



SALISH BHO

ADMINISTRATION POLICIES AND PROCEDURES

Policy Name: SPECIAL POPULATIONS – COORDINATION
OF CARE FOR ETHNIC MINORITIES

Policy Number: 2.20

Reference: WAC 388-865-0238; CFR 438.208

Effective Date: 10/2005

Revision Date(s): 12/2013; 4/2016; 7/2017; 6/2018

Reviewed Date: 4/2016; 7/2017; 6/2018

Approved by: SBHO Executive Board

CROSS REFERENCES

- Policy: Corrective Action Plan
- Policy: Cross System Working Agreement

PURPOSE

The Salish Behavioral Health Organization (SBHO) shall ensure the oversight and coordination of medically necessary behavioral health services for ethnic minorities. Coordination of care will promote reintegration, recovery and resiliency through continuity of service delivery and quality improvement.

DEFINITIONS

The SBHO defines an ethnic minority as any of the following general population groups:

- African American
- American Indian
- Alaskan Native, Canadian Indian
- Asian/Pacific Islander
- Hispanic

PROCEDURE

1. When SBHO behavioral health services are requested for an ethnic minority individual, the SBHO and the network providers shall outreach and gather the necessary information from:
 - The individual
 - With permission from the individual, family members
2. When SBHO behavioral health services are provided for an ethnic minority individual, the SBHO and network provider are responsible to coordinate care with the following entities, as they apply to individual cases:
 - Other Network Mental Health Care Professionals
 - Other Out of Network Mental Health Care Professionals
 - Mental Health Specialists
 - Chemical Dependency Professionals
 - Allied System Providers
 - Schools
 - Primary Medical Care Provider
3. The coordination of care process shall include identification, assessment, treatment planning and direct access to specialists.
4. To effectively promote and facilitate coordination of care for ethnic minorities, the SBHO shall maintain working agreements with the following allied system providers:
 - Developmental Disabilities Administration (DDA) Adult and Child
 - Aging and Disability Services Administration (ADSA)
 - Long Term and Aging
 - Division of Child and Family Services (DCFS)
 - Children's Long-term Inpatient Program (CLIP)
 - Juvenile Rehabilitation Administration (JRA)
 - Local jails
 - Division of Vocation Rehabilitation
 - Tribes
5. The SBHO shall maintain and distribute to the network a directory of Mental Health Specialists and Chemical Dependency Specialists available to provide consultation for behavioral health services to special populations.

It is the primary clinician's responsibility to seek a Specialist consultation when clinically indicated. Additional consultations sought/provided are optional, unless

indicated by the Specialists. Consultations are intended to inform the primary clinician of culturally relevant treatment issues.

- Recommendations from specialist consultations shall be documented and incorporated into treatment planning and service delivery.

MONITORING

This Policy is a mandated by statute.

1. This Policy will be monitored through use of SBHO:
 - Annual SBHO Provider and Subcontractor Administrative Review
 - Annual Provider Chart Review
 - Grievance Tracking Reports
 - Biennial Provider Quality Review Team on-site 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 SBHO approval. Reference SBHO Corrective Action Plan Policy