



SALISH BHO

INTRODUCTION POLICIES AND PROCEDURES

Policy Name: GENERAL DUTIES AND RESPONSIBILITIES **Policy Number:** 1.05

Reference: WAC 388-865-0105, -0200 through -0250, 0300 through -0355, 71.24 RCW, 42 CFR, and State Contract

Effective Date: 9/2005

Revision Date(s): 7/2016; 6/2017; 6/2018

Reviewed Date: 7/2016; 6/2017; 6/2018

Approved by: SBHO Executive Board

CROSS REFERENCES

- Introduction, Mission
- Policy: Governance Structure and Community Accountability

PURPOSE

It is the policy of the Salish Behavioral Health Organization (SBHO) to comply with the rules and regulations governing BHOs in CFR, RCW, and WAC and to comply with the general duties and responsibilities therein specified.

PROCEDURE

The SBHO and its providers:

1. Comply with duties as specified under chapter 71.05, 71.24, 71.34 RCW and Title XIX Section 1915 (b) Medicaid Waiver provisions. The applicable federal and state laws include, but are not limited to, the following:
 - Title IV of the Civil Rights Act of 1964
 - Age Discrimination Act of 1965
 - Rehabilitation Act of 1973
 - 42 CFR Part 2
 - Title II and III of the Americans with Disabilities Act; and
 - Other laws regarding privacy and confidentiality

2. Identify in brochures, advertisements or other marketing tools that the single point of responsibility to administer and provide community behavioral health services to priority populations in the SBHO region is the SBHO with services delivered by providers in accordance with subcontract.
3. Manage resources, as described in WAC 388-865, through subcontracted agreements with providers. The SBHO will provide direct resource management and oversight management of the available resources within the SBHO.
4. Ensure the provision of crisis response services as described in WAC 388-865 through the development and implementation of services by providers to local consumers, including assurance of 24 hours a day, 7 days a week access to competent crisis evaluation and/or intervention services, and reasonable community access to the service.
5. Ensure the provision of a full array of intervention and community support services by subcontracting with identified providers, who will provide the services specified by contract, including reintegration, and recovery, as described in chapter WAC 388-865 (with the exception of services specifically waived by the Department) through the development and implementation of services.
 - The SBHO does not discriminate and protects against provider discrimination for serving high risk populations, costly treatment, or specializes in conditions that require costly treatment.
6. Meet the terms of the state department contract through implementation by inter-local or other necessary agreements, by specifying the terms of said agreements, and through audit or review to assure adequate performance.

MONITORING

1. Assure that contractors and subcontractors comply with all applicable federal and state requirements (in code and contract) with the department by monitoring performance through a variety of auditing processes, such as:
 - Annual SBHO Provider and Subcontractor Administrative Review
 - Annual Provider Chart Reviews
 - Grievance Report and Tracking
 - Biennial Provider Quality Review Team On-site Review of Mental Health Agencies
 - Quarterly Provider Performance Reports
 - Semi-annual Provider Revenue and Expense Reports
 - Quality Management Plan activities (such as review targeted issues for trends and recommendations)
 - Review of previous provider corrective action plans related to policy, including provider profiles related to performance on targeted indicators

2. Contract for clinical services only with licensed service providers or providers licensed under chapters 18.57, 18.71, 18.83 or 18.88 RCW and require copies of current licenses to be on file in the Administrative Offices of the SBHO and further, notify providers in writing that failure to hold a current license will result in contract termination and, further, agree to so terminate in the event the department notifies the SBHO of a provider's failure to attain or maintain licensure.
 - The SBHO will not operate as a service provider