



## SALISH BH-ASO POLICIES AND PROCEDURES

<b>Policy Name:</b> TOLL-FREE CRISIS LINE MANAGEMENT	<b>Policy Number:</b> AD106
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### PURPOSE

To outline the scope of services for the Toll-Free Crisis Line and to provide the Salish Behavioral Health Administrative Services Organization's (SBH-ASO) scope of oversight responsibilities and quality improvement (QI) activities to ensure adherence to requirements for Toll-Free Crisis Line services.

### POLICY

- A. SBH-ASO is responsible for managing crisis services within its network area, including a Toll-Free Crisis Line that is separate and distinct from the SBH-ASO toll-free Customer Service line.
- B. The Toll-Free Crisis Line is available 24 hours a day, seven days a week, 365 days a year, to provide crisis intervention and triage services, including screening and referral to a network of providers and community resources.
- C. SBH-ASO contracts with a delegated entity to fulfill this crisis line requirement. SBH-ASO and the delegated entity have a delegation agreement that is mutually agreed upon. SBH-ASO provides oversight of the delegated activities.
- D. SBH-ASO requires that the following standards be met in accordance with contract requirements including:
  - a. Telephones are answered by a live voice within 30 second for 95% of calls,
    - i. If there is no automated system, the 30 second measurement begins with the first ring
    - ii. If there is an automated system, the 30 second measurement begins the second the caller selects a specific automated option
  - b. Abandonment rate is 5% or less

- c. This rate is determined by the number of callers who hang up after 30 seconds divided by the total number of calls. Hanging up during the automated system is also considered an abandonment.
- E. Reports from the delegated entity to ensure and conformity to contract standards and shall be reviewed by SBH-ASO at least monthly.
- F. SBH-ASO monitors for opportunities to improve performance in crisis line service delivery and overall operations.

## **PROCEDURE**

1. Crisis line expectations
  - a. Individuals shall be able to access the Salish Regional Crisis Line (SRCL) without the full completion of Intake Evaluations and/or other screening and assessment processes.
  - b. The SRCL shall be staffed 24 hours a day, 7 days a week, 365 days a year by the delegated entity.
  - c. The SRCL phone number used for all SBH-ASO counties is 1-888-910-0416.
  - d. Information regarding the SRCL number used to access acute care throughout SBH-ASO is available through local law enforcement agencies, local hospitals, and in local telephone directories.
  - e. SRCL is responded to by a person who is trained in the provision of crisis services, allowing for initial response via an answering service.
  - f. Crisis calls shall come in on the toll-free number, be answered by delegated entity staff, and warm transferred to the appropriate county's crisis staff for immediate handling.
  - g. Delegated entity staffing shall be sufficient to answer, and route crisis line calls as required. Preparations and precautions shall be taken by the delegated entity to ensure that there is coverage despite potential delegated entity staff illness or staff loss.
  - h. Telephone crisis services are provided in accordance with WAC 246-341-0670 and contract requirements.
  - i. Assure communication and coordination with the individual's mental health care provider, if identified and appropriate.
  - j. Post a copy of the statement of individual rights in a location visible to staff and agency volunteers.

## 2. Delegated activities: Roles and Responsibilities

### a. Responsibilities of the ASO:

- i. SBH-ASO shall provide oversight of the delegated activities and shall review reports from the delegated entity regarding SBH-ASO crisis calls answered by a live person within 30 seconds and 5% abandonment rates, no less than monthly.
- ii. SBH-ASO shall enforce the contract requirements with the delegated entity.
- iii. SBH-ASO shall set performance goals and monitor the delegated entity's progress towards meeting those goals.
- iv. SBH-ASO shall evaluate at least annually the delegated entity's performance against contract standards to include an audit of phone calls, policies and procedures, reports, and written protocols.
- v. SBH-ASO provides information regarding the SRCL on its website.

### b. Responsibilities of the delegated entity:

- i. The delegated entity shall answer the SRCL phones and transfer those calls to the appropriate county's crisis team.
- ii. The delegated entity shall meet the Contract Standards outlined in Policy D above.
- iii. The delegated entity shall provide regular reports to SBH-ASO, not less than monthly to the Deputy Administrator/Clinical Director, showing the SBH-ASO call abandonment rate by month and the average time to answer the SRCL with a live voice.
- iv. The delegated entity shall work with SBH-ASO on improving performance on SRCL metrics.
- v. The delegated entity shall adhere to the delegation agreement with SBH-ASO.
- vi. The delegated entity shall submit documentation to the SBH-ASO by 10am each day of all crisis contacts resolved by 3am that day. The SBH-ASO shall notify the MCO within one (1) business day when and MCO Enrollee interacts with the crisis system.
- vii. SCRL shall coordinate with county crisis agencies to ensure that next day appointments are accessible to non-Medicaid callers who meet the

criteria for urgent crisis and have signs or symptoms of a behavioral health concern.

3. Oversight of the delegated activities

- a. Reports shall be received by the SBH-ASO Deputy Administrator/Clinical Director by the 15<sup>th</sup> day from close of the reporting month. The reports from the delegated entity shall include (at a minimum) the following content by month/year:
  - i. Number of calls received,
  - ii. Number of calls answered within 30 seconds,
  - iii. Percentage of calls answered within 30 seconds as defined above,
  - iv. Number of calls abandoned,
  - v. Percentage of calls abandoned as defined above,
  - vi. Average wait time,
  - vii. Average length of call
- b. The SBH-ASO Leadership Team and Internal Quality Committee (IQC) will review reports monthly.
- c. The reports will be reviewed monthly by the Internal Quality Committee. The IQC shall review the reports and ensure that the contract standards outlined in Policy D above are met.
- d. The reports will be reviewed quarterly by the Quality Assurance and Compliance Committee (QACC).
- e. If the delegated entity does not meet the standards, overall, or in any month in the report, then a corrective action plan may be required by SBH-ASO, indicating what steps will be taken by delegated entity to help improve that performance measure and meet the standard required.
- f. If the delegated entity is not able to improve the performance measure, then SBH-ASO may take additional actions as indicated in contract up to and including termination of the delegation agreement with the delegated entity.
- g. SBH-ASO shall review the delegated entity for phone call review and policies and procedures annually to ensure that contractual requirements, and WACs/RCWs are being met.

4. Commitment to improvement

- a. SBH-ASO shall look for opportunities for improvement in SRCL metrics as a part of its commitment to continuous improvement.