



SALISH BHO

NETWORK MANAGEMENT POLICIES AND PROCEDURES

Policy Name: NOTIFICATION OF PRIMARY BEHAVIORAL HEALTH CARE PROVIDER TERMINATION **Policy Number:** 3.07

Reference: State Contract.

Effective Date: 9/2005

Revision Date(s): 12/2014; 5/2016; 5/2017

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

Approved by: SBHO Executive Board

CROSS REFERENCES

- Policy: Corrective Action Plan

PURPOSE

The Salish Behavioral Health Organization (SBHO) shall ensure that network agencies provide notification to Medicaid enrollees when their primary behavioral health care provider is terminated and no longer employed within the agency.

DEFINITIONS

Behavioral Health Care Provider is defined as the individual with primary responsibility for implementing an individualized service plan for mental health or substance use disorder treatment services.

PROCEDURE

1. When a network agency terminates, or no longer employs a care provider, the SBHO requires the agency to use best efforts to notify enrollees assigned to the provider or who had received a service from the terminated treatment provider in the previous sixty (60) days.
 - All enrollees requiring notification are authorized, currently opened for services, and assigned to the primary clinician.

2. The notification can be verbal or in writing, with documentation of the notification in the enrollee's medical records at the agency.
3. The notification must occur within fifteen (15) working days of the termination of the provider.
4. The notification will include information about:
 - How services will be transitioned,
 - Identify the new treatment provider contact person, and
 - Include a phone number and contact information for questions related to the transition.

MONITORING

This policy is mandated by contract.

1. This policy will be monitored through the SBHO:
 - Annual SBHO Provider and Subcontractor Administrative Review, via targeted chart reviews and personnel files
 - SBHO Grievance Tracking Reports
 - 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 approval. Reference SBHO Corrective Action Plan policy.