



## PENINSULA RSN

### NETWORK MANAGEMENT POLICIES AND PROCEDURES

**Policy Name:** EXTERNAL SPECIALIST CONSULTATION SERVICES

**Policy Number:** 3.04

**Reference:** DSHS Contract, WAC 388-865-0425

**Effective Date:** 11/2002

**Revision Date(s):** 11/2010

**Approved by:** PRSN Executive Board

#### CROSS REFERENCES

- Form: PRSN Special Population Evaluation Form
- Plan: Utilization Management Plan
- Policy: Corrective Action Plan
- Policy: Tribal External Specialists Consultation Services

#### PURPOSE

The Peninsula Regional Support Network (PRSN) network agencies are responsible for having service contacts for out of network Specialists consultation services.

- Beginning January 1<sup>st</sup> 2008, the PRSN will no longer be reimbursing Specialty Consultants external to the network for consultation services.

The PRSN will continue to have external local Tribal specialists (only) reimbursed by the PRSN (reference the Tribal External Specialists Consultation Services Policy).

The PRSN public health provider network includes:

- Kitsap Mental Health Services (KMHS)- main campus located in Bremerton
- Jefferson Mental Health Services (JMHS)- main campus in Port Townsend
- Peninsula Community Mental Health Center (PCMHC)- main campus in Port Angeles
- West End Outreach (WEOS)- main campus in Forks

## PROCEDURE

1. The network agencies are responsible for having service contacts with external specialists for the required specialty consultation services.
2. The PRSN and the network mental health providers are contracted to provide medically necessary comprehensive mental health services that provide therapeutic interventions which are designed to ameliorate psychiatric symptoms and improve a consumer's functioning.
  - All services must demonstrate age and culturally competency.
3. The recommendations provided by the Consultant must be taken into account when planning, reviewing, and revising the Individual Service Plan and treatment. The consultation may provide information targeted at the course of treatment and identify steps toward progress of established goals for **rehabilitation, recovery, resiliency and reintegration** into the mainstream of social, employment, and educational choices.
4. All specialty consultation must be recorded in Profiler.
  - If the specialty consultation is from an in-network consultant, the clinician records a Special population Consultation service in Profiler and writes the recommendations within the note for that service.
  - If the specialty consultation is from an out of network consultant, the service is entered in Profiler as a Special Population Consultation received with a brief note regarding the recommendations.
  - Scanning the PRSN Special Population Consultation form into Profiler is optional.

### PRSN Providers Request Consultation

1. When a Specialist Consultation is required, the PRSN mental health providers will contact the consultant to request an appointment time.
2. The PRSN expects the consultation to occur within thirty (30) days of the intake assessment unless there are documented special arrangements.
3. The PRSN provider will complete the Special Population Evaluation document in Profiler with the information provided during the consultation. These consultation services are typically conducted via telephone.
4. The PRSN provider is responsible for transferring the special population consultation information into Profiler (clinical chart), documenting the activity in the clinical notes, and incorporating the recommendations into the Individual Service Plan/ Treatment Plan.

## **MONITORING**

This policy is a mandate by statute and contract.

1. This Policy is monitored through use of PRSN:
  - Annual PRSN Provider and Subcontractor Administrative Review
  - Monthly Provider Chart Review
  - Exhibit N Reports and Grievance Tracking
  - Biennial Provider Quality Review Team on-site review
  - Quarterly Provider Performance Reports
  - Quality Management Plan activities, such as review targeted issues for trends and recommendations
  - Consumers are asked about culturally appropriate service delivery through the MHSIP. The MHSIP is performed every two years
  - In addition, the Department monitors WAC compliance during licensing and certification reviews
  
2. If a provider performs below expected standards during any of the reviews listed above a Corrective Action Plan will be required for approval. Reference PRSN Corrective Action Plan Policy.