



PENINSULA RSN

SUBCONTRACTUAL DELEGATION POLICIES AND PROCEDURES

Peninsula Regional Support Network-Items of Delegation

Activity	Delegated To:	<i>Relevant Policies and Comments</i>
Assign Levels of Care and request authorization for services.	Contracted Providers	7.01 Auth for OP Services 7.03 LOC 7.04 Intake Eval & Eval Services 7.05 PRAT 7.06 UM Plan 11.01 Access to Services, Timely
Authorization and re-authorization for inpatient, outpatient treatment services, and residential services	ASO Contractor- CommCare	7.01 Auth for OP Services 7.03 LOC 7.04 Intake Eval & Eval Services 7.05 PRAT 7.06 UM Plan 12.01 DSHS InPt Instructions
Assessments of consumers prior to determination of appropriateness of inpatient, outpatient, or residential services	Contracted Providers	7.01 Auth for OP Services 7.03 LOC 7.04 Intake Eval & Eval Services 7.05 PRAT 7.06 UM Plan
Adverse Determinations (Denials)	ASO Contractor- CommCare	6.03 Appeal Process 6.05 NOA Requirements 7.01 Auth for OP Services 7.03 LOC 7.06 UM Plan 12.03 Voluntary InPt Denials
EPSDT – Initial intake review and Level of Service assignment	Request made by Contracted Provider, CMHS Review by PRSN Contractor Child Mental Health Specialist	7.03 LOC 11.08 EPSDT Coordination
EPSDT – Coordination of Individual Service Teams	Contracted Providers Oversight by PRSN Childrens Services Manager	2.17 Special Pop- Coordination of Care for Children 11.08 EPSDT Coordination
Care Management: <ul style="list-style-type: none"> • Assessment and Re-Assessment s • Collaboration in authorizations required for extension, discharge and transfer needs 	ASO Contractor- CommCare	7.03 LOC 11.01 Access to Services, Timely 11.11 Housing Services 11.18 Primary & Hospital Coordination of Care 11.19 Special Healthcare Needs-Quality & Appropriateness 11.20 Special Healthcare Needs-Direct Care

Activity	Delegated To:	Relevant Policies and Comments
Inpatient, Outpatient, and Residential Services	Contracted Providers	2.08 Rehab & Integrated Care 2.11 Enrollee Rights 2.12 Consent for Treatment 2.13 Second opinion 2.16 Special Needs Accommodation Process 2.21 Recovery & Resiliency 3.02 Culturally Competent Services 3.03 Culturally Competent Service Structure 7.03 LOC 11.02 Access to Services Prior to Intake 11.03 Service Modalities- Outpatient 11.04 Service Modalities- Crisis 11.05 ISP 12.01 DSHS InPt Instructions 12.05 Admission & DC Coordination from InPt care
Appeals	ASO Contractor- CommCare, Medical Director	6.01 Complaint, grievance, Appeal, & Fair Hearing Req 6.03 Appeal Process 12.03 Voluntary InPt Denials
Fair Hearings	DBHR/ DSHS	6.01 Complaint, grievance, Appeal, & Fair Hearing Req 6.04 Fair Hearing
Communication with consumers - Provide Member Handbook	PRSN	2.06 Comprehensive Info Plan 2.07 General Info Req 2.07a PRSN Handbook
Communication with members – negative action	ASO Contractor- CommCare	7.01a PRSN Auth. Ltr 7.01c PRSN Ltr of Ineligibility 6.03a CommCare Appeal Acknowledgement Ltr 6.05a NOA Ltr
Telephonic communication with consumers re: NOD/NOA	ASO Contractor- CommCare	6.01 Complaint, grievance, Appeal, & Fair Hearing Req 6.03a CommCare Appeal Acknowledgement Ltr 6.05a NOA Ltr 12.03 Voluntary InPt Denials
Communication with consumers and providers	QRT Contractor	9.01 Monitoring Sufficiency 9.02 Monitoring Contractors 9.08 QRT

Activity	Delegated To:	Relevant Policies and Comments
Staff credentialing and licensure including MHP and MH Specialist	Contracted Providers	3.03 Culturally Competent Service Structure 3.03a Specialists Directory 3.03b Bilingual Directory 3.03c Tribal Specialists 3.03d EBP Directory 3.08 Provider Staff Qualifications 3.09 Credentialing & Recredentialing
Monitoring a LRA or a Conditional Release.	Contracted Psychiatric Provider and Contracted Providers	9.07 Standard Chart Reviews 9.07a Intake & Reauth Standard Tool
Ombuds Services	BRIDGES Ombuds Contractor	6.01 Complaint, Grievance, Appeal & fair Hearing Req 13.02 Ombuds Services
Data Submission to DBHR	KMHS- IT	4.01 Loading of State Enrollment Data 4.02 Data Transfer to the Department 4.03 IS Processing procedures 4.04 IS Encounter Submission 4.05 Data Error Resolution 4.06 Acceptance of Late MIS Data 4.07 Data System Backup & Recoverability
Maintenance of Profiler Regional EMR hardware and network	KMHS – IT	4.01 Loading of State Enrollment Data 4.02 Data Transfer to the Department 4.03 IS Processing procedures 4.04 IS Encounter Submission 4.05 Data Error Resolution 4.06 Acceptance of Late MIS Data 4.07 Data System Backup & Recoverability PRSN Subcontract

Activity	Delegated To:	<i>Relevant Policies and Comments</i>
Information Services - functions and responsibilities of PRSN staff PC & network	Kitsap County IT	4.01 Loading of State Enrollment Data 4.02 Data Transfer to the Dept. 4.03 IS Processing procedures 4.04 IS Encounter Submission 4.05 Data Error Resolution 4.06 Acceptance of Late MIS Data 4.07 Data System Backup & Recoverability PRSN Subcontract
RSN Software	KMHS – IT (subcontracted to UniCare)	4.01 Loading of State Enrollment Data 4.02 Data Transfer to the Department 4.03 IS Processing procedures 4.04 IS Encounter Submission 4.05 Data Error Resolution 4.06 Acceptance of Late MIS Data 4.07 Data System Backup & Recoverability PRSN Subcontract
Crisis Hotlines	Contracted Providers (subcontracted to Crisis Clinic of the Peninsulas)	11.01 Access to Services, Timely 11.04 Service Modalities- Crisis 11.06 Crisis Prevention Plan
After hours customer services – authorizations	ASO Contractor- CommCare	7.01 Auth for OP Services 7.06 UM Plan
Special Population Consult	Contracted Provider	2.17 Special Populations- Coordination of Care for Children 2.18 Special Populations- Coordination of Care for Older Adults 2.19 Special Populations- Coordination of Care for Disabled 2.20 Special Populations- Coordination of Care for Minorities 3.01 Availability of Services 3.02 Culturally Competent Services 3.03 Culturally Competent Service Structure 3.03a Specialists Directory 3.03b Bilingual Directory 3.03c Tribal Specialists 3.03d EBP Directory

Activity	Delegated To:	<i>Relevant Policies and Comments</i>
Interpreter Services	PRSN Language Line for Contracted Providers use	2.14 Interpreter Services 2.15 Consumer Rights in Braille
Coordination of Care	Contracted Providers	2.17 Special Populations- Coordination of Care for Children 2.18 Special Populations- Coordination of Care for Older Adults 2.19 Special Populations- Coordination of Care for persons with Disabilities 2.20 Special Populations- Coordination of Care for Ethnic Minorities 2.21 Recovery & Resiliency 11.08 EPSDT Coordination 11.18 Notification of Primary MH Care Provider Termination 11.19 Special Healthcare Needs- Quality & Appropriateness 11.20 Special Healthcare Needs- Direct Care 11.21 Special Healthcare Needs- Quality & Appropriateness 14.01 Working Agreements