



## **SALISH BHO**

### **NETWORK MANAGEMENT POLICIES AND PROCEDURES**

**Policy Name:** SERVICE PROVIDER SELECTION

**Policy Number:** 3.04

**Reference:** State Contract; 42 CFR 438.207, -210, -230

**Effective Date:** 8/2003

**Revision Date(s):** 11/2010; 4/2016; 5/2017; 6/2018

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

**Approved by:** SBHO Executive Board

#### **CROSS REFERENCES**

- Policy: Corrective Action Plan
- Policy: Monitoring Contactor and Subcontractor Sufficiency
- Policy: Sub contractual Delegation & Assessment Plan

#### **PURPOSE**

The Salish Behavioral Health Organization (SBHO) shall establish and maintain a contracted network of providers which ensures sufficient access and capacity to serve the expected enrollment. Upon request, the SBHO will provide the State with supportive documentation in accordance with the contract standards for access to services and travel standards.

#### **DEFINITIONS**

Behavioral Health means the prevention, treatment of, and recovery from any or all of the following disorders: substance use disorders, mental health disorders, or problem and pathological gambling.

Licensed Behavioral Health Agency is an agency that licensed and certified by the State to provide mental health and/or chemical dependency treatment.

Integrated Mental Health Services are defined as services that are coordinated to include multiple service providers.

**PROCEDURE**

1. The SBHO contracts with comprehensive outpatient behavioral health centers for delivery of services that are able to meet the needs of distinct communities.
  - Existing mental health network providers have been responsible for delivering these services to their assigned communities for over twenty (20) years.
  - Any new entity interested in a comprehensive service delivery contract would need to meet requirements developed under a SBHO Request for Proposals (RFP). The RFP would require the delivery of information regarding past experience or plans for development sufficient to allow the SBHO to evaluate the interested contractor's ability to fulfill all aspects of the comprehensive contract. If the interested contractor was deemed not to be able to meet the requirements of the contract, the response would be considered non-responsive.
  - Any new entity interested in providing stand- alone SBHO-Pre-Paid Inpatient Health Plans (PIHP) delegated services would need to meet the requirements developed under an SBHO RFP and sign a formalized delegation agreement with the SBHO. See SBHO Sub contractual Delegation and Assessment Policy.
2. The SBHO authorizes applications for agency certification as Evaluation and Treatment facilities under WAC 388-877-1134.
  - The SBHO will authorize sufficient numbers of inpatient facilities to meet the needs of the SBHO population.
  - Network Providers will be authorized to provide outpatient evaluation and treatment services for individuals on Less Restrictive Alternatives (LRA) or on conditional release from involuntary inpatient care.
  - Any new entity interested in a comprehensive service delivery contract would need to meet requirements developed under a SBHO Request for Proposals (RFP). The RFP would require the delivery of information regarding past experience or plans for development sufficient to allow the SBHO to evaluate the interested contractor's ability to fulfill all aspects of the comprehensive contract. If the interested contractor was deemed not to be able to meet the requirements of the contract, the response would be considered non-responsive.
3. The SBHO will retain at least the same access to contracted providers as existed in the Fee for Service system.
  - Physical service sites will be maintained in at least four geographic areas: Bremerton, Port Townsend, Port Angeles, and Forks. When enrollees must travel to these sites, they are accessible per the state defined travel standards.
  - Access to an intake evaluation by a behavioral health professional.
  - Age-appropriate range of services as identified in the Medicaid State Plan.

4. All network provider agencies shall be licensed (credentialed) by the State of Washington.
  - The SBHO shall assure that contracted network providers maintain their licensing status.
5. The SBHO will not discriminate against any network provider that is acting within the scope of their license or certification solely based upon the basis of that status.
6. The SBHO shall not contract with an agency provider or agency provider staff excluded from participation in federal health care programs.
  - Network providers shall screen upon hire and provide documentation for each employee shown on the federal exclusion website, and not employ such individuals.
  - All staff, agency board members, volunteers/interns, shall be screened monthly. Each network agency shall attest in writing that a monthly screening has occurred.
  - Providers shall certify that they are not disbarred.
7. The SBHO will evaluate network capacity at any time upon request of the Department due to significant change in operations.
8. The SBHO and contracted network providers must comply with all other federal and state laws, including:
  - Title IV of the Civil Rights Act of 1964
  - Age Discrimination Act of 1975
  - Rehabilitation Act of 1973
  - Title II and III of the Americans with Disabilities Act
  - and other laws regarding privacy and confidentiality

## **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 Network Provider Staffing Directories
  - Analyzing annual SBHO Medicaid enrollment projections
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.