activities, financial aid, and other benefits.

### Age and Culturally Competent Services

The PRSN values and respects the culture and diverse qualities of each member. The PRSN and our network of mental health providers are committed to offering age and culturally competent services.

Age and Cultural Competence means:

- Recognition of the unique developmental and socio-cultural needs and customs of human beings at differing ages, specifically those of children and older adults;
- The ability to serve you in a manner which is responsive to your unique developmental needs;
- Recognition of the unique beliefs, customs and institutions which arise out of your self-identified social/cultural and/or ethnic group; and
- The ability to serve you in a manner which is responsive to your unique cultural background.



and that you are kept informed of the process.

- Provide information on resources and client rights.
- Recommend changes to correct a problem or prevent future occurrences.
- Maintain confidentiality.

### What Can't The Ombuds Service Do?

- Provide mental health counseling or case management services.
- Obtain information on your behalf without your written consent.
- Ensure any specific outcome.
- Give legal advice or act as your attorney.
- Enforce a recommendation

### What Can You Do To Help The Ombuds Resolve Your Concern Or Complaint?

- Be prepared to tell the WHO, WHAT, WHERE, and WHEN of the problem.
- Supply any written information you may have to the Ombuds.
- Consider what would be a fair resolution. What is it you want from the provider?
- Keep the Ombuds informed of how you can be helped and where you can be reached.



## A Mental Health Ombuds Is Available To Assist You



### BRIDGES MENTAL HEALTH OMBUDS SERVICE

Serving Clallam, Jefferson and Kitsap Counties  
**360-692-1582** Toll free: 1-888-377-8174

#### What Is The Ombuds Service?

The State of Washington has established an independent Ombuds service to receive complaints and grievances from publicly funded mental health clients. Complaints may be made by clients, their family members or others.

#### What Is The Purpose?

The Ombuds receives complaints concerning quality of service and client satisfaction and assists in resolving them quickly and confidentially. The Ombuds' primary goal is to help providers and clients work together to ensure dignified, quality service.

#### Who Is Eligible?

Residents of Clallam, Jefferson and Kitsap Counties who are eligible to receive, or are receiving, publicly funded mental health services may use the Ombuds service. Concerns or questions from family members and other interested parties may also be directed to the Ombuds.

#### Are There Fees?

There are no fees associated with this service.

#### What Can The Ombuds Do For Me?

- Listen to your problem, as it pertains to services at the publicly funded mental health agency.
- Analyze what is involved and help you determine an appropriate solution.
- Investigate facts, records, laws, policies and procedures.
- Provide assistance in resolving the problem on an informal level, if possible.
- Assist you in the complaint and grievance process. And, if necessary, follow through to see that the complaint is resolved

## PRSN OUTPATIENT CLIENT RIGHTS

1. The right to receive information on available treatment options and alternatives presented in a manner appropriate to the enrollee's condition and ability to understand.
2. The right to participate in decisions regarding your healthcare including the right to refuse any proposed treatment consistent with Chapter 71.05 RCW and 71.34 RCW and CFR 438.100(iv).
3. The right to be free from any form of restraint or seclusion used as a means of coercion, discipline, convenience or retaliation, as specified in other Federal regulations on the use of restraints and seclusion.
4. The right to receive appropriate care and treatment, employing the least restrictive alternatives available.
5. The right to be treated with respect, dignity and privacy.
6. The right to receive treatment which is nondiscriminatory and sensitive to differences of race, culture, language, gender, age, national origin, disability, marital status, and sexual orientation.
7. The right to be free of any sexual exploitation or harassment.
8. The right to request a second opinion from a qualified health care professional at no cost.
9. The right to receive the services of a certified language or sign language interpreter and written materials in alternate formats to accommodate disability consistent with Title VI of the Civil Rights Act.
10. The right to plan for your care and be involved in the creation of your individual treatment plan which addresses your unique needs.
11. The right to receive direct access to mental health professionals for beneficiaries with special health care needs.
12. The right to confidentiality and privacy of all information and records as specified in relevant statutes (Chapter 70.02 RCW, 71.05 RCW, 71.34 RCW & 45 CFR 160 and 164).

13. The right to review and receive a copy of your case record and be given an opportunity to make amendments or corrections.
15. The right to receive an explanation of all medications prescribed, including expected effect and possible side effects.
16. The right to expect that any research you agree to participate in will be done in accordance with all applicable laws, including DSHS rules on the protection of human research subjects as specified in WAC 388-04.
17. The right to choose an outpatient primary care provider at the time of enrollment, to change your primary care provider within the first 90-days and once during any 12-month period for any reason, and at any time for good cause (WAC 388-865-0345).
18. The right to make an advance directive, stating your choice and preference regarding your physical and mental health treatment if you are unable to make informed decisions.
19. If you are a Medicaid eligible, the right to receive all services which are medically necessary to meet your care needs. In the event that there is a disagreement, you have the right to a second opinion from:
  - a. A provider within the regional support network about what services are medically; or
  - b. For consumers not enrolled in a prepaid health plan, a provider under contract with the mental health division.
20. As long as you are a Medicaid recipient, you will not be billed for Medicaid covered services.
21. The right to lodge an agency complaint or PRSN grievance with the Ombuds' office, PRSN, or provider, if you believe your rights have been violated. If you lodge an agency complaint or PRSN grievance, you shall be free of any act of retaliation. The Ombuds' office may, at your request, assist you in filing. The Ombuds' phone number is 1-888-377-8174.
22. The right to have a mental health professional or network agency advise or advocate for you with respect to CFR438.102(i-iv) without PRSN restriction.
23. The right to file an administrative hearing with DSHS without first accessing the contractor's grievance process. Use the DSHS pre-hearing and administrative hearing processes as described in chapter 388-02 WAC.
24. The right to a Notice of Action appeal for any denial, termination, suspension, or reduction of services and to continue to receive services at least until your appeal is heard by a fair hearing judge. To file an Appeal you may:
  - a. Contact the Ombuds' office, or have an advocate, for assistance in filing an Appeal and throughout the Appeal process
  - b. File a PRSN Appeal with the PRSN by calling 1-800-525-5637
  - c. Request a Fair Hearing by writing to the Office of Administrative Hearings, Post Office Box 42488, Olympia, WA 98504-2488
25. The right to ask for an administrative hearing if you believe that any rule in WAC 388-865 was incorrectly applied in your case.
26. To freely exercise any and all rights and exercising these rights will not adversely affect treatment by the provider, the Peninsula Regional Support Network or the Mental Health Division.

