



SALISH BHO

ADVOCACY AND SUPPORT PROGRAMS POLICIES AND PROCEDURES

Policy Name: BEHAVIORAL HEALTH CARE
PROFESSIONAL ADVOCACY

Policy Number: 13.01

Reference: 42 CFR 438.102; State Contract

Effective Date: 2/2002

Revision Date(s): 12/2012; 7/2016; 5/2018

Reviewed Date: 7/2016; 6/2017; 5/2018

Approved by: SBHO Executive Board

CROSS REFERENCES

- Policy: Grievance, Appeal and Fair Hearing General Requirements
- Policy: Corrective Action Plan

PURPOSE

The Salish Behavioral Health Organization (SBHO) shall not restrict a health care professional from advising or advocating on behalf of an enrollee.

The SBHO strongly encourages the use of Peer Partners throughout the service provision available in the network.

PROCEDURE

The SBHO shall not prohibit in any way, nor allow SBHO contractors or subcontractors to prohibit health care professionals and/or a network agency from acting within the lawful scope of their practice from communicating, advising or advocating on behalf of an enrollee for any reason.

A community behavioral health agency, network provider, behavioral health care professional, or Peer Counselor acting on behalf of an individual and with their written consent, may:

- file an appeal on behalf of an enrollee
- file a grievance on behalf of an enrollee
- request a fair hearing on behalf of an enrollee
- act as the individual's authorized representative

MONITORING

This policy is a mandate by statute.

1. This policy will be monitored through use of SBHO:
 - Annual SBHO Provider and Subcontractor Administrative Review
 - Annual Provider Chart Reviews
 - Grievance and Appeal Report and Tracking
 - Provider Quality Review Team On-site Review
2. If a provider performs below expected standards during any of the reviews listed above, a Corrective Action may be required for SBHO approval. Reference SBHO Corrective Action Plan Policy.