



SALISH BHO

NETWORK MANAGEMENT POLICIES AND PROCEDURES

Policy Name: EXTERNAL SPECIALIST CONSULTATION SERVICES

Policy Number: 3.03

Reference: State Contract, WAC 388-877-0620

Effective Date: 11/2002

Revision Date(s): 12/2012; 4/2016; 5/2017; 6/2018

Reviewed Date: 4/2016; 5/2017; 6/2018

Approved by: SBHO Executive Board

CROSS REFERENCES

- Form: SBHO Special Population Evaluation Form
- Plan: Utilization Management Plan
- Policy: Corrective Action Plan

PURPOSE

The Salish Behavioral Health Organization (SBHO) network agencies are responsible for having service contacts for out of network Specialists consultation services.

The SBHO public health provider network includes:

- Kitsap Mental Health Services (KMHS)- main campus located in Bremerton
- Discovery Behavioral Health (DBH)- main campus in Port Townsend
- Peninsula Behavioral Health (PBH) - main campus in Port Angeles
- West End Outreach (WEOS)- main campus in Forks
- Agape Unlimited – main campus located in Bremerton
- Beacon of Hope, Inc. – main campus located in Port Townsend
- Cascadia Addiction - Bountiful Life Treatment Center – main campus located in Bremerton
- Cedar Grove Counseling, Inc.- main campus located in Port Angeles
- Kitsap Recovery Center – main campus located in Port Orchard

- Olympic Personal Growth Center – main campus located in Sequim
- Reflections Counseling Services Group – main campus located in Port Angeles
- True Star Behavioral Health Services Clallam County Juvenile and Family Services – main campus located in Port Angeles
- West Sound Treatment Center – main campus located in Port Orchard

PROCEDURE

1. The network agencies are responsible for having service contacts with external specialists for the required specialty consultation services.
2. The SBHO and the network behavioral health providers are contracted to provide medically necessary comprehensive behavioral health services that provide therapeutic interventions which are designed to ameliorate psychiatric symptoms and improve a consumer's functioning.
 - All services must demonstrate age and culturally competency.
3. The recommendations provided by the Consultant must be taken into account when planning, reviewing, and revising the Individual Service Plan and treatment. The consultation may provide information targeted at the course of treatment and identify steps toward progress of established goals for **rehabilitation, recovery, resiliency and reintegration** into the mainstream of social, employment, and educational choices.
4. All specialty consultation must be recorded in the electronic health record.
 - If the specialty consultation is from an in-network consultant, the clinician records a Special population Consultation service in the electronic health record and writes the recommendations within the note for that service.
 - If the specialty consultation is from an out of network consultant, the service is entered in the electronic health record as a Special Population Consultation received with a brief note regarding the recommendations.
 - Scanning the SBHO Special Population Consultation form into the electronic health record is optional.

SBHO Providers Request Consultation

1. When a Specialist Consultation is required, the SBHO behavioral health providers will contact the consultant to request an appointment time.
2. The SBHO expects the consultation to occur within thirty (30) days of the intake assessment unless there are documented special arrangements.
3. The SBHO provider will complete the Special Population Evaluation document in the electronic health record with the information provided during the

consultation. These consultation services are typically conducted via telephone.

4. The SBHO provider is responsible for transferring the special population consultation information into the electronic health record (clinical chart), documenting the activity in the clinical notes, and incorporating the recommendations into the Individual Service Plan/Treatment Plan.

MONITORING

This policy is a mandate by statute and contract.

1. This Policy is 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
 - Quarterly Provider Performance Reports
 - Quality Management Plan activities, such as review targeted issues for trends and recommendations
 - In addition, the Department monitors WAC compliance during licensing and certification reviews

2. If a provider performs below expected standards during any of the reviews listed above a Corrective Action Plan will be required for approval. Reference SBHO Corrective Action Plan Policy.