



## PENINSULA RSN

### NETWORK MANAGEMENT POLICIES AND PROCEDURES

**Policy Name:** AVAILABILITY OF SERVICES

**Policy Number:** 3.01

**Reference:** DSHS Contract, 42 CFR 437.207

**Effective Date:** 2/2004

**Revision Date(s):** 4/2007

**Approved by:** PRSN Executive Board

#### CROSS REFERENCES

- Plan: Utilization Management Plan
- Policy: Access To Timely Services
- Policy: Corrective Action Plan

#### PURPOSE

The Peninsula Regional Support Network (PRSN) shall ensure that it maintains an adequate network of service providers. Upon request, the PRSN will ensure the state of sufficient capacity to serve the projected enrollment in our service area with supportive documentation in accordance with the contract standards for access to services.

#### DEFINITIONS

Request for Services is defined as the point in time when a request for mental health services are sought or applied for through a telephone call, in person, or receipt of a written request through any of the following access points.

- Contacting PRSN
- Contacting CommCare
- Contacting the network provider
- Crisis services

## PROCEDURE

At least annually, the PRSN will determine the adequacy of the provider network, utilization management entity, and subcontractors within the region. The provider network, utilization management entity, and subcontractors are contracted to provide adequate access to all services covered under their contracts.

1. The PRSN shall examine:
  - Anticipated Medicaid enrollment.
  - Historic and expected regional utilization rates, taking into consideration the characteristics and health care needs specific to the Medicaid population residing within the PRSN and number of enrollees served.
  - Information regarding staff numbers and types (in terms of training, credentials, and experience, and specialization) at each provider required to furnish the contracted Medicaid and non-Medicaid contracted services.
  - The numbers of network providers who are not accepting new Medicaid clients.
  - The geographic location of providers and enrollees, with consideration given to distance, travel time standards, the means of transportation ordinarily used by Medicaid enrollees, and whether the location provides physical access for Medicaid enrollees with disabilities.
2. The PRSN does not discriminate and protects against provider discrimination for serving high risk populations, costly treatment, or specializes in conditions that require costly treatment.

## MONITORING

This policy is a mandated by statute and contract.

1. This policy will be monitored through use of PRSN:
  - Annual PRSN Provider Directory requests
  - Annual PRSN Provider and Subcontractor Administrative Review
  - Exhibit N Report and Grievance Tracking
  - Biennial Provider Quality Review Team on-site review
  - Quality Management Plan QUIC activities, such as review of Provider Directories updates and historical comparisons for staffing 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. Reference PRSN Corrective Action Plan Policy.



## PENINSULA RSN

### NETWORK MANAGEMENT POLICIES AND PROCEDURES

**Policy Name:** CULTURALLY COMPETENT SERVICES

**Policy Number:** 3.02

**Reference:** DSHS Contract; 42 CFR 438.206

**Effective Date:** 5/2005

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

**Approved by:** PRSN Executive Board

#### CROSS REFERENCES

- Policy: Corrective Action Plan Policy
- Policy: Promoting Recovery and Resiliency
- Specialists Provider Directory

#### PURPOSE

The Peninsula Regional Support Network (PRSN) shall ensure that network providers provide culturally competent services.

#### DEFINITIONS

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 individuals in a manner which is responsive to their unique developmental needs.
- Recognition of the unique beliefs, customs, and institutions which arise out of each individual's self-identified social/cultural and/or ethnic group.
- The ability to serve individuals in a manner which is responsive to their unique cultural background.

## **PROCEDURE**

1. PRSN providers comply with Washington Administrative Code (WAC), contract and policy requirements concerning the provision of culturally competent services
2. The PRSN maintains a list of in-network cultural specific consultants, bilingual staff, and evidence based trained staff directories available to network providers. These lists are updated and distributed annually.
3. The PRSN analyzes the specialists FTE gains and loss from year to year in order in ensure adequate special population and ethnic specialists for the network to access for consultation purposes.
4. The PRSN monitors specialists sufficiency and timeliness through the following mechanisms:
  - Monthly standard chart review process
  - Annual Administrative Review

## **MONITORING**

This policy is a mandate by statue 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.



## PENINSULA RSN

### NETWORK MANAGEMENT POLICIES AND PROCEDURES

**Policy Name:** CULTURALLY COMPETENT SERVICE  
STRUCTURE

**Policy Number:** 3.03

**Reference:** WAC 388-865-0450 and 1996 Waiver

**Effective Date:** 9/2005

**Revision Date(s):** 12/2011

**Approved by:** PRSN Executive Board

#### CROSS REFERENCES

- Policy: Corrective Action Plan

#### PURPOSE

It is the policy of the Peninsula Regional Support Network (PRSN) to establish, and to require network providers and subcontractors to establish, policies, procedures and mechanisms maximizing access to and use of mental health services, including care which evidences age and cultural competence, assures reception of appropriate levels of care, and in which treatment plan responsibility and information availability issues meet criteria as specified in Washington Administrative Code (WAC) and PRSN/ DSHS contracts.

#### DEFINITIONS

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 individuals in a manner which is responsive to their unique developmental needs;
- Recognition of the unique beliefs, customs and institutions which arise out of each individual's self-identified social/cultural and/or ethnic group; and
- The ability to serve individuals in a manner which is responsive to their unique cultural background.

## PROCEDURE

The PRSN will, in compliance with Revised Code of Washington (RCW), WAC and contract, promote and evidence age and cultural competence throughout the system by:

### **Representation:**

#### Governance System:

Establish a governance structure through Inter-local Agreement consistent with chapter 71.24 RCW, herein identified as the Peninsula Regional Support Network (PRSN) Executive Board. The board will consist of at the least three members of each County Board of Commissioners and one tribal representative for the counties and Tribes comprising the PRSN. The board will meet as is necessary for the conduct of business in accordance with the Interlocal Agreement establishing the PRSN.

On-going recruitment for membership on the Advisory Board so as to enhance representation of regional demographics, including persons representing:

- Consumers, past and present
  - Tribal membership or other significant ethnic groups
  - Concerns of youth and children
  - Concerns of older adults
- a. PRSN staff conducts a demographic profile of Advisory Board members no less than annually to determine if membership is representative of the region as defined above, and advises the Board of recruitment needs, if any.
  - b. PRSN staff mail recruitment letters to organizations serving individuals from diverse cultural groups, particularly those groups under-represented, when a vacancy on the board occurs.
  - c. PRSN staff, Quality Review Team (QRT) and Advisory Board members maintain ongoing discussions with key informants who are knowledgeable and involved with diverse cultural communities within Clallam, Jefferson and Kitsap Counties in order to inform and invite their membership on the Board.
  - d. The PRSN staff appraises Executive Board members and management staff of requirements relative to age and culturally competent representation in order to support compliance with laws, regulations, and contractual obligations.
    - One Tribal representative, appointed by the local Tribes, actively participates and provides input to the Executive Board.
  - e. Advisory Board orientation materials include sections addressing the PRSN goals for achieving region-wide cultural competence.

- f. The Advisory Board advises the Board and PRSN regarding potential benefits or barriers resulting from current policies and procedures; and who address the reduction and elimination of culturally based barriers to service; and who serve in conjunction with the oversight committee(s) for children, older persons, and ethnic minorities which meets quarterly and which includes parents of children/adolescents receiving services, early intervention providers, health providers, juvenile court, child welfare, tribal and substance abuse treatment providers who address, as well, EPSDT requirements.
- g. PRSN management staff attend and represent the PRSN at regional meetings, conferences, assemblies or trainings which examine, promote or represent cross-cultural awareness, and schedules Advisory Board or other appropriate meetings at churches, Tribal Centers and other community-based locations which may be comfortable to and promote attendance by a diverse population.

Administration: Ensuring that PRSN staff:

- a. Review demographic profiles and provide demographic information relative to the region and catchment areas in order to promote and facilitate broad representation throughout the system.
- b. Recruit PRSN staff in a manner which assures removal of barriers to equal opportunity and promotes diversity.
- c. Develop a roster of Specialists, bilingual, and evidence based trained network staff who may be accessed by network providers for consultation in the event an appropriate Specialist is not available within the provider organization. The providers may have an additional list of Specialists, who may have a formal and contractual, or informal arrangement with consultants.
- d. The PRSN management staff develops Tribal Agreements, regularly schedules meetings, and outreaches to Tribal authorities for the discussion of issues of mutual interest or concern.

Grievance, Quality Review Team, Ombuds: Ensuring that:

- a. The PRSN and provider grievance policies and procedures are reviewed and policies or procedures which may represent a barrier, or do not enhance age and culturally competent representation, are revised.
- b. The QRT recruitment policies and practices are in alignment with those of the Advisory Board and solicits persons who evidence an understanding of or appreciation for age and cultural competence issues for membership.
- c. The policies and procedures of the Ombuds, and its management, are reviewed, and policies or procedures which may represent a barrier, or do not enhance age and culturally competent representation are revised. Recruitment for Ombuds

solicits persons who evidence an understanding of or appreciation for age and cultural competence issues.

- d. The Ombuds program policies and procedures are culturally competent.
- e. The Ombuds program policies and procedures encourage the involvement by consultation with or supervision from, specialists, and certified interpreters, when addressing consumer concerns of special populations.
- f. All steps necessary to pursue complaint and grievance procedures at the PRSN, provider, and all other levels are translated into the languages most used in the region.

Provider Network and Subcontractors: Requiring that:

- a. Contracted network providers and subcontractors evidence policies and procedures which include provisions to ensure staff development and staffing that is culturally competent and promotes availability of age and culturally competent staff.
- b. Contracted network providers and subcontractors assure that equal access to available services exists for people who are not English proficient or who are ethnic minorities by making marketing materials available for these services in alternative languages.

Clinical Care: Requiring that contracted network providers ensure availability of, or access to, age and culturally competent staff, or consultants to staff, who are able to provide:

- a. Assistance to network providers in developing appropriate access avenues which promote service availability across age, ethnic groups within the catchment area, local cultures, and among under served populations.
- b. Age and culturally competent clinical supervision.
- c. Age and culturally competent service delivery.
- d. Age and culturally competent specialist availability.
- e. Age and culturally competent representation in the various review and monitoring aspects of PRSN and provider quality assurance/improvement systems.

## **Training**

### **Administration:**

- a. The PRSN contracting for, and making available to staff of the RSN, network providers, subcontractors, the Advisory Board and QRT, the Ombuds, and other constituents of the region as it deems appropriate, training which promotes age and cultural competency including respect for and awareness of:
  - Non-ethnic based cultures (e.g. gang, prison related, regional, religious, life style or occupation related, etc.), as well as cultures of ethnicity
  - Valuing diversity
  - The dynamics of difference
  - Acculturation vs. assimilation
  - Cross cultural and/or cultural norms in assessment, differential diagnosis, service planning and intervention
  - Incorporation of the individual's age or culture related supports and beliefs into the treatment process
  - Incorporation of non-traditional interventions into the treatment process
  - Developmental issues; and socio economic issues in order to provide the most consumer-useful, effective and efficient services
  
- b. The PRSN ensuring that it:
  - Develops an on-going/updated roster of trainings within the region which are delivered by persons with expertise in age and cultural competence, and which address:
    - 1) the concepts of age and cultural competence in general, and
    - 2) specific competencies relative to children and older adults, ethnic groups within the region, other cultural groups within the region
  - Provide the training roster to personnel at all levels of the mental health service delivery system within the region
  - Annually attend a training that addresses age or cultural competence in mental health service systems

### **Governance, Grievance-QRT-Ombuds, Provider, and Subcontractor Systems**

The PRSN ensuring that it:

- a. Provide training rosters to, and encourage attendance by, members of the Advisory Board at age and cultural competence training.
  
- b. Provide training rosters to, and encourage attendance by, members of the QRT and the Ombuds at age and cultural competence training.

- c. Require that network providers ensure that all staff attend training in age and cultural competence concepts and that clinical staff attend training to increase their competence in specific areas of age or culture.
- d. Promote and facilitate network provider ability to assist staff in attending training, which will result in their acquiring specialist status in areas of age, cultural or other specialty competence.

**Written Entrance Criteria- Outpatient and Inpatient Services**

- a. The PRSN, with its providers, develop and implement age and culturally competent written criteria for outpatient and inpatient eligibility, admissions, and continuing stay authorization criteria and discharge protocols for PRSN funded services.

By assuring that documents for information gathering, screening, intake, assessment, and individual plans of care, developed by the PRSN and/or providers/ subcontractors, promote age and cultural competence by including opportunities for service recipients to identify their age, their ethnicity according to personal perception, their culture, and issues relating to these factors.

The individualized information is available for review during the authorization requests for outpatient and inpatient services and referrals to hospitals or other services which may be treating the service recipient.

- b. The PRSN requires, and ensures through review and audit, that network providers implement PRSN policies and procedures regarding cultural competency through:
  1. Early identification of persons seeking services who are an ethnic minority or specialty population by:
    - Providing an opportunity for self identification of one's ethnic or cultural group or groups within the beginning interactions of the initial contact between the PRSN and/or provider and the person seeking service, while maintaining their right to decline to provide this information.
    - Organizing access documents so that the consumer can self-identify his/her ethnic or cultural group(s), and be allowed to identify more than one ethnic group.
    - Organizing all screening, intake and other access documents to capture date of birth and age, and any existing disability information.
  2. Upon identification that the service applicant or consumer is under eighteen years of age or over sixty years of age, is disabled, or has identified him or herself as a member of an ethnic minority, the PRSN requires that the Provider staff:

- Refers and/or arranges for further contact, within the activity being performed, to be conducted by an available appropriate specialist; *or*, if none is available arranges for consultation by an appropriate specialist at the earliest reasonable opportunity within contract requirements; *or*
  - Performs the activity under the supervision of an appropriate specialist; and
  - Documents the date, time and person contacted to provide consultation or supervision.
  - Explicitly asks the service applicant about preferences which they may have relative to the plan of care and documentation in the treatment plan.
3. The network provider staff conducting interviews determines English language proficiency, documents the need for interpreter services and arranges for interpreter services, if necessary.
  4. All written materials generally available to service recipients are made available and TTY and other electronic devices are available to assure communication.
  5. Treatment planning and process include interventions which are congruent with the client's cultural background and are documented as such.
  6. Care coordination of clients receiving in-patient services includes review of the age and cultural competence of the care being received.
- c. The PRSN requires that provider staff include an assessment of relevant cultural issues which may include levels of acculturation vs. assimilation when planning for services for individuals who are ethnic minorities, and the explicit incorporation and documentation of assessment outcomes into planning and services.
  - d. Consultation by Specialists is always documented and accessible through Profiler. Consultation information is incorporated into the Treatment Plan.
  - e. Differential diagnosis, assessment, and service planning by provider staff explicitly address the individual client's cultural norms, which are documented.
  - f. The PRSN requires and network provider staff incorporate, and document the incorporation of, the individual consumer supports and beliefs into the treatment process, indicating those that are unique to the individuals culture, if known.
  - g. The PRSN requires and network provider staff incorporate and document the incorporation of traditional interventions that the client has identified as having efficacy for them, into the treatment process.

- h. The PRSN Quality Management policies and procedures require activities specifically designed to identify culturally based barriers within the mental health system or services and the recommendation of solutions to resolve identified barriers.
9. The PRSN policies and procedures require the contracted managed care entity delegated PRSN authorization of services/utilization management address issues of cultural competence.

### **Language Availability**

The PRSN, and network provider and subcontractors, ensure:

1. Certified interpretation is provided for limited English proficient clients and their families. The PRSN also maintains an in-network directory of bilingual staff that may be available on-site to assist individuals.
2. Outpatient client rights are posted in lobby areas within each network provider agency in the seven DSHS required languages and other predominant languages in the region.
3. Clients who are unable to read written material have access to the information in their own language, by
  - Utilizing certified interpreters on- staff, if available
  - Contracting for certified interpretation services, as necessary
  - Compiling and making available to all service providers, a list of acceptable interpreters and how to access them
  - Ensuring communication capacity including TTY and other electronic devices
- b. The PRSN ensures that all PRSN informational material and postings which represent services (such as access to services provided in the region, consumer rights, complaint/grievance protocol, or other crucial program information) are published in the DSHS required seven languages and other predominant languages in the region/network provider catchment area. These documents are translated by certified interpreters.
  - The PRSN Member Handbook, Outpatient Client Rights and Authorization letter are all posted on the PRSN website in the PRSN Manual.

### **Specialists (*See also PRSN Specialists List*)**

The PRSN staff ensures that network providers and subcontractors have access to and use Specialists as defined in RCWs by:

- Providing Providers with the definitions of and requirements for Specialists
- Providing Providers with definitions of special populations

- Assisting Providers in having access to Specialists, bilingual and evidence based trained staff via distribution of annual in-network and out-of-network Tribal directories.
- Monitoring Providers to ensure compliance

## **MONITORING**

This policy is a mandate by contract and statute.

1. This Policy will be monitored through use of PRSN:
  - Annual PRSN Provider and Subcontractor Administrative Review
  - Monthly Provider Clinical Chart Review
  - Exhibit N Report and Grievance Tracking
  - Biennial Provider Quality Review Team on-site review
  - Quarterly Provider Performance Reports
  - Review of Annual Training Plans- PRSN plan and agency clinical staff plans
  - Quality Management Plan activities, such as review targeted issues for trends and recommendations
  - Review of previous Provider Corrective Action Plans related to Age and Cultural Competence policy, including provider profiles related to performance on targeted indicators
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.

**PENINSULA REGIONAL SUPPORT NETWORK  
DIRECTORY OF MENTAL HEALTH PROFESSIONALS**

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<u>NAME</u>	<u>AGENCY</u>	<u>PHONE</u>
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6. Robert Reinach, MD	Kitsap Mental Health Services	(360) 373-5031
7. Susan Marie Ehrlich, MD	Jefferson Mental Health Services	(360) 385-0321
8. Joshua Jones, MD	Peninsula Community Mental Health	(360) 457-0431
9. Sarah Winternitz, MD	Peninsula Community Mental Health	(360) 457-0431
<b>II. PSYCHOLOGISTS</b>		
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<b>III. PSYCHIATRIC NURSES</b>		
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**IV. SOCIAL WORKERS**

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**V. (MHP) MASTERS DEGREE, PLUS TWO YEARS DIRECT SERVICE EXPERIENCE-  
Excludes MSW**

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**(MHP) MASTERS DEGREE, PLUS TWO YEARS DIRECT SERVICE EXPERIENCE**  
**Excludes MSW, continued**

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48. Jill Christenson	Jefferson Mental Health Services	(360) 385-0321
49. Katie Fothergill	Jefferson Mental Health Services	(360) 385-0321
50. Amy Elizabeth Gordon	Jefferson Mental Health Services	(360) 385-0321
51. Julia Hudnell	Jefferson Mental Health Services	(360) 385-0321
52. Shena Kellewea	Jefferson Mental Health Services	(360) 385-0321
53. Ru Kirk	Jefferson Mental Health Services	(360) 385-0321
54. Sam Markow	Jefferson Mental Health Services	(360) 385-0321
55. Harvey Montgomery	Jefferson Mental Health Services	(360) 385-0321
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58. Mariam Williamson	Jefferson Mental Health Services	(360) 385-0321
59. Sheila Witte-Hunt	Jefferson Mental Health Services	(360) 385-0321
60. Mary Arnott	Peninsula Community Mental Health	(360) 457-0431
61. Lucille Celestino	Peninsula Community Mental Health	(360) 457-0431
62. Pamella Davick	Peninsula Community Mental Health	(360) 457-0431
63. Mike Flynn	Peninsula Community Mental Health	(360) 457-0431
64. Colette Impellizzeri	Peninsula Community Mental Health	(360) 457-0431
65. Evelyn Johnson	Peninsula Community Mental Health	(360) 457-0431
66. Hazel Johnson	Peninsula Community Mental Health	(360) 457-0431
67. J. "Mac" McIntyre	Peninsula Community Mental Health	(360) 457-0431
68. Sheila Reed	Peninsula Community Mental Health	(360) 457-0431
69. Erran Sharpe	Peninsula Community Mental Health	(360) 457-0431
70. Wendy Sisk	Peninsula Community Mental Health	(360) 457-0431
71. Kathy Stevens	Peninsula Community Mental Health	(360) 457-0431
72. Kristin Warner	Peninsula Community Mental Health	(360) 457-0431
73. Patti Atkinson	West End Outreach Services	(360) 374-5011
74. Marcia Harms	West End Outreach Services	(360) 374-5011
75. Beatrice Kaufman	West End Outreach Services	(360) 374-5011
76. S. "Beth" Palmer	West End Outreach Services	(360) 374-5011
77. Ann Rowe	West End Outreach Services	(360) 374-5011
78. Gary Webb	West End Outreach Services	(360) 374-5011
79. Toby Bingham	PRSN	(360) 337-4604
80. Stacey A.S. Smith	PRSN	(360) 337-4604

**PENINSULA REGIONAL SUPPORT NETWORK  
 DIRECTORY OF SPECIALISTS/CONSULTANTS**

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**I. CHILD MENTAL HEALTH SPECIALISTS, per WAC 388-865-0150**

1.	Gilbert Banks	Kitsap Mental Health Services	(360) 415-5866
2.	Amber Beck Garcia	Kitsap Mental Health Services	(360) 479-4994
3.	Sara Bischoff	Kitsap Mental Health Services	(360) 415-5866
4.	Chris Borer	Kitsap Mental Health Services	(360) 479-4994
5.	Martha Crownover	Kitsap Mental Health Services	(360) 479-4994
6.	George Dannels	Kitsap Mental Health Services	(360) 415-5869
7.	Freida Fenn	Kitsap Mental Health Services	(360) 415-5866
8.	Patricia Flowergrowing	Kitsap Mental Health Services	(360) 415-5866
9.	Jill Forsberg	Kitsap Mental Health Services	(360) 415-5846
10.	Catherine Goldston	Kitsap Mental Health Services	(360) 415-5845
11.	Bruce Jackson	Kitsap Mental Health Services	(360) 415-5866
12.	Richelle Jordan	Kitsap Mental Health Services	(360) 479-4994
13.	Maria Klemesrud	Kitsap Mental Health Services	(360) 479-4994
14.	Carol Lambias	Kitsap Mental Health Services	(360) 479-4994
15.	Lisa Lawrence	Kitsap Mental Health Services	(360) 415-5866
16.	Anita Lemieux	Kitsap Mental Health Services	(360) 415-5866
17.	Steven Maynard	Kitsap Mental Health Services	(360) 415-5866
18.	Donald Moriarty	Kitsap Mental Health Services	(360) 415-5879
19.	John Perona	Kitsap Mental Health Services	(360) 373-3425
20.	Christine Puebla	Kitsap Mental Health Services	(360) 415-5866
21.	Irena Reynolds-Hanson	Kitsap Mental Health Services	(360) 373-7049
22.	Jessica Shine	Kitsap Mental Health Services	(360) 479-4994
23.	Erica Shutes	Kitsap Mental Health Services	(360) 479-5866
24.	Victoria Tierney	Kitsap Mental Health Services	(360) 479-5866
25.	Kristin Welch	Kitsap Mental Health Services	(360) 479-4994
26.	Christie Wright	Kitsap Mental Health Services/ YIU	(360) 415-5856
27.	Bernie Donanberg	Jefferson Mental Health Services	(360) 385-0321
28.	Katie Fothergill	Jefferson Mental Health Services	(360) 385-0321
29.	Shena Kellewea	Jefferson Mental Health Services	(360) 385-0321
30.	Ru Kirk	Jefferson Mental Health Services	(360) 385-0321
31.	Anne Marie Mende	Jefferson Mental Health Services	(360) 385-0321
32.	Harvey Montgomery	Jefferson Mental Health Services	(360) 385-0321
33.	Erik Nygard	Jefferson Mental Health Services	(360) 385-0321
34.	Mary Arnott	Peninsula Community Mental Health	(360) 457-0431
35.	Benjamin Jennett	Peninsula Community Mental Health	(360) 457-0431
36.	Lucille Celestino	Peninsula Community Mental Health	(360) 457-0431
37.	Tim Haberer	Peninsula Community Mental Health	(360) 457-0431
38.	James "Mac" McIntyre	Peninsula Community Mental Health	(360) 457-0431
39.	Kathy Stevens	Peninsula Community Mental Health	(360) 457-0431
40.	Marcia Harms	West End Outreach Services	(360) 374-5011
41.	Stephen Ironhill	West End Outreach Services	(360) 374-5011

**CHILD MENTAL HEALTH SPECIALISTS, per WAC 388-865-0150, continued**

42. Beatrice Kaufman	West End Outreach Services	(360) 374-5011
43. S. "Beth" Palmer	West End Outreach Services	(360) 374-5011
44. Toby Bingham	PRSN	(360) 337-4604
45. Stacey A.S. Smith	PRSN	(360) 337-4604

**II. GERIATRIC MENTAL HEALTH SPECIALIST, per WAC 388-865-0150**

1. Alicia Anderson	Kitsap Mental Health Services	(360) 373-6819
2. Vaughn Bonnet	Kitsap Mental Health Services	(360) 479-4994
3. Julie Elkinton	Kitsap Mental Health Services	(360) 373-7049
4. Rodney Hitchcock	Kitsap Mental Health Services	(360) 373-6819
5. Denise Hughes	Kitsap Mental Health Services	(360) 373-6819
6. Steve Selberg	Kitsap Mental Health Services	(360) 373-6819
7. Samuel Markow	Jefferson Mental Health Services	(360) 385-0321
8. Sheila Witte-Hunt	Jefferson Mental Health Services	(360) 385-0321
9. Pamella Davick	Peninsula Community Mental Health	(360) 457-0431
10. Marcia Harms	West End Outreach Services	(360) 374-5011

**MINORITY MENTAL HEALTH SPECIALISTS, per WAC 388-865-0150****AFRICAN AMERICAN**

1. Gil Banks	Kitsap Mental Health Services	(360) 415-5866
2. Harvey Montgomery	Jefferson Mental Health Services	(360) 385-0321

**ASIAN PACIFIC**

1. Samuel Markow	Jefferson Mental Health Services	(360) 385-0321
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**HISPANIC**

1. Harvey Montgomery	Jefferson Mental Health Services	(360) 385-0321
2. Beatrice Kaufman	West End Outreach Services	(360) 374-6177

**NATIVE AMERICAN**

1. Julie Archibald	Jefferson Mental Health Services	(360) 385-0321
2. S. "Beth" Palmer	West End Outreach Services	(360) 374-5011
3. Beatrice Kaufman	West End Outreach Services	(360) 374-5011

**DEVELOPMENTAL DISABILITIES MENTAL HEALTH SPECIALISTS, per WAC 388-865-0150**

1. Jessica Shine- Children	Kitsap Mental Health Services	(360) 415-4994
2. Nicole York- Adult	Kitsap Mental Health Services	(360) 415-5819
3. Sheila Reed	Peninsula Community Mental Health	(360) 457-0431
4. Stephen Ironhill	West End Outreach Services	(360) 374-5011

**PENINSULA REGIONAL SUPPORT NETWORK  
DIRECTORY OF BILINGUAL DIRECT SERVICE STAFF**

<u>NAME</u>	<u>LANGUAGE</u>	<u>AGENCY</u>	<u>PHONE</u>
<b>I. PSYCHIATRISTS</b>			
1. Karin Barkin, MD	German	Kitsap Mental Health Services	(360) 373-5031
<b>II. NURSE</b>			
1. Claudia Benaroch, RN	Spanish	Kitsap Mental Health Services	(360) 415-5854
<b>III. SOCIAL WORKERS</b>			
1. Cely Quisano	Ilocano/Ilokano	Kitsap Mental Health Services	(360) 415-6691
<b>IV. MHP (MASTERS DEGREE, PLUS TWO YEARS DIRECT SERVICE EXPERIENCE)</b>			
1. Beatrice Kaufman	Spanish/ French	WestEnd Outreach Services	(360) 374-5011
<b>V. CHILD MENTAL HEALTH SPECIALISTS, per WAC 388-865-0150</b>			
<b>VI. OTHER BILINGUAL DIRECT SERVICE STAFF</b>			
1. Etsuko Stephens, MA LMHC	Japanese	Kitsap Mental Health Services	(360) 373-7049
2. Hueini Chen, MS AA	Chinese	Kitsap Mental Health Services	(360) 373-7049
3. Estela Pajarillo, BA AA	Tagalog	Kitsap Mental Health Services	(360) 373-7049
4. Grenda Cancino, BA AA	Spanish	Kitsap Mental Health Services	(360) 373-7049
5. Iwona Sypka, MA, CDP, AA	Polish & Russian	Kitsap Mental Health Services	(360) 415-6679
6. Diana Velasco, BA & AA	Spanish	Peninsula Community Mental Health	(360) 457-0431
7. Juan Ruiz, CDP, AA	Spanish	West End Outreach Services	(360) 374-5011



**PENINSULA REGIONAL SUPPORT NETWORK  
 DIRECTORY OF NETWORK AGENCY & STAFF  
 EVIDENCE BASED SPECIALIZED TRAINING**

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<u>NAME</u>	<u>AGENCY</u>	<u>PHONE</u>
<b>I. ILLNESS MANAGEMENT &amp; RECOVERY</b>		
<i>Readily available at all network agencies</i>		
<b>II. FAMILY PSYCHO-EDUCATION</b>		
<i>Readily available at all network agencies</i>		
<b>III. WELLNESS &amp; RECOVERY ACTION PLAN (WRAP)</b>		
<i>Readily available at all network agencies</i>		
<b>IV. MEDICATION MANAGEMENT</b>		
<i>Readily available at all network agencies</i>		
<b>V. TRAUMA FOCUSED COGNITIVE BEHAVIORAL THERAPY (TF- CBT)</b>		
1. Patricia Flowergrowing	KMHS	(360) 415-5866
2. Bruce Jackson	KMHS	(360) 415-5866
3. Lisa Lawrence	KMHS	(360) 415-5866
4. Larry Layton	KMHS	(360) 415-5866
5. Steven Maynard	KMHS	(360) 415-5866
6. Christine Puebla	KMHS	(360) 415-5866
7. Victoria Tierney	KMHS	(360) 415-5866
8. Mary Arnott	PCMHC	(360) 457-0431
9. Kathy Stevens	PCMHC	(360) 457-0431
10. Toby Bingham	PRSN	(360) 337-4872
11. Betsy Cadwell	WEOS	(360) 374-5011
12. Cheri Fleck	WEOS	(360) 374-5011
13. Lonelle Huckabone	WEOS	(360) 374-5011
14. Beatrice Kaufman	WEOS	(360) 374-5011
15. Peggy Decker	WEOS	(360) 374-5011
16. Marcia Harms	WEOS	(360) 374-5011
17. Beth Palmer	WEOS	(360) 374-5011
<b>VI. DIALECTICAL BEHAVIORAL THERAPY (DBT)</b>		
1. Gary Carter	KMHS	(360) 415-5865
2. Patricia Flowergrowing	KMHS	(360) 415-5846
3. Jill Forsberg	KMHS	(360) 415-5846
4. Bruce Jackson	KMHS	(360) 415-5846
5. Lisa Lawrence	KMHS	(360) 415-5846
6. Lary Layton	KMHS	(360) 415-5846
7. Steven Maynard	KMHS	(360) 415-5866
8. Christine Puebla	KMHS	(360) 415-5846
9. Lisa Smith	KMHS	(360) 415-5823
10. Chris Swigert	KMHS	(360) 308-5909
11. Nicole York	KMHS	(360) 415-5819
12. Andrea Knutson	JMHS	(360) 385-0321
13. Harvey Montgomery	JMHS	(360) 385-0321

**VI. DIALECTICAL BEHAVIORAL THERAPY (DBT), continued**

	<u>NAME</u>	<u>AGENCY</u>	<u>PHONE</u>
14.	Julie Archibald	JMHS	(360) 385-0321
15.	Mary Arnott	PCMHC	(360) 457-0431
16.	Lucille Celestino	PCMHC	(360) 457-0431
17.	Debbie Fredson	PCMHC	(360) 457-0431
18.	Cheryl Johnson	PCMHC	(360) 457-0431
19.	Bob Nuffer	PCMHC	(360) 457-0431
20.	Erran Sharpe	PCMHC	(360) 457-0431
21.	Mac McIntyre	PCMHC	(360) 457-0431
22.	Beatrice Kaufman	WEOS	(360) 374-5011
23.	Steve Ironhill	WEOS	(360) 374-5011

**VII. PROGRESSIVE ASSERTIVE COMMUNITY TREATMENT (PACT)**

1.	Grenda Cancino	KMHS	(360) 415-6691
2.	Ken Clifton	KMHS	(360) 415-6691
3.	Nick Niemann	KMHS	(360) 415-6691
4.	Alicia Bennett	KMHS	(360) 415-6691
5.	Jennifer Petrunis, RN	KMHS	(360) 415-6691
6.	Araceili Quisano	KMHS	(360) 415-6691
7.	Francie Sholl, RN	KMHS	(360) 415-6691
8.	Lisa Smith	KMHS	(360) 415-5823

**VIII. CERTIFIED PEER COUNSELORS**

1.	Carol Gartin	KMHS	(360) 373-5031
2.	Lisa Hallman	KMHS	(360) 373-5031
3.	Michael Yocom	KMHS	(360) 415-6691
4.	Artis	JMHS	(360) 385-0321
5.	Judy Best	JMHS	(360) 385-0321

**IX. SUPPORTED EMPLOYMENT**

1.	Karrie McGuirk	KMHS	(360) 415-5826
2.	Ross Morgan	KMHS	(360) 415-5831

**X. SUPPORTED HOUSING**

1.	Tau Bios	KMHS	(360) 620-9778
2.	Daniel Petersen	KMHS	(360) 373-2574
3.	Steven Sirotzki	KMHS	(360) 373-2574
4.	Dawn Saiz	PCMHC	(360) 457-0431
5.	Cheri Fleck	WEOS	(360) 374-5011

**XI. INTEGRATED TREATMENT FOR CO-OCCURRING DISORDERS**

1.	Charlotte Anibas	KMHS	(360) 415-6679
2.	Helen Havens	KMHS	(360) 415-6679
3.	Cheryl Mogensen	KMHS	(360) 415-6682
4.	Linda Segur	KMHS	(360) 415-6679
5.	Iwona Sypka	KMHS	(360) 415-6679

**XI. INTEGRATED TREATMENT FOR CO-OCCURRING DISORDERS, continued**

<u>NAME</u>	<u>AGENCY</u>	<u>PHONE</u>
6. Susan Woolley	KMHS	(360) 415-6679
7. David Larson	PCMHC	(360) 457-0431
8. Sarah Perry	PCMHC	(360) 457-0431
9. Gary Webb	WEOS	(360) 374-5011

**XII. THERAPUETIC FOSTER CARE, Child & Family Services**

1. Jennifer Roach	KMHS	(360) 479-4994
2. Theresa Howell	KMHS	(360) 479-4994
3. Jessica Shine	KMHS	(360) 479-4994
4. Kristine Welch	KMHS	(360) 479-4994
5. Maria Klemesrud	KMHS	(360) 479-4994

**XIII. MULTI SYSTEMIC THERAPY (MST), Child & Family Services**

1. Vaughn Bonnet	KMHS	(360) 479-4994
2. Maria Klemesrud	KMHS	(360) 479-4994

**XIV. FUNCTIONAL FAMILY THERAPY (FFT), Child & Family Services**

1. Steven Maynard	KMHS	(360) 415-5866
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## 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.

**PRSN SPECIAL POPULATION EVALUATION- Optional Paper Form**

Use of this form is optional. Information can be directly entered into Profiler, in lieu of paper form.

Program: \_\_\_\_\_ Therapist: \_\_\_\_\_

Geriatric \_\_\_\_\_ Child \_\_\_\_\_ Disability \_\_\_\_\_ Client Identified Ethnicity \_\_\_\_\_

Specialist: \_\_\_\_\_ Phone or Face To Face

Client participated:  Yes  No

Not Completed- reason: \_\_\_\_\_

**PROFILE:** To be completed by person seeking consult.

**CULTURAL CONSULTATION ISSUES:** To be completed by person seeking consult and modified by Specialists, as needed.

**SPECIALISTS RECOMMENDATIONS:** Consider cultural/ spiritual beliefs; coordination with family, tribes and other cultural resources; most effective treatment approaches. To be completed with information provided by the Specialists.

Follow-up with Specialists indicated at this time.

\_\_\_\_\_  
Staff Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Print Consumer Name

\_\_\_\_\_  
Date

\* To be completed for all External Consultations by PRSN provider requesting consultation.

## ATTACHMENT B

### PRSN SPECIAL POPULATION EVALUATIONS INSTRUCTIONS FOR EXTERNAL CONSULTATIONS

The PRSN strongly recommends the network providers to use the PRSN specialists population evaluation form for documenting all consultations with specialists. The form can be scanned into Profiler.

This policy applies to all PRSN provider agencies and consumers that require Specialists Consultations. This Form has been implemented since June 10, 2002.

When the PRSN network treatment provider is a Specialist, the Specialists Consultation requirement is deferred per WAC388-865-0260, -0405, -0425, -0430.

#### PROCEDURE:

1. The PRSN Contracted Provider Agencies are strongly encouraged to use the PRSN Special Population Evaluation Form To Document Consultations with Specialists

All PRSN Providers are strongly encouraged to use and complete the PRSN Specialists Population Evaluation Form to document consultations, with regard to phone or face to face consultations, with specialists as required by WAC. The completed form can be scanned into Profiler.

- After the initial consultation, the "Profile" information may be left blank if there are no changes.

2. Inform the Treatment Plan

The recommendations documented during the consultation **must be** taken into account when planning, reviewing, and revising the Individual Service Plan and treatment progress.

The consultation may provide integral information targeted at the course of treatment and identify steps toward progress of established goals for rehabilitation, recovery, and reintegration into the mainstream of social, employment, and educational choices.

3. Specific Time Frames for Completion

Specialists consultations **must be** completed within thirty (30) days of the Intake Assessment and periodically thereafter as specified by the mental health specialists.

4. Specialists

- The PRSN providers will arrange for the consultation, in person or on the telephone, by the required (minority, DDD, Geriatric, Children's, or Deaf) specialist within contract requirements.
- The PRSN will provide yearly updated in-network specialists lists to the PRSN providers. The network agencies are expected to contract with specialists not available within the network.



## PENINSULA RSN

### NETWORK MANAGEMENT POLICIES AND PROCEDURES

**Policy Name:** TRIBAL EXTERNAL SPECIALISTS  
CONSULTATION SERVICES WITH  
LOCAL TRIBES

**Policy Number:** 3.05

**Reference:** DSHS Contract

**Effective Date:** 7/2007

**Revision Date(s):** 7/2009

**Approved by:** PRSN Executive Board

#### CROSS REFERENCES

- Directory: PRSN Tribal Specialists/ Consultants
- Form: PRSN Special Population Evaluation Form
- Plan: Utilization Management Plan
- Policy: Corrective Action Plan
- Policy: PRSN External Specialists Consultation Services and Attachments

#### PURPOSE

The Peninsula Regional Support Network (PRSN) provides reimbursement for Tribal specialty consultations provided to the network. Because the PRSN values the relationship with the local Tribes, has established Interlocal Agreements and 7.01 Plan identifying consultation services with each Tribe, consultation services are available to the network and reimbursed by the PRSN.

These consultation services are intended to inform the primary mental health clinician to culturally relevant factors (for the local Tribes) that may impact the treatment, including treatment planning and crisis services, of a client that has self-identified affiliation with a local Tribe.

The PRSN considers the following Tribes “local Tribes” because of shared designated area:

- Port Gamble S’Klallam
- Suquamish
- Jamestown S’Klallam

- Lower Elwha Klallam
- Quileute
- Makah
- Hoh River

The PRSN 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 public (WEOS)- main campus in Forks

## **PROCEDURE**

### Public Mental Health Services and Consultation

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.

The recommendations provided by the Consultant **must be** taken into account when planning, reviewing, and revising the Individual Service Plan (ISP) 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.

The following information outlines protocol and payment reimbursement instructions with the Tribes.

### PRSN Providers Request Consultation

1. When a Specialist Consultation is required, the PRSN mental health provider staff will contact the local Tribal consultant listed on the PRSN Directory of Tribal Specialists to request an appointment time.
2. *The PRSN expects the consultation to occur within thirty (30) days from the intake assessment unless there are documented special scheduling arrangements.*
3. The PRSN provider staff is responsible for providing basic demographic information and documenting the consultation. The PRSN strongly encourages

the use of the PRSN Special Population Evaluation Form for documenting the information provided during the consultation.

- This information may be directly entered into Profiler or the Specialists Evaluation form scanned into Profiler.
4. The PRSN provider is responsible for transferring the Special Population consultation information into the clinical chart, documenting the activity in the clinical notes, and incorporating the recommendations into the treatment plan.

#### Rate Reimbursement for Tribal Consultants

The PRSN has agreed to reimburse the local Tribe for consultation services, according to the rate noted in the current Interlocal Agreement. The PRSN encourages the use of phone consultation services.

Helpful hints for Tribes submitting an invoice:

- The PRSN is administered through Kitsap County. All PRSN Invoices are processed through the Accounting Policy and Procedures established by Kitsap County. **Per Kitsap County Policy, items listed on an Invoice cannot exceed \$500. total amount.** If needed, use multiple forms with services broken into increments.
- The PRSN must receive signed original Invoice forms. Copies or faxes will begin the processing, but reimbursement will not be released until the mailed original invoice is received.
- The average length of time for processing an Invoice, once received by the PRSN is three weeks. Consultation services are verified and invoices are submitted for payment. If you have not received payment after the average three weeks, please contact the PRSN.
- Verify all necessary information is on the Invoice prior to mailing to the PRSN. This may delay the reimbursement payment. The Kitsap County Accounting office will not process Invoices with missing information. The PRSN will verify the Invoice Forms prior to submitting to the Accounting Office, if information is missing we will make attempts to gather the needed information. If missing information can not be identified, the PRSN will return the Invoice.

#### **MONITORING**

This policy is a mandate by contract.

1. This Policy is monitored through use of PRSN:
  - Annual PRSN Provider and Subcontractor Administrative Review
  - Monthly Provider Chart Review
  - Quarterly Inter-tribal Meetings

- 7.01 Plans
  - 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.

**KITSAP COUNTY PERSONNEL & HUMAN SERVICES DEPARTMENT  
Invoice Form**

**Invoice Number:** \_\_\_\_\_

**Invoice Date:** \_\_\_\_\_

**Billing Amount:**    **\$** \_\_\_\_\_

**Agency:**                    \_\_\_\_\_ **Tribe**

**Program:**                To provide improved mental health services to local Native American communities.

**Contract:**                KC-\_\_\_\_\_

**Time Period:**            January 1, 2012 – December 31, 2012

I, the undersigned, do hereby certify under penalty of perjury that the materials have been furnished, the services rendered, the labor performed as described herein, and that the claim is just, due and unpaid obligation against the County of Kitsap, and that I am authorized to authenticate and certify said claim.

\_\_\_\_\_  
**Contracting Agency Director**

\_\_\_\_\_  
**Date**

**Remit Invoice to:**  
Anders Edgerton, Regional Administrator  
Peninsula Regional Support Network  
Kitsap County  
614 Division St. MS-23  
Port Orchard, WA 98366

**Send Check to:**  
**Tribal Chair**

**KITSAP COUNTY PERSONNEL & HUMAN SERVICES DEPARTMENT  
Expenditure Report**

**Agency:** \_\_\_\_\_ Tribe

**Program:** To provide improved mental health services to local Native American communities.

**Contract:** KC-\_\_\_\_\_

**Time Period:** January 1, 2012 – December 31, 2012

**Current Billing:** Month \_\_\_\_\_ Year 2012

<b>Expenditure Cost Category</b>	<b>Contract Amount</b>	<b>Current Billing</b>	<b>Life to Date Billed</b>	<b>Contract Balance</b>
Mental Health	\$10,700.			
<b>Total</b>	\$10,700.			



## PENINSULA RSN

### NETWORK MANAGEMENT POLICIES AND PROCEDURES

**Policy Name:** SERVICE PROVIDER SELECTION

**Policy Number:** 3.06

**Reference:** DSHS Contract, 42 CFR 438.207, 210, 230

**Effective Date:** 8/2003

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

**Approved by:** PRSN Executive Board

#### CROSS REFERENCES

- Policy: Corrective Action Plan
- Policy: Monitoring Contactor and Subcontractor Sufficiency
- Policy: Subcontractual Delegation & Assessment Plan

#### PURPOSE

The Peninsula Regional Support Network (PRSN) shall establish and maintain a contracted network of providers which ensures sufficient access and capacity to serve the expected enrollment. Upon request, the PRSN will provide the Department of Social and Health Services with supportive documentation in accordance with the contract standards for access to services and travel standards.

#### DEFINITIONS

Community Mental Health Agency is an agency that under contract with the PRSN and licensed to provide mental health services, also referred as CMHA.

Integrated Mental Health Services are defined as services that are coordinated to include multiple service providers.

#### PROCEDURE

1. The PRSN contracts with comprehensive outpatient mental health centers for delivery of services that are able to meet the needs of distinct communities.
  - Existing Network Providers have been responsible for delivering these services to their assigned communities for over twenty (20) years.

- Any new entity interested in a comprehensive service delivery contract would need to meet requirements developed under a PRSN Request for Proposals (RFP). The RFP would require the delivery of information regarding past experience or plans for development sufficient to allow the PRSN to evaluate the interested contractor's ability to fulfill all aspects of the comprehensive contract. If the interested contractor was deemed not to be able to meet the requirements of the contract, the response would be considered non-responsive.
  - Any new entity interested in providing stand- alone PRSN-Pre Paid Inpatient Health Plans (PIHP) delegated services would need to meet the requirements developed under a PRSN RFP and sign a formalized delegation agreement with the PRSN. See PRSN Subcontractual Delegation and Assessment Policy.
2. The PRSN authorizes applications for agency certification as Evaluation and Treatment facilities under WAC 388-865-0511.
- The PRSN will authorize sufficient numbers of inpatient facilities to meet the needs of the PRSN population.
  - Network Providers will be authorized to provide outpatient Evaluation and Treatment services for individuals on Less Restrictive Alternatives or on Conditional Release from involuntary Inpatient care.
  - Any new entity interested in a comprehensive service delivery contract would need to meet requirements developed under a PRSN Request for Proposals (RFP). The RFP would require the delivery of information regarding past experience or plans for development sufficient to allow the PRSN to evaluate the interested contractor's ability to fulfill all aspects of the comprehensive contract. If the interested contractor was deemed not to be able to meet the requirements of the contract, the response would be considered non-responsive.
3. The PRSN will retain at least the same access to contracted providers as existed in the Fee for Service system.
- Physical service sites will be maintained in at least four geographic areas: Bremerton, Port Townsend, Port Angles, and Forks. When enrollees must travel to these sites, they are accessible per the state defined travel standards.
  - Access to an intake evaluation by a mental health professional.
  - Age-appropriate range of services as identified in the Medicaid State Plan.
4. All network provider agencies shall be licensed (credentialed) by the State of Washington Department of Social and Health Services Mental Health Division.
- The PRSN shall assure that contracted network providers maintain their licensing status.

5. The PRSN will not discriminate against any network provider that is acting within the scope of their license or certification solely based upon the basis of that status.
6. The PRSN shall not contract with an agency provider or agency provider staff excluded from participation in federal health care programs.
  - Network providers shall screen upon hire and provide documentation for each employee shown on the federal exclusion website, and not employ such individuals.

As of August 2010 all staff, agency board members, volunteers/ interns, shall be screened monthly. Each network agency shall attest in writing that a monthly screening has occurred.
  - Providers shall certify that they are not disbarred.
7. The PRSN will evaluate network capacity at any time upon request of the Department due to significant change in operations.
8. The PRSN and contracted network providers must comply with all other federal and state laws, including:
  - Title IV of the Civil Rights Act of 1964
  - The Age Discrimination Act of 1975
  - The Rehabilitation Act of 1973
  - Title II and III of the Americans with Disabilities Act
  - and other laws regarding privacy and confidentiality

## **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
  - Annual Network Provider Staffing Directory
  - Analyzing annual PRSN Medicaid enrollment projections
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.



## PENINSULA RSN

### NETWORK MANAGEMENT POLICIES AND PROCEDURES

**Policy Name:** SERVICE PROVIDER LICENSING  
PROCEDURES --APPLICATION AND  
APPROVAL

**Policy Number:** 3.07

**Reference:** WAC 388-865-0284, -0315

**Effective Date:** 8/2004

**Revision Date(s):** 7/2009

**Approved by:** PRSN Executive Board

#### CROSS REFERENCES

- Policy: Correction Action Plan

#### PURPOSE

It is the policy of the Peninsula Regional Support Network (PRSN) to protect persons using licensed community mental health services by ensuring that the minimum state standards are uniformly applied and maintained.

#### PROCEDURE

The PRSN shall review all applications for community mental health agency licensure and send written comments either recommending or not recommending licensure to the department with a copy to the applicant.

1. Each provider shall fax or mail a copy of the current agency license for outpatient services to the PRSN.
2. The E&T agency shall fax or mail a copy of the current facility license to the PRSN.
3. The PRSN will maintain a paper record of all network agency licensing correspondence.

## **MONITORING**

This policy is a mandated by statue.

1. This policy will be monitored through use of PRSN:
  - Annual PRSN Provider and Subcontractor Administrative Review
2. If a provider performs below expected standards during the review listed above a Corrective Action will be required for PRSN approval. Reference PRSN Corrective Action Plan Policy.



## PENINSULA RSN

### NETWORK MANAGEMENT POLICIES AND PROCEDURES

**Policy Name:** SERVICE PROVIDER STAFF  
QUALIFICATIONS

**Policy Number:** 3.08

**Reference:** WAC 388-865-0260, 0405 and 1996 Waiver

**Effective Date:** 9/2005

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

**Approved by:** PRSN Executive Board

#### CROSS REFERENCES

- Policy: Corrective Action Plan

#### PURPOSE

It is the policy of the Peninsula Regional Support Network (PRSN) to retain, and to require its licensed service providers to:

- Retain respectful, competent staff who are qualified to meet job requirements, including requirements for mental health professional status.
- Maintain job descriptions for staff including qualification specification.
- Conduct a Washington State Patrol and Federal Exclusion background checks and reference check on all staff providing direct service. As of August 2010, these are conducted monthly.
- Collect primary source verification of licensure. If a staff does not have a Washington state license, all transcripts and training documents must be primary source.
- Require regular supervision and at least annual staff evaluation, as well as to maintain an individual training plan for staff.

#### PROCEDURE

1. The PRSN maintains, and expects the network providers and subcontractors to maintain, personnel files which are consistent with good management practices and which include:
  - a) Job description and job qualification requirements for each position
  - b) Supervision and evaluation documentation

- c) Qualifications (application or resume) of staff filling the position- primary source verification is required. If a staff has a current Washington state license, primary source education requirements are waived.
  - d) A plan which specifies training required or received
  - e) WSP/Federal Exclusion background check documentation
  - f) State licensure or agency-affiliated counselor registration is present in each direct service staff file, unless staff is hired as a Peer Support Specialists
  - g) State licensure or agency-affiliated counselor registration is present in each direct service staff file, unless staff is hired as a Peer Support Specialists.
2. The PRSN will review a random sample of all newly hired staff personnel during the annual Administrative Review to ensure the required documentation is present.
  3. The PRSN will ensure all network provider with state licensing corrective actions related to personnel files are reviewed and consistently monitored, as indicated.

## **MONITORING**

This policy is a mandated by statute.

1. This Policy will be monitored through use of PRSN:
  - Annual PRSN Provider and Subcontractor Administrative Review
  - Quality Management Plan activities, such as review targeted 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. Reference PRSN Corrective Action Plan Policy.



## PENINSULA RSN

### PROVIDER MONITORING POLICIES AND PROCEDURES

**Policy Name:** CREDENTIALING AND RECREDENTIALING  
OF PROVIDERS

**Policy Number:** 3.09

**Reference:** 42 CFR 438.214; DSHS Contract

**Effective Date:** 7/2009

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

**Approved by:** PRSN Executive Board

#### CROSS REFERENCES

- Plan: Utilization Management Plan
- Policy: Corrective Action Plans
- Policy: Provider and Subcontractor Administrative Review

#### PURPOSE

The Peninsula Regional Support Network (PRSN) shall monitor contracted provider agency and staff for compliance with credentialing and recredentialing contract requirements and federal regulations.

#### PROCEDURE

The PRSN only contracts for direct services with licensed mental health agencies.

The PRSN monitors network agency contractor compliance with credentialing and recredentialing through the following processes:

1. Contractor licensing and certification is monitored during the annual PRSN Administrative Reviews.
2. The agency licensing process reviews and verifies personnel records of existing staff.
3. Monthly Federal exclusions screenings are monitored through the PRSN. As of August 2010, the PRSN Compliance Officer requires monthly attestation from each network agency that federal exclusions have been conducted on all staff, Board members, volunteers/ interns, and subcontractors.

- Agency letters of attestation are due to the PRSN office by the 5<sup>th</sup> of each month.
4. The PRSN reviews a random sample of personnel records for newly hired staff.
    - The PRSN requires primary source verification of staff credentials, school diplomas/ degrees and trainings, licenses, job description, current training plan, and background clearance(s).  
The verification must be present in the personnel file.
  5. Subdelegated ASO, CommCare, is required by contract to maintain URAC accreditation.

## **MONITORING**

1. This policy is a mandate by contract and statute. This policy is monitored through use of PRSN:
  - Annual PRSN Provider and Subcontractor Administrative/ Subdelegated 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.



## PENINSULA RSN

### NETWORK MANAGEMENT POLICIES AND PROCEDURES

**Policy Name:** SERVICE PROVIDER MHP EXCEPTION

**Policy Number:** 3.10

**Reference:** WAC 388-865-0120, -0265

**Effective Date:** 5/2005

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

**Approved by:** PRSN Executive Board

#### PURPOSE

It is the policy of the Peninsula Regional Support Network (PRSN), under conditions in WAC 388-865-0120, 0265 to consider granting: a) general/other waivers to Providers; and b) waivers to individuals otherwise qualified as Mental Health Professionals (MHP) that do not meet the requirements listed in WAC 388-865-0405, 0530 if granting such a waiver supports the mission and purpose of the PRSN.

#### DEFINITIONS

Mental Health Professional (MHP) means:

- A psychiatrist, psychologist, psychiatric nurse or social worker as defined in Chapters 71.05 and 71.34 RCW.
- A person with a masters degree or further advanced degree in counseling or one of the social sciences from an accredited college or university. Such person shall have, in addition, at least two years of experience in direct treatment of persons with mental illness or emotional disturbance, such experience gained under the supervision of a Mental Health Professional.
- A person who meets the waiver criteria of RCW 71.24.260, which was granted prior to 1986.
- A person who had an approved waiver to perform the duties of a Mental Health Professional that was requested by the regional support network and granted by the Mental Health Division prior to July 1, 2001.
- A person who has been granted a time-limited exception of the minimum requirements of a Mental Health Professional by the Mental Health Division consistent with WAC 388-865-0265.

## PROCEDURE

1. Providers may request MHP exceptions by submitting a written request to the PRSN.
2. To be granted a MHP exception a person must have:
  - a. At least five years experience in the direct treatment of mentally ill individuals under the supervision of a mental health professional, and course work or training which includes education in making diagnoses and assessments, and developing related treatment plans. In-service training at mental health centers qualifies, with PRSN approval. Or, less than two years experience and a masters degree in behavioral sciences, or a related field from an accredited college or university, or
  - b. Documentation of experience, including written statements, from the supervisor verifying the person's ability to perform the identified functions.
  - c. A bachelor degree in behavioral sciences, or a related field from an accredited college or university.
3. Providers may request MHP exceptions to section 020(25) (b. above) by submitting a written request to the PRSN which includes:
  - a. The name of the person for whom the waiver is requested
  - b. The functions which they will be performing
  - c. How the provider has determined that the person is "otherwise qualified" to perform those functions, including their education, training, and experience and how it was verified.

Verification will include:

- a) documentation of a bachelors or masters degree in behavioral sciences, or a related field, from an accredited college or university;
  - b) five years of experience in the direct treatment of mentally ill individuals under the supervision of a Mental Health Professional, or less than two years experience for those holding a masters degree;
  - c) written supervisory statements verifying the person's ability to perform the identified functions, including making assessments, diagnosis, and appropriate treatment plans.
4. If the PRSN receives an exception request and approves it, it shall be forwarded to the Department for consideration within fifteen (15) days of receipt of the

request. The Department is required to respond in writing to the request within thirty (30) days of its receipt of the request.

5. Providers must receive written approval of the exception request from the Department prior to the person assuming mental health professional duties.
6. Once granted, waivers will be in effect for a period of time specified by the PRSN on an individual basis.
7. Certified Occupational Therapists are automatically considered waived. No application, verbal or written, need be made.
8. Those persons who were qualified as a Mental Health Professional under WAC 388-865-0150 are considered qualified under this policy and procedure.

## **MONITORING**

This policy is a mandated by statute.

1. This policy will be monitored through use of PRSN:
  - Annual PRSN Provider and Subcontractor Administrative Review
2. If a provider performs below expected standards during the review listed above a Corrective Action will be required for PRSN approval. Reference PRSN Corrective Action Plan Policy.



## PENINSULA RSN

### NETWORK MANAGEMENT POLICIES AND PROCEDURES

**Policy Name:** NOTIFICATION OF NETWORK AGENCY  
TERMINATION

**Policy Number:** 3.11

**Reference:** DSHS Contract, 42 CFR 438

**Effective Date:** 3/2006

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

**Approved by:** PRSN Executive Board

#### CROSS REFERENCES

- Policy: Corrective Action Plan

#### PURPOSE

The Peninsula Regional Support Network (PRSN) shall ensure timely and advance notice to Medicaid enrollees when a contracted network provider is terminated so continuity of care can be maintained.

#### DEFINITIONS

Community Mental Health Agency (CMHA) means a mental health agency that is subcontracted by the PRSN and licensed by the State of Washington to provide mental health services.

#### PROCEDURE

1. The PRSN will notify Medicaid enrollees when a network community mental health agency (CMHA) subcontract is terminated in accordance with all state, federal and MHD contract requirements.
2. The PRSN will send a written notice to all Medicaid enrollees receiving services from that CMHA within at least fifteen (15) days of notification of termination.
3. The PRSN notification to enrollees will be in writing and include the following:

- Name and location of the of the terminated network CMHA
  - Termination effective date
  - Alternate service providers and their locations
  - Steps that the PRSN will ensure to coordinate and transfer care to an alternative provider
  - Crisis line information
  - Contact numbers for assisting member with questions. At a minimum these will include the PRSN and the local Ombuds office
4. The PRSN will provide notification for the following systems within the required timeframes:
- The PRSN will immediately provide verbal and written notification to the Department of Social and Health Services (DSHS) notification of the termination status, at a minimum thirty (30) days prior to the termination date. The written notification will include the contingency/transition plan.
  - The PRSN will provide notification to the local Community Service Offices (CSO) located within the catchment area at least ten (10) days prior to the termination date.
  - The PRSN will provide notification to the allied service providers in the CMHA area at least ten (10) days prior to the termination date.
5. In addition to directly notifying the enrollee, the Department, Community Service Office, and the local allied systems the PRSN will conduct the following activities at least ten (10) days prior to the termination date:
- Post the notification on the PRSN webpage
  - Publish the notification in the local newspaper(s)
  - If available, provide notification on the local public access television channel
  - Verbally announced on local radio stations

## **MONITORING**

The policy is mandated by statute and contract.

1. This policy will be monitored through the PRSN:
  - Annual PRSN Provider and Subcontractor Administrative Review
  - Monthly Ombuds Activity Reports
  - Monthly Clinical Chart Review
  - Quality Management Plan activities, such as review targeted issues for trends and recommendations

2. If the PRSN falls below any expected standards listed in the policy or during any of the reviews listed above, a Corrective Action will be required. Reference PRSN Corrective Action Plan policy.



## PENINSULA RSN

### NETWORK MANAGEMENT POLICIES AND PROCEDURES

**Policy Name:** NOTIFICATION OF PRIMARY MENTAL HEALTH CARE PROVIDER TERMINATION      **Policy Number:** 3.12

**Reference:** DSHS Contract:

**Effective Date:** 9/2005

**Revision Date(s):** 12/2008

**Approved by:** PRSN Executive Board

#### CROSS REFERENCES

- Policy: Corrective Action Plan

#### PURPOSE

The PRSN shall ensure that network agencies provide notification to Medicaid clients when their primary mental health care provider is terminated and no longer employed within the agency.

#### DEFINITIONS

Mental Health Care Provider is defined as the individual with primary responsibility for implementing an individualized service plan for mental health rehabilitative services.

#### PROCEDURE

1. When a network agency terminates, or no longer employs a mental health care provider (MHCP), the PRSN requires the agency to use best efforts to notify clients assigned to the MHCP or who had received a service from the terminated MHCP in the previous sixty (60) days.
  - All clients requiring notification are authorized, currently opened for services, and assigned to the primary mental health care clinician.
2. The notification can be verbal or in writing, with documentation of the notification in the clients medical records at the agency.

3. The notification must occur within fifteen (15) working days of the termination of the MHCP.
4. The notification will include information about:
  - How services will be transitioned,
  - Identify the new MHCP contact person, and
  - Include a phone number and contact information for questions related to the transition.

## **MONITORING**

This policy is mandated by contract.

1. This policy will be monitored through the PRSN:
  - Annual PRSN Provider and Subcontractor Administrative Review
  - Monthly Provider Chart Review
  - Quality Management Plan activities, such as review targeted 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 approval. Reference PRSN Corrective Action Plan policy.



## PENINSULA RSN

### NETWORK MANAGEMENT POLICIES AND PROCEDURES

**Policy Name:** APPOINTMENT OF DESIGNATED MENTAL HEALTH PROFESSIONALS

**Policy Number:** 3.13

**Reference:** RCW 71.05

**Effective Date:** 2/1990

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

**Approved by:** PRSN Executive Board

#### PURPOSE

The Peninsula Regional Support Network (PRSN) shall ensure that it maintains an adequate network of Designated Mental Health Professionals (DMHP) to fulfill the requirements of the Involuntary Treatment Act.

#### DEFINITIONS

Designated Mental Health Professional is a mental health professional who has been designated by the RSN to conduct the activities set forth in RCW 71.05.

Mental Health Professional (MHP) means:

- A psychiatrist, psychologist, psychiatric nurse or social worker as defined in Chapters 71.05 and 71.34 RCW.
- A person with a masters degree or further advanced degree in counseling or one of the social sciences from an accredited college or university. Such person shall have, in addition, at least two years of experience in direct treatment of persons with mental illness or emotional disturbance, such experience gained under the supervision of a Mental Health Professional.
- A person who meets the waiver criteria of RCW 71.24.260, which was granted prior to 1986.
- A person who had an approved waiver to perform the duties of a Mental Health Professional that was requested by the regional support network and granted by the Mental Health Division prior to July 1, 2001.
- A person who has been granted a time-limited exception of the minimum requirements of a Mental Health Professional by the Mental Health Division consistent with WAC 388-865-0265.

## PROCEDURE

1. Designated Mental Health Professionals (DMHP) are employed by the PRSNs Network Providers (Kitsap Mental Health Services, Jefferson Mental Health Services, Peninsula Community Mental Health Center, West End Outreach).
2. Each Network Agency shall have a PRSN Executive Board appointed and designated employee within their respective agencies as the DMHP.
  - a. Designations are made annually or upon change of agency staff
3. Individuals designated as the network agency DMHP may deputize additional qualified employees, as necessary, to conduct business.
  - a. Each agency and DMHP shall ensure that all deputized individuals:
    - i. Meet the qualifications listed in WAC
    - ii. Receive the necessary and required safety trainings to successfully complete their work.
    - iii. Are employed by the same Network Provider Agency that the DMHP represents.
4. Each agency shall provide the PRSN with a current list of deputized employees
  - a. Agencies shall provide a new/ updated list annually, each time there is a personnel change, or upon request.
5. The PRSN shall review qualifications of deputized individuals during annual Administrative Reviews.
6. Each network agency shall appoint one representative to attend the PRSN quarterly DMHP meeting.

## MONITORING

This PRSN policy is mandated by statute.

1. This policy will be monitored through use of PRSN:
  - Annual PRSN Provider and Subcontractor Administrative 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.



## PENINSULA RSN

### NETWORK MANAGEMENT STANDARDS POLICIES AND PROCEDURES

**Policy Name:** DMHP ACCESSING PROFILER PROTOCOL    **Policy Number:** 3.14

**Reference:**

**Effective Date:** 12/2011

**Revision Date(s):**

**Approved by:** PRSN Executive Board

#### CROSS REFERENCES

- Policy: Appointment of DMHPs
- Policy: Corrective Action Plan
- Policy: HIPAA Management Information and Confidentiality
- Policy: HIPAA Consumer Protected Health Information Rights
- Policy: Service Modalities- Crisis
- PRSN Levels of Care

#### PURPOSE

The purpose of this protocol is to provide guidance for Designated Mental Health Professionals (DMHP) within Peninsula Regional Support Network (PRSN) regarding when and how to access protected health information (PHI) from other network providers during the course of an investigation for involuntary treatment.

The network providers share a linked electronic medical record system that permits DMHPs access to PHI throughout the network.

#### DEFINITIONS

DMHP means designated mental health professional. A DMHP is a mental health professional who has been designated by the RSN to conduct the activities set forth in RCW 71.05.

## PROCEDURE

PHI is protected by Health Insurance Accountability and Portability Act (HIPAA) and Washington State law.

However, there are exceptions to these requirements that allow DMHPs to access information about consumers in order to determine if criteria for involuntary treatment is met.

Examples include:

- a. HIPAA: Allows release of information without consent for the purpose of coordination of care 45 C.F.R. § 164.506(c).
- b. RCW:
  - Allows Exceptions for DMHPs: RCW 71.05.390 (1) (c) “The consent of the person, or his or her personal representative or guardian, shall be obtained before information or records may be disclosed by a professional person employed by a facility unless provided to a professional person: (c) Who is a designated mental health professional.”
  - Allows exceptions for those providing services under an RSN contract (includes crisis intervention): Same statute as above: “unless provided to a professional person: (d) Who is providing services under chapter [71.24](#) RCW.”
  - Allows exceptions for coordination of care: RCW 70.02.050.

Furthermore, RCW 71.05.212 requires DMHPs to consider all “reasonably available information from credible witnesses and records.”

## PROTOCOL

The shared electronic medical record, Profiler, allows DMHPs to access progress notes and other documentation for consumers served by the four network agencies 24 hours a day. In order to adhere to HIPAA and RCW privacy guidelines, while at the same time obtaining all reasonably available information, the following should be considered:

1. All DMHPs sign an oath of confidentiality regarding use of the electronic medical record.
2. Information is to be accessed on a need to know basis only. DMHPs only access the EMR for consumers from other agencies if they are providing crisis intervention or an investigation for involuntary treatment.
3. A DMHP may not print out and release documentation from other agencies for the purpose of transferring the documentation to a third party.
4. Information gained from an electronic medical record may be communicated verbally to an inpatient facility potentially accepting the consumer if the information is clinically relevant for the purpose of coordination of care.

5. A DMHP must also release information to the proper authorities in situations involving abuse and neglect (Adult Protected Services or Child Protective Services), duty to warn, or where other state and federal laws apply.

## **MONITORING**

This policy was developed and agreed upon by the network DMHPs.

1. This Policy is monitored through use of PRSN:
  - Exhibit N Reports and Grievance Tracking
  - Network quarterly DMHP and monthly Utilization Management & Clinical Directors meetings
  - Quality Management Plan activities, such as review targeted issues for trends and recommendations
  
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.