

**NORTH SOUND
BEHAVIORAL HEALTH ADMINISTRATIVE SERVICES ORGANIZATION, LLC
(North Sound BH-ASO)**

**CONTRACT
FOR PARTICIPATION IN THE
NORTH SOUND INTEGRATED CRISIS CARE NETWORK**

WITH

TELECARE CORPORATION

CONTRACT #NORTH SOUND BH-ASO-TELECARE CORPORATION-ICCN-19

JULY 1, 2019 TO DECEMBER 31, 2019

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Incorporation of Exhibits

The Provider shall provide services and comply with the requirements set forth in the following attached exhibits, which are incorporated herein by reference. To the extent that the terms and conditions of any Exhibit conflicts with the terms and conditions of this base contract, the terms of such Exhibit shall control.

Exhibit A – Schedule of Services

Exhibit B – Compensation Schedule

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**CONTRACT FOR PARTICIPATION IN THE
NORTH SOUND INTEGRATED CARE CRISIS NETWORK**

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THIS CONTRACT FOR THE PARTICIPATION IN THE NORTH SOUND INTEGRATED CARE NETWORK

CONTRACT (the "Contract"), pursuant to RCW Chapter 71.24 and all relevant and associated statutes, as amended, is made and entered into by and between the NORTH SOUND ADMINISTRATIVE SERVICES ORGANIZATION, LLC (North Sound BH-ASO), a governmental limited liability company pursuant to RCW Chapter 70.24, 301 Valley Mall Way, Suite 110, Mount Vernon, WA 98273 and TELECARE, (Provider), a Washington Behavioral Health Agency, 1080 Marina Village Parkway, Suite 100, Alameda, California 94501-1043.

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I. RECITALS

WHEREAS, Island, San Juan, Skagit, Snohomish and Whatcom Counties (County Authorities), as defined by RCW 71.24.025 (10), entered into a Joint County Authority BHO Interlocal Operating Agreement to cooperatively provide a community health program and regional system of care, with the collective goal of consolidating administration, reducing administrative layering and reducing administrative costs, consistent with the State of Washington's legislative policy as set forth in RCW Chapter 71.24 (Operating Agreement); and

WHEREAS, North Sound BH-ASO is a governmental limited liability company formed by an operating agreement entered into by the foregoing five (5) County Authorities in response to a request for a detailed plan and to contract with the State of Washington to operate as a Regional Support Network until April 1, 2016 and as a Behavioral Health Organization as of April 1, 2016, and as an Administrative Services Organization as of July 1, 2019 as provided for in RCW 71.24.100 and Chapter 25.15.

WHEREAS, the Operating Agreement provides a means for each County Authority to share in the cost of behavioral health services, for payment of services and for the audit of funds, as provided for in RCW 71.24.100 and provides for the joint supervision and operation of services and facilities, as provided for in RCW 71.24.110.

WHEREAS, North Sound BH-ASO anticipates increased need for behavioral health services in the community and recognizes the need for expansion of services and strengthening of cooperation among service providers to meet this challenge; and

WHEREAS, North Sound BH-ASO is engaged in the administration of services.

WHEREAS, Provider is engaged in the provision of behavioral health services within Island, San Juan, Skagit, Snohomish and Whatcom Counties (Counties); and

1 **ARTICLE ONE – DEFINITIONS**

2 For purposes of this Agreement, the following terms shall have the meanings set forth below.

3 **1.1 AGREEMENT**

4 The Contract for participation in the North Sound ICCN entered into between North Sound
5 BH-ASO and Provider, including all attachments and incorporated documents or materials,
6 including this North Sound ICCN Provider Base Provider which is Exhibit A thereof.
7

8 **1.2 BEHAVIORAL HEALTH ADMINISTRATIVE SERVICE ORGANIZATION (BH-ASO)**

9 BH-ASO means an entity selected by the Medicaid agency to administer behavioral health
10 programs, including crisis services for individuals in a fully integrated managed care regional
11 service area. The BH-ASO administers crisis services for all individuals in its defined regional
12 service area, regardless of an individual's ability to pay.
13

14 **1.3 BEHAVIORAL HEALTH CRISIS SERVICES**

15 Behavioral Health Crisis Services (Crisis Services) means providing evaluation and short-term
16 treatment and other services to individuals with an emergent mental health condition or are
17 intoxicated or incapacitated due to substance use and when there is an immediate threat to
18 the individual's health or safety.
19

20 **1.4 INDIVIDUAL**

21 Individual means any person in the Regional Service Area (RSA) regardless of income, ability to
22 pay, insurance status or county of residence. With respect to non-Crisis Services, "Individual"
23 means a person who has applied for, is eligible for, or who has received General Fund –
24 State/Federal Block Grant (GFS/FBG) services through this contract.
25

26 **1.5 CRITICAL INCIDENT**

27 A situation or occurrence that places an individual at risk for potential harm or causes harm to
28 an individual. Examples include homicide (attempted or completed), suicide (attempted or
29 completed), the unexpected death of an individual, or the abuse, neglect, or exploitation of an
30 individual by an employee or volunteer.
31

32 **1.6 NORTH SOUND INTEGRATED CRISIS CARE NETWORK (North Sound ICCN)**

33 Alliance formed by Participating Providers and North Sound BH-ASO to operate a clinically
34 integrated crisis, FBG and Legislative Proviso behavioral health network that will provide
35 behavioral health services in the North Sound RSA. North Sound ICCN is a reference to the
36 network of behavioral health providers contracted with the North Sound BH-ASO, and neither
37 this Agreement nor any other understanding among participants is intended to create a
38 separate legal entity.
39

- 1 **1.7 HEALTHCARE AUTHORITY (HCA)**
2 The Washington State HCA.
3
- 4 **1.8 HEALTH PLAN**
5 A plan that undertakes to arrange for the provision of health care services to subscribers or
6 enrollees, or to pay for or to reimburse for any part of the cost for those services, in return for
7 a prepaid or periodic charge paid for by or on behalf of subscribers or enrollees.
8
- 9 **1.9 MANAGED CARE ORGANIZATION (MCO)**
10 MCO means an organization having a certificate of authority or certificate of registration from the
11 Washington State Office of Insurance Commissioner that contracts with HCA under a comprehensive
12 risk contract to provide prepaid health care services to eligible HCA Enrollees under HCA managed
13 care programs.
14
- 15 **1.10 MEDICALLY NECESSARY SERVICE/MEDICAL NECESSITY**
16 Medically Necessary Services means a requested service which is reasonably calculated to
17 prevent, diagnose, correct, cure, alleviate, or prevent worsening of conditions in the individual
18 that endanger life, or cause suffering of pain, or result in an illness or infirmity, or threaten to
19 cause or aggravate a handicap, or cause physical deformity, or malfunction. There is no other
20 equally effective, more conservative, or substantially less costly course of treatment available
21 or suitable for the individual requesting the service. For the purpose of this section, "course of
22 treatment" may include mere observation or, where appropriate, no medical treatment at all
23 (WAC 182-500-0070).
24
- 25 **1.11 MEMBER**
26 An individual that is eligible to receive crisis and/or FBG services and is assigned to an MCO.
27
- 28 **1.12 MENTAL HEALTH BLOCK GRANT (MHBG)**
29 MHBG means those funds granted by the Secretary of the Department of Health and Human
30 Services (DHHS), through the Center for Mental Health Services (CMHS), Substance Abuse and
31 Mental Health Services Administration (SAMHSA), to states to establish or expand an
32 organized community-based system for providing mental health services for adults with
33 Serious Mental Illness (SMI) and children who are seriously emotionally disturbed (SED).
34
- 35 **1.13 PROVIDER**
36 The behavioral health care person(s) or agency contracting under this Agreement, who meets
37 all minimum criteria of North Sound BH-ASO's credentialing plan, including all physicians,
38 clinicians, allied health professionals, and staff persons who provide crisis care services to
39 individuals by or through this Agreement.
40
- 41 **1.14 PAYOR**
42 The entity (including company where applicable) that bears direct financial responsibility for
43 paying from its own funds, without reimbursement from another entity, the cost of crisis
44 services rendered to individuals.

- 1 1.15 **SUBSTANCE ABUSE BLOCK GRANT (SABG)**
- 2 SABG means the Federal Substance Abuse Block Grant Program authorized by Section 1921 of
- 3 Title XIX, Part B, Subpart II and III of the Public Health Service Act.
- 4
- 5 1.16 **WAITING LIST**
- 6 Waiting List means a list of clients who qualify for SABG-funded services for whom services
- 7 have not been scheduled due to lack of capacity
- 8

1 **ARTICLE TWO – NETWORK PROVIDER OBLIGATIONS**

2
3 This Agreement, North Sound BH-ASO’s Supplemental Provider Service Guide, Policies and
4 Procedures (P&P), Contract Exhibits, the Contract Boilerplate, and their revisions each specify North
5 Sound BH-ASO’s requirements for the array of services to be provided. Unless otherwise specified,
6 these materials shall be regarded as the source documents for compliance with program
7 requirements. In the event of any inconsistency between the requirements of such documents, the
8 more stringent shall control.

9 **2.1 NETWORK PARTICIPATION**

10 Provider shall participate as part of the North Sound BH-ASO for the GFS/FBG and Legislative
11 Proviso services specified in this Contract. Provider agrees that its practice information may
12 be used in North Sound BH-ASO MCO and HCA provider directories, promotional materials,
13 advertising and other informational material made available to the public. Such practice
14 information includes, but is not limited to, name, address, telephone number, hours of
15 operation and type of services. Provider shall promptly notify North Sound BH-ASO within 30
16 days of any changes in this information.

17
18 **2.2 STANDARDS FOR PROVISION OF CARE**

19
20 **2.2.1 Provision of Integrated Care Services**

21 Provider shall provide Crisis Services and/or FBG/Legislative Proviso services to
22 individuals, within the scope of Provider’s business and practice. Such services
23 shall be provided in accordance with this Agreement; North Sound BH-ASO
24 Supplemental Provider Service Guide; HCA standards; North Sound BH-ASO Policies
25 and Procedures (P&P); the terms, conditions and eligibility outlined in Contract
26 Exhibits; and the requirements of any applicable government sponsored program.

27 **2.2.2 Standard of Care**

28 Provider shall provide services to individuals at a level of care and competence that
29 equals or exceeds the generally accepted and professionally recognized standard
30 of practice at the time of treatment, all applicable rules and/or standards of
31 professional conduct, and any controlling governmental licensing requirements.

32 **2.2.3 Facilities, Equipment and Personnel**

33 Provider’s facilities, equipment, personnel and administrative services shall be
34 maintained at a level and quality appropriate to perform Provider’s duties and
35 responsibilities under this Agreement and to meet all applicable legal and BH-ASO
36 contractual requirements, including the accessibility requirements of the
37 Americans with Disabilities Act.

38 **2.2.4 Prior Authorization**

39 Where required or appropriate, the Provider shall work with North Sound BH-ASO
40 to obtain the prior MCO authorization in accordance with MCO’s Provider Manual
41 unless the situation is one (1) involving the delivery of Emergency Services.

1 2.2.5 **Assignments**

2 The Provider shall provide crisis services to all individuals regardless of their ability
3 to pay.

4 2.2.6 **Capacity**

5 Provider shall ensure availability of services for each of the service populations for
6 which it is licensed and/or certified by the Department of Health (DOH).

7 2.2.7 **Subcontract Arrangements**

8 Any subcontract arrangement entered into by Provider for the delivery of services
9 to individuals shall be in writing and shall bind Provider’s subcontractors to the
10 terms and conditions of this Agreement including, but not limited to, Supplemental
11 Provider Service Guide, terms relating to licensure, insurance, and billing of
12 individuals for services. North Sound BH-ASO will provide ongoing monitoring and
13 oversight to any and all sub-delegation relationships.

14 2.2.8 **Availability of Services**

15 Provider shall make arrangements to ensure the availability of services to
16 individuals on a 24-hours a day, 7 days a week basis, including arrangement to
17 ensure coverage of individual visits after hours when required by North Sound BH-
18 ASO Supplemental Provider Service Guide. Provider shall meet the applicable
19 standards for timely access to care and services, taking into account the urgency of
20 the need for the services.

21
22 2.3 **TREATMENT ALTERNATIVES**

23 Providers shall in all instances obtain informed consent prior to treatment. Without regard to
24 Medicaid Benefit Plan limitations or cost, the Provider shall communicate freely and openly
25 with individuals about their health status, and treatment alternatives (including medication
26 treatment options); about their rights to participate in treatment decisions (including refusing
27 treatment); and providing them with relevant information to assist them in making informed
28 decisions about their health care.

29
30 2.4 **PROMOTIONAL ACTIVITIES**

31 At the request of North Sound BH-ASO, Provider shall display promotional materials in its
32 offices and facilities as practical, in accordance with applicable law and cooperate with and
33 participate in all reasonable marketing efforts. Provider shall not use any North Sound BH-
34 ASO name in any advertising or promotional materials without the prior written permission of
35 North Sound BH-ASO.

36
37 2.5 **LICENSURE, CERTIFICATION AND OTHER STATE AND FEDERAL REQUIREMENTS**

38 Provider shall hold all necessary licenses, certifications, and permits required by law for the
39 performance of services to be provided under this Agreement. Provider shall maintain its
40 licensure and applicable certifications in good standing, free of disciplinary action, and in
41 unrestricted status throughout the term of this Agreement. Provider’s loss or suspension of
42 licensure or other applicable certifications, or its exclusion from any federally funded health
43 care program, including Medicare and Medicaid, may constitute cause for immediate
44 termination of this Agreement. Provider warrants and represents that each employee and

1 subcontractor, who is subject to professional licensing requirements, is duly licensed to
2 provide Behavioral Health Services. Provider shall ensure each employee and subcontractor
3 have and maintains in good standing for the term of this Agreement the licenses, permits,
4 registrations, certifications, and any other governmental authorizations to provide such
5 services.
6

7 2.6 **INDEPENDENT MEDICAL/CLINICAL JUDGEMENT**

8 Provider shall exercise independent medical/clinical judgment and control over its
9 professional services. Nothing herein shall give North Sound BH-ASO, MCO, or HCA authority
10 over Provider's medical judgment or direct the means by which they practice within the scope
11 of their licensed, certified, and/or registered practice. Provider retains sole responsibility for
12 its relationship with each individual it treats, and for the quality of behavioral health care
13 services provided to its individuals. Provider is solely responsible to each of its individuals for
14 care provided.
15

16 2.7 **NON-DISCRIMINATION**

17
18 2.7.1 Enrollment. Provider shall not differentiate or discriminate in providing services to
19 individuals because of race, color, religion, national origin, ancestry, age, marital
20 status, gender identity, sexual orientation, physical, sensory or mental handicap,
21 socioeconomic status, or participation in publicly financed programs of health care
22 services. Provider shall render services to individuals in the same location, in the
23 same manner, in accordance with the same standards, and within the same time
24 availability regardless of payor.

25 2.7.2 Employment. Provider shall not differentiate or discriminate against any employee
26 or applicant for employment, with respect to their hire, tenure, terms, conditions
27 or privileges of employment, or any matter directly or indirectly related to
28 employment, because of race, color, religion, national origin, ancestry, age, height,
29 weight, marital status, gender identity, physical, sensory or mental disability
30 unrelated to the individual's ability to perform the duties of the particular job or
31 position.
32

33 2.8 **DATA INFORMATION SYSTEM REQUIREMENTS**

34
35 2.8.1 Provider shall:

36
37 2.8.1.1 Have a health Information System (IS) that complies with the
38 requirements of 42 CFR Part 438.242 and can report complete and
39 accurate data to North Sound BH-ASO as specified in the North Sound
40 BH-ASO P&P;

41 2.8.1.2 Remedy all data errors within 30 days of receipt of an error report from
42 the North Sound BH-ASO IS;

43 2.8.1.3 Provide evidence to North Sound BH-ASO, upon request, that error
44 reports have been addressed;

- 1 2.8.1.4 Maintain up to date individual contact information in the IS; and
- 2 2.8.1.5 Maintain a written Business Continuity and Disaster Recovery Plan
- 3 (BCDRP) with an identified update process (at least annually) that
- 4 ensures timely restoration of the IS following total or substantial loss of
- 5 system functionality. A copy of the plan submitted by the Provider
- 6 through the credentialing process shall be made available upon request
- 7 for review and audit by North Sound BH-ASO, MCO, HCA, Department
- 8 of Social Human Services (DSHS) or External Quality Review
- 9 Organization (EQRO).

10

11 **2.9 CARE COORDINATION**

12

- 13 2.9.1 Coordinate medical services. Provider shall coordinate all services for eligible
- 14 individuals, including but not limited to medical services, behavioral health services
- 15 and services associated with the social determinants of health as needed, or as
- 16 identified by North Sound BH-ASO.
- 17 2.9.2 Provision of data and information for purposes of care coordination. Provider shall
- 18 cooperate with, participate in, and provide information and data in accordance to
- 19 HIPAA, to support North Sound BH-ASO’s care coordination activities and to meet
- 20 HCA care coordination obligations.
- 21

22 **2.10 BEHAVIORAL HEALTH SCREENING AND ASSESSMENT REQUIREMENTS**

23 If Provider provides Behavioral Health Services, Provider shall utilize the Global Appraisal of

24 Individual Needs-Short Screener (GAIN-SS) and assessment process, including use of the

25 quadrant placement. If the results of the GAIN-SS are indicative of the presence of a co-

26 occurring disorder (COD), Provider shall consider this information in the development of the

27 individual’s treatment plan, including appropriate referrals. In addition, Provider shall

28 implement, and maintain throughout the term of this Agreement, the Integrated COD

29 Screening and Assessment process, including training for applicable staff. If Provider fails to

30 implement or maintain this process, upon request of North Sound BH-ASO, Provider shall

31 provide a corrective action plan designed to ensure compliance with the requirements of this

32 Section. Such plan shall allow for monitoring of compliance by North Sound BH-ASO.

33

34 **2.11 RECORDKEEPING AND CONFIDENTIALITY**

35

36 **2.11.1 Maintaining Individual Medical Record**

37 Provider shall maintain a medical record for each individual to whom Provider

38 renders behavioral healthcare services. Provider shall establish each individual’s

39 medical record upon the individual’s first encounter with Provider. The individual’s

40 medical record shall contain all information required by state and federal law,

41 generally accepted and prevailing professional practice, applicable government

42 sponsored health programs, and all North Sound BH-ASO P&Ps. Provider shall

43 retain all such records for at least 10 years.

44

1 2.11.2 **Confidentiality of Individual Health Information**

2 As of the date of this Agreement, each party may be a Business Associate under HIPAA, as
3 amended, and must comply with the Administrative Simplification Provisions of HIPAA and
4 with the applicable provisions of the Health Information Technology for Economic and
5 Clinical Health Act of 2009 (HITECH Act), including the Privacy Rule, Security Rule, Breach
6 Notification Rule, and Enforcement Rule (the HIPAA Rules). The parties acknowledge that,
7 in their performance under this Agreement, each shall have access to and receive from the
8 other party information protected under HIPAA and RCW Chapter 70.02, the Washington
9 State Health Care Information Access and Disclosure of 1991 (Protected Health
10 Information or PHI).

11 2.11.3 **Health Information System**

12 Provider shall implement a documented health information system and a privacy security
13 program that includes administrative, technical and physical safe guards designed to
14 prevent the accidental or unauthorized use or disclosure of individual PHI and medical
15 records. The information system and the privacy and security program shall, at a
16 minimum, comply with applicable HIPAA regulations regarding the privacy and security of
17 PHI, including but not limited to 42 CFR § 438.242; 45 CFR § 164.306(a); and 45 CFR §
18 162.200, as well as, HIPAA privacy provisions in Title 13 of the American Recovery and
19 Reinvestment Act of 2009 (ARRA).

20 2.11.4 **Delivery of Individual Care Information and Individual Access to Health
21 Information**

22 Provider shall give North Sound BH-ASO, MCO, HCA and/or individuals access to individual
23 health information including, but not limited to, medical records and billing records, for
24 the purpose of inspection, evaluation, and audit, in accordance with the requirements of
25 state and federal law, applicable government sponsored health programs, and North
26 Sound BH-ASO P&P's.

27 2.11.5 **Federal Drug and Alcohol Confidentiality Laws**

28 Provider shall comply with 42 CFR Part 2, as applicable. If Provider is a Part 2 program, as
29 defined under 42 CFR §2.11, Provider shall obtain a signed written consent that complies
30 with the requirements of 42 CFR Part 2 from each individual, prior to disclosing the
31 individual's Patient Identifying Information to MCO or HCA. For the purposes of this
32 section, "Patient Identifying Information" shall have the same meaning as under 42 CFR
33 §2.11. Such consent shall explicitly name MCO and/or HCA as an authorized recipient of
34 the individual's Patient Identifying Information. Provider shall maintain copies of each
35 individual's consent form in accordance with federal law. North Sound BH-ASO reserves
36 the right to audit Provider's records to ensure compliance with this Section.

37
38 2.12 **INDIVIDUAL'S COPAYMENTS, COINSURANCE AND DEDUCTIBLES**

39
40 2.12.1 **Third-Party Payment**

41 The Provider shall have a written policy regarding third-party payments that complies with
42 provisions of North Sound BH-ASO's P&P's. The policy shall explain the process in place to
43 pursue, in accordance with reasonable collection practices, third-party payments for
44 individuals who are covered by other benefit plans and private pay. The Provider shall
45 document its collections of third-party payments.

1 2.12.2 **Medicaid enrollment**

2 The Provider shall aggressively work to convert non-Medicaid individuals to Medicaid
3 status, including helping families to access health insurance coverage for their children
4 under the provisions of the Children's Health Insurance Program.

5 2.12.3 **Individual financial obligation**

6 The Provider shall provide notice to individuals of their personal financial obligations for
7 non-covered services, and may bill individuals for non-covered services only if the Provider
8 has:

9 2.12.3.1 Provided the individual with a full written disclosure of Provider's intent to
10 directly bill the individual for non-covered services (including a clear
11 statement the North Sound BH-ASO and/or the individual's assigned MCO is
12 not financially obligated or otherwise liable to cover or provide any
13 reimbursement, compensation, or other payment related to such non-
14 covered services); and

15 2.12.3.2 Obtained a written acknowledgement and acceptance of financial
16 responsibility from the individual at the time of denial and prior to services
17 being delivered.
18

19 2.13 **CLIENT HOLD HARMLESS**

20
21 2.13.1 Provider hereby agrees that in no event, including, but not limited to nonpayment
22 by North Sound BH-ASO, North Sound BH-ASO insolvency, or breach of this
23 contract will Provider bill, charge, collect a deposit from, seek compensation,
24 remuneration, or reimbursement from, or have any recourse against a client or
25 person acting on their behalf, other than North Sound BH-ASO, for services
26 provided pursuant to this Contract. This provision does not prohibit collection of
27 deductibles, copayments, coinsurance and/or payment for noncovered services,
28 which have not otherwise been paid by a primary or secondary issuer in
29 accordance with regulatory standards for coordination of benefits, from individuals
30 in accordance with the terms of the individual's health plan.

31 2.13.2 If applicable, Provider agrees in the event of North Sound BH-ASO insolvency, to
32 continue to provide the services promised in this Contract to clients of North
33 Sound BH-ASO for the duration of the period for which premiums on behalf of the
34 individuals were paid to North Sound BH-ASO or until the individual's discharge
35 from inpatient facilities, whichever time is greater.

36 2.13.3 Notwithstanding any other provision of this Contract, nothing in this contract shall
37 be construed to modify the rights and benefits contained in an Individual's health
38 plan.

39 2.13.4 Provider may not bill individuals for crisis services where North Sound BH-ASO
40 denies payments because the Provider has failed to comply with the terms or
41 conditions of this Contract.

42 2.13.5 Provider further agrees (i) the provisions of this subsection 2.13.4 shall survive
43 termination of this contract regardless of the cause giving rise to termination and
44 shall be construed to be for the benefit of North Sound BH-ASO individuals, and (ii)
45 this provision supersedes any oral or written contrary agreement now existing

1 or hereafter entered into between Provider and individuals or persons acting on
2 their behalf.

3 2.13.6 If Provider contracts with other providers or facilities who agree to provide crisis
4 services to individuals of North Sound BH-ASO with the expectation of receiving
5 payment directly or indirectly from North Sound BH-ASO, such providers or
6 facilities must agree to abide by the provisions of this subsection 2.13.6.
7

8 Willfully collecting or attempting to collect an amount from an individual knowing that
9 collection to be in violation of the participating provider or facility contract constitutes a class
10 C felony under RCW 48.80.030.
11

12 2.14 PROGRAM PARTICIPATION

13 2.14.1 Participation in Grievance Program

14 Provider shall implement a Grievance Program that complies with WAC 182-538C 110 or
15 its successors and shall participate in North Sound BH-ASO's Grievance Program and
16 cooperate in identifying, processing, and promptly resolving all individual complaints,
17 grievances, or inquiries.
18

19 2.14.2 Participation in Quality Improvement Program

20 2.14.2.1 Provider shall develop and implement a quality management plan in
21 accordance with requirements outlined in the North Sound BH-ASO [P&P or](#)
22 [Provider's accrediting entity](#).
23

24 2.14.2.2 Provider shall cooperate and participate in the North Sound BH-ASO Quality
25 Assessment and Performance Improvement activities and Performance
26 Improvement Projects (PIP) identified by North Sound BH-ASO and/or HCA.
27

28 2.14.2.3 The Provider shall review the components of the quality management plan
29 at least annually. Such review will include submitting a report to North
30 Sound BH-ASO on any Quality Assurance activity or changes to the quality
31 management plan, except where the provider holds accreditation from the
32 Joint Commission, Commission on Accreditation of Rehabilitation Facilities
33 or Commission on Accreditation.
34

35 2.14.2.4 Participation in Utilization Review and Management Program

36 Provider shall participate in and comply with the North Sound BH-ASO
37 Utilization Review and Management Program, including all P&P's regarding
38 prior authorizations, and shall cooperate with HCA in audits to identify,
39 confirm, and/or assess utilization levels of services.
40

1 2.15 **NOTICES**

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3 2.15.1 **Critical Incident Reporting**

4 Provider shall send immediate notification to North Sound BH-ASO and, when indicated, to
5 the applicable MCO of any Critical Incident involving an individual. Notification shall be
6 made during the business day on which Provider becomes aware of the Critical Incident. If
7 Provider becomes aware of a Critical Incident involving an individual after business hours,
8 Provider shall provide notice to North Sound BH-ASO and, when indicated, to the
9 applicable MCO as soon as possible the next business day. Provider shall provide to North
10 Sound BH-ASO and, when indicated, to the applicable MCO all available information
11 related to a Critical Incident at the time of notification, including: a description of the
12 event, the date and time of the incident, the incident location, incident type, information
13 about the individuals involved in the incident and the nature of their involvement; the
14 individual's or other involved individuals' service history with Provider; steps taken by
15 Provider to minimize potential or actual harm; and any legally required notification made
16 by Provider. Upon North Sound BH-ASO's request, and as additional information becomes
17 available, Provider shall update the information provided regarding the Critical Incident
18 and, if requested by MCO, shall prepare a written report regarding the Critical Incident,
19 including any actions taken in response to the incident, the purpose for which such actions
20 were taken, any implications to Provider's delivery system and efforts designed to prevent
21 or lessen the possibility of future similar incidents. Reporting shall comport with North
22 Sound BH-ASO Supplemental Provider Service Guide and applicable P&Ps.

23 2.15.2 **Notice of sites/services change**

24 Provider shall, prior to making a public announcement of any site or service changes,
25 notify North Sound BH-ASO in writing and receive approval at least:
26

27 2.15.2.1 120 days prior to closing a Provider site or opening any additional
28 site(s) providing services under this Agreement.

29 2.15.2.2 30 days prior to any Provider change that would significantly affect
30 the delivery of or payment for services provided, including changes in
31 tax identification numbers, billing addresses, or practice locations.

32 2.15.2.3 If Provider discontinues services or closes a site in less than 30 days,
33 Provider shall notify North Sound BH-ASO as soon as possible and
34 prior to making a public announcement.

35 2.15.2.4 Provider shall notify North Sound BH-ASO of any other changes in
36 capacity that result in the Provider being unable to meet any
37 requirements of this Agreement. Events that affect capacity, include
38 but are not limited to: a decrease in the number, frequency, or type of
39 a required service to be provided; employee strike or other work
40 stoppage related to union activities; or any changes that result in
41 Provider being unable to provide timely, medically necessary services.

42 2.15.2.5 If any of the above events occurs, Provider shall submit a plan to
43 North Sound BH-ASO and, if requested, shall meet with North Sound
44 BH-ASO to review the plan at least 30 business days prior to the
45 event. The plan should include the following:

- 2.15.2.5.1 Notification of service/site change;
- 2.15.2.5.2 Individual notification and communication plan;
- 2.15.2.5.3 Plan for provision of uninterrupted services by individual; and
- 2.15.2.5.4 Any information that will be released to the media.

2.15.3 Termination of Services

Provider shall provide North Sound BH-ASO at least 120 calendar days written notice before provider, any clinic, or subcontractor ceases to provide services to individuals.

2.15.4 Reporting Fraud

Provider shall comply with RCW 48.135 concerning Insurance Fraud Reporting and shall notify North Sound BH-ASO Compliance Department of all incidents or occasions of suspected fraud, waste, or abuse involving Services provided to an individual. Provider shall report a suspected incident of fraud, waste or abuse, including a credible allegation of fraud, within five (5) business days of the date Provider first becomes aware of, or is on notice of, such activity. The obligation to report suspected fraud, waste, or abuse shall apply if the suspected conduct was perpetrated by Provider, Provider’s employee, agent, subcontractor, or individual. Provider shall establish P&P’s for identifying, investigating, and taking appropriate corrective action against suspected fraud, waste, or abuse. Detailed information provided to employees and subcontractors regarding fraud and abuse P&P’s and the false Claims Act and the Washington false claims statutes RCW Chapter 74.66 and 74.09.210. Upon request by North Sound BH-ASO, and/or HCA, Provider shall confer with the appropriate State agency prior to or during any investigation into suspected fraud, waste, or abuse.

2.16 PARTICIPATION IN CREDENTIALING

Provider shall participate in North Sound BH-ASO’s credentialing and re-credentialing process that shall satisfy, throughout the term of this Agreement, all credentialing and re-credentialing criteria established by North Sound BH-ASO. Provider shall immediately notify North Sound BH-ASO of any change in the information submitted or relied upon by Provider to achieve credentialed status. If Provider’s credentialed status is revoked, suspended, or limited by North Sound BH-ASO, North Sound BH-ASO may, at its discretion, terminate this Agreement and/or reassign individuals to another provider.

2.17 PROVIDER TRAINING AND EDUCATION

Upon the request of North Sound BH-ASO, the Provider shall participate in training when required by the North Sound BH-ASO and/or HCA.

2.17.1 Exception to required training

Requests to allow an exception to participation in a required training must be in writing and include a plan for how the required information will be provided to targeted Provider staff;

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2.17.2 **Safety and violence-prevention training**

Provider shall ensure all community behavioral health employees who work directly with individuals are provided with at least annual training on safety and violence-prevention topics described in RCW 49.19.030;

2.17.3 **Cultural humility training**

Provider shall ensure all community behavioral health employees who work for Providers are provided with at least annual training on cultural humility;

2.17.4 **Health Education/Training**

Provider shall ensure all community behavioral health employees who work directly with individuals receive Health Education/Training as requested by North Sound BH-ASO; and

2.17.5 **Provider Non-Solicitation**

Provider shall not solicit or encourage individuals to select any particular health plan for the primary purpose of securing financial gain for Provider. Nothing in this provision is intended to limit Provider’s ability to fully inform individuals of all available health care treatment options or modalities.

1 **ARTICLE THREE –NORTH SOUND BH-ASO OBLIGATIONS**

2 **3.1 ADMINISTRATIVE SUPPORT**

3 North Sound BH-ASO shall provide the administrative support to the North Sound Integrated
4 Crisis Care Network (ICCN) and will collaborate with Providers in:

- 5
- 6 3.1.1 Establishing and maintaining a multispecialty provider network that is
7 geographically distributed through the service area and promotes individual choice
8 and access to Participating Providers;
- 9 3.1.2 Developing and supporting the workforce in the provision of active, innovative and
10 evidence-based chronic conditions management practices;
- 11 3.1.3 Developing and implementing Participating Provider practice protocols and
12 supports;
- 13 3.1.4 Creating alliances with other medical practices/groups and providers to help
14 ensure the delivery of whole-person and integrated care;
- 15 3.1.5 Participating in performance measurement, including the reporting of state
16 defined performance measures and HCA identified behavioral health measures;
- 17 3.1.6 Promoting practice transformation and outcome achievement through value-based
18 purchasing; and
- 19 3.1.7 Providing support and training on proper coding of services and data transmissions
20 related to encounters.

21

22 **3.2 CONTINUUM OF BEHAVIORAL HEALTH CARE**

23 North Sound BH-ASO shall contract with a network of behavioral health providers to ensure a
24 continuum of crisis behavioral health care to achieve and demonstrate network adequacy.

25

26 **3.3 COLLECTION OF SERVICE ENCOUNTERS**

27 North Sound BH-ASO shall collect service encounters from the Participating Providers and
28 submit them to HCA and/or MCOs.

29

30 **3.4 PAYMENT**

31 North Sound BH-ASO shall pay Provider for services provided according to the North Sound
32 BH-ASO established rate schedule, detailed in Exhibit B. Additionally, clean claims shall be
33 submitted in established timelines.

- 34
- 35 3.4.1 North Sound BH-ASO shall provide reasonable notice of not less than 60 days of
36 changes that affect Provider’s compensation or the delivery of health care services.

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38 **3.5 SUBMISSION OF CLAIMS**

39 If Provider submits claims for Services rendered under this Contract, the following
40 requirements shall apply:

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3.5.1 **Clean Claims Standards**

Except as agreed to by the parties on a claim-by-claim basis, North Sound BH-ASO shall pay or deny not less than (i) 95% of Clean Claims received from Provider within 30 days of receipt; (ii) 95% of all claims received from Provider within 60 days of receipt; and (iii) 99% of all Clean Claims received from Provider within 90 days of receipt.

3.5.2 **Clean Claim – Definition**

For purposes of this Section 3.5, "clean claim" means a claim that has no defect or impropriety, including any lack of any required substantiating documentation, or particular circumstances requiring special treatment that prevents timely payments from being made on the claim under this Section 3.5.

3.6 **COORDINATION**

North Sound BH-ASO shall be responsible for coordinating with Participating Providers to meet the obligations identified in this Agreement.

1 **ARTICLE FOUR - TERM AND TERMINATION**

2 **4.1 TERM**

3 This Agreement is effective on July 1, 2019, and will remain in effect for an initial term of 1 year (Initial
4 Term), after which it will automatically renew for successive terms of 1 year each (Renewal Term),
5 unless this Agreement is sooner terminated as provided in this Agreement or either Party gives the
6 other Party written notice of non-renewal of this Agreement not less than 180 days prior to the end of
7 the current term.
8

9 **4.2 TERMINATION WITHOUT CAUSE**

10 This Agreement may be terminated without cause by either party upon providing at least 90 days
11 written notice to the other party.
12

13 **4.3 TERMINATION WITH CAUSE**

14 Either party may terminate this Agreement by providing the other party with a minimum of 10
15 business days prior written notice in the event the other party commits a material breach of any
16 provision of this Agreement. Said notice must specify the nature of said material breach. The
17 breaching party shall have 7 business days from the date of the breaching party's receipt of the
18 foregoing notice to cure said material breach. In the event the breaching party fails to cure the
19 material breach within said 7 business day period, this Agreement shall automatically terminate upon
20 expiration of the 10 business days' notice period.
21

22 **4.4 IMMEDIATE TERMINATION**

23 Unless expressly prohibited by applicable regulatory requirements, North Sound BH-ASO may
24 immediately suspend or terminate the participation of a Provider in any or all products or services by
25 giving written notice thereof to Provider when North Sound BH-ASO determines that (i) based upon
26 available information, the continued participation of the Provider appears to constitute an immediate
27 threat or risk to the health, safety or welfare of individual(s), or (ii) Provider's fraud, malfeasance, or
28 non-compliance with any regulatory requirements is reasonably suspected. During such suspension,
29 the Provider shall, as directed by North Sound BH-ASO, discontinue the provision of all or a particular
30 contracted Service to individual(s). During the term of any suspension, Provider shall notify
31 individual(s) that their status as a Provider has been suspended. Such suspension will continue until
32 the Provider's participation is reinstated or terminated.
33

34 **4.5 TERMINATION DUE TO CHANGE IN FUNDING**

35 In the event funding from HCA, MCO, State, Federal, or other sources is withdrawn, reduced, or limited
36 in any way after the effective date of this Contract and prior to its normal completion, either party may
37 terminate this Contract subject to re-negotiations.
38

39 **4.5.1 TERMINATION PROCEDURE**

40 The following provisions shall survive and be binding on the parties in the event
41 this Contract is terminated:
42

43 **4.5.1.1** Provider and any applicable subcontractors shall cease to perform
44 any services required by this Contract as of the effective date of
45 termination and shall comply with all reasonable instructions
46 contained in the notice of termination which are related to the
47 transfer of individuals, distribution of property and termination of
48 services. Each party shall be responsible only for its performance in
49 accordance with the terms of this Contract rendered prior to the

1 effective date of termination. Provider and any applicable
2 subcontractors shall assist in the orderly transfer/transition of the
3 individuals served under this Contract. Provider and any applicable
4 subcontractors shall promptly supply all information necessary for
5 the reimbursement of any outstanding Medicaid claims.

6 4.5.1.2 Provider and any applicable subcontractors shall immediately
7 deliver to North Sound BH-ASO's Program Administrator or their
8 successor, all North Sound BH-ASO assets (property) in Provider and
9 any applicable subcontractor's possession and any property
10 produced under this Contract. Provider and any applicable
11 subcontractors grant North Sound BH-ASO the right to enter upon
12 Provider and any applicable subcontractor's premises for the sole
13 purpose of recovering any North Sound BH-ASO property that
14 Provider and any applicable subcontractors fails to return within 10
15 business days of termination of this Contract. Upon failure to return
16 North Sound BH-ASO property within 10 business days of the
17 termination of this Contract, Provider and any applicable
18 subcontractors shall be charged with all reasonable costs of
19 recovery, including transportation and attorney's fees. Provider and
20 any applicable subcontractors shall protect and preserve any
21 property of North Sound BH-ASO that is in the possession of
22 Provider and any applicable subcontractors pending return to North
23 Sound BH-ASO.

24 4.5.1.3 North Sound BH-ASO shall be liable for and shall pay for only those
25 services authorized and provided through the date of termination.
26 North Sound BH-ASO may pay an amount agreed to by the parties
27 for partially completed work and services, if work products are
28 useful to or usable by North Sound BH-ASO.

29 4.5.1.4 If the Program Administrator terminates this Contract for default,
30 North Sound BH-ASO may withhold a sum from the final payment to
31 Provider that North Sound BH-ASO determines is necessary to
32 protect North Sound BH-ASO against loss or additional liability
33 occasioned by the alleged default. North Sound BH-ASO shall be
34 entitled to all remedies available at law, in equity, or under this
35 Contract. If it is later determined Provider was not in default, or if
36 Provider terminated this Contract for default, Provider shall be
37 entitled to all remedies available at law, in equity, or under this
38 Contract.

39
40 Should the contract be terminated by either party, North Sound BH-
41 ASO will require the spend-down of all remaining reserves and fund
42 balances within the termination period. Funds will be deducted
43 from the final months' payments until reserves and fund balances
44 are spent. Should the contract be terminated by either

1 party, Provider shall be responsible to provide all behavioral health
2 services through the end of the month for which they have received
3 payment.
4

5 **4.6 TERMINATION NOTIFICATION TO INDIVIDUALS**

6 North Sound BH-ASO will inform affected individuals of any termination pursuant to this
7 Contract in accordance with the process set forth in the applicable MCO P&P's. Individuals
8 may be required to select another Provider contracted with North Sound BH-ASO prior to the
9 effective date of termination of this Contract.
10

1 **ARTICLE FIVE - FINANCIAL TERMS AND CONDITIONS**

2 **5.1 GENERAL FISCAL ASSURANCES**

3 Provider shall comply with all applicable laws and standards, including Generally Accepted
4 Accounting Principles and maintain, at a minimum, a financial management system that is a
5 viable, single, integrated system with sufficient sophistication and capability to effectively and
6 efficiently process, track and manage all fiscal matters and transactions. The parties'
7 respective fiscal obligations and rights set forth in this section shall continue after termination
8 of this Contract until such time as the financial matters between the parties resulting from this
9 Contract are completed.
10

11 **5.2 FINANCIAL ACCOUNTING REQUIREMENTS**

12 Provider shall:
13

- 14 5.2.1 Limit Administration costs to no more than 15% of the annual revenue supporting
15 the public behavioral health system operated by Provider. Administration costs
16 shall be measured on a fiscal year basis and based on the information reported in
17 the Revenue and Expenditure Reports and reviewed by North Sound BH-ASO.
- 18 5.2.2 The Provider shall establish and maintain a system of accounting and internal
19 controls which complies with generally accepted accounting principles
20 promulgated by the Financial Accounting Standards Board (FASB), the
21 Governmental Accounting Standards Board (GASB), or both as is applicable to the
22 Provider's form of incorporation.
- 23 5.2.3 Ensure all North Sound BH-ASO funds, including interest earned, provided pursuant
24 to this Contract, are used to support the public behavioral health system within the
25 Service Area;
- 26 5.2.4 Ensure under no circumstances are individuals charged for any covered services,
27 including those out-of-network services purchased on their behalf;
- 28 5.2.1 Produce annual, audited financial statements upon completion and make such
29 reports available to North Sound BH-ASO upon request.

30
31 **5.2.1.1 Financial Reporting**

32 Provider shall provide the following reports to North Sound BH-ASO:
33

- 34 5.2.1.1.1 The North Sound BH-ASO shall reimburse the Provider for
35 satisfactory completion of the services and requirements
36 specified in this Contract and its attached exhibit(s).
- 37 5.2.1.1.2 The Provider shall submit an invoice and all accompanying
38 reports as specified in the attached exhibit(s), including its
39 final invoice and all outstanding reports. The North Sound
40 BH-ASO shall initiate authorization for payment to the
41 Provider not more than 30 days after a complete and
42 accurate invoice is received.
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5.2.1.1.3 The Provider shall submit its final invoice and all outstanding reports as specified in this contract and its attached exhibit(s). If the Provider’s final invoice and reports are not submitted as specified in this contract and its attached exhibit(s), the North Sound BH-ASO will be relieved of all liability for payment to the Provider of the amounts set forth in said invoice or any subsequent invoice.

5.2.1.2 **LIABILITY FOR PAYMENT AND THE PURSUIT OF THIRD-PARTY REVENUE**

Provider shall be responsible for developing financial processes that enable them to reasonably ensure all third-party resources available to enrollees are identified and pursued in accordance with the reasonable collection practices, which Provider applies to all other payers for services covered under this Contract. Ensure a process is in place to demonstrate all third-party resources are identified and pursued in accordance with Medicaid being the payer of last resort. North Sound BH-ASO shall actively provide Provider support in the pursuit of third-party payments for all crisis services.

Provider shall maintain necessary records to document all third-party resources and report to North Sound BH-ASO on a biennial basis or upon the request of North Sound BH-ASO, the amount of such third-party resources collected for all service recipients during the quarter by source of payment.

1 **ARTICLE SIX -OVERSIGHT AND REMEDIES**

2 **6.1 OVERSIGHT AUTHORITY**

3 North Sound BH-ASO, HCA, DSHS, Office of the State Auditor, the Department of Health
4 (DOH), the Comptroller General, or any of their duly-authorized representatives have the
5 authority to conduct announced and unannounced: a) surveys, b) audits, c) reviews of
6 compliance with licensing and certification requirements and compliance with this Contract,
7 d) audits regarding the quality, appropriateness and timeliness of behavioral health services of
8 Provider and subcontractors and e) audits and inspections of financial records of Provider and
9 subcontractors.

10
11 Provider shall notify North Sound BH-ASO when an entity other than North Sound BH-ASO
12 performs any audit described above related to any activity contained in this Contract.

13
14 In addition, North Sound BH-ASO will conduct reviews in accordance with its oversight of
15 resource, utilization and quality management, as well as, ensure Provider has the clinical,
16 administrative and fiscal structures to enable them to perform in accordance with the terms
17 of the contract. Such reviews may include, but are not limited to: encounter data validation,
18 utilization reviews, clinical record reviews, program integrity, administrative structures
19 reviews, fiscal management and contract compliance. Reviews may include desk reviews,
20 requiring Provider to submit requested information. North Sound BH-ASO will also review any
21 activities delegated under this contract to Provider.

22
23 **6.2 REMEDIAL ACTION**

24 North Sound BH-ASO may require Provider to plan and execute corrective action. Corrective
25 Action Plan (CAP) developed by Provider must be submitted for approval to North Sound BH-
26 ASO within 30 calendar days of notification. CAP must be provided in a format acceptable to
27 North Sound BH-ASO. North Sound BH-ASO may extend or reduce the time allowed for
28 corrective action depending upon the nature of the situation as determined by North Sound
29 BH-ASO.

30
31 6.2.1 CAP must include:

32
33 6.2.1.1 A brief description of the findings; and

34 6.2.1.2 Specific actions to be taken, a timetable, a description of the monitoring
35 to be performed, the steps taken and responsible individuals that will
36 reflect the resolution of the situation.

37
38 6.2.2 CAP may:

39 Require modification of any P&P's by Provider relating to the fulfillment of its
40 obligations pursuant to this Contract.
41

- 1 6.2.3 CAP is subject to approval by North Sound BH-ASO, which may:
2
3 6.2.3.1 Accept the plan as submitted;
4 6.2.3.2 Accept the plan with specified modifications;
5 6.2.3.3 Request a modified plan; or
6 6.2.3.4 Reject the plan.
7
8 6.2.4 Provider agrees North Sound BH-ASO may initiate remedial action as outlined in
9 subsection (6.2.5) below if North Sound BH-ASO determines any of the following
10 situations exist:
11
12 6.2.4.1 If a problem exists that poses a threat to the health or safety of any
13 person or poses a threat of property damage/an incident has occurred
14 that resulted in injury or death to any person/resulted in damage to
15 property.
16 6.2.4.2 Provider has failed to perform any of the behavioral health services
17 required in this Contract, which includes the failure to maintain the
18 required capacity as specified by North Sound BH-ASO to ensure
19 enrolled individuals receive medically necessary services, including
20 delegated functions; except, that no remedial action pursuant to
21 subsection (6.2.5) hereof shall be taken if such failure to maintain
22 required capacity is due to any interruption in, or depletion of the
23 available amount of money to Provider as described in Exhibit B of this
24 contract for purposes of performing services under this contract;
25 however, in such an instance, North Sound BH-ASO may terminate all or
26 part of this contract on as little as 30 days written notice.
27 6.2.4.3 Provider has failed to develop, produce and/or deliver to North Sound
28 BH-ASO any of the statements, reports, data, data corrections,
29 accountings, claims and/or documentation described herein, in
30 compliance with all the provisions of this Contract.
31 6.2.4.4 Provider has failed to perform any administrative function required
32 under this Contract, including delegated functions. For the purposes of
33 this section, “administrative function” is defined as any obligation other
34 than the actual provision of behavioral health services.
35 6.2.4.5 Provider has failed to implement corrective action required by the state
36 and within North Sound BH-ASO prescribed timeframes.
37
38 6.2.5 North Sound BH-ASO may impose any of the following remedial actions in
39 response to findings of situations as outlined above.
40

1 **ARTICLE SEVEN -GENERAL TERMS AND CONDITIONS FOR CONTRACTOR**

2
3 **7.1 BACKGROUND**

4 North Sound BH-ASO is an entity formed by inter-local agreement between Island, San Juan,
5 Skagit, Snohomish and Whatcom Counties, each county authority is recognized by the
6 Director of HCA (Director). These counties entered into an inter-local agreement to allow
7 North Sound BH-ASO to contract with the Director pursuant to RCW 71.24.025(13), to operate
8 a single managed system of services for persons with behavioral illness living in the service
9 area covered by Island, San Juan, Skagit, Snohomish and Whatcom Counties (Service Area).
10 North Sound BH-ASO is party to an interagency agreement with the Director, pursuant to
11 which North Sound BH-ASO has agreed to provide integrated community support, crisis
12 response services to people needing such services in its Service Area. North Sound BH-ASO,
13 through this Contract, is subcontracting with Provider for the provision of specific behavioral
14 health services as required by the agreement with the Director. Provider, by signing this
15 Contract, attests it is willing and able to provide such services in the Service Area.
16

17 **7.2 MUTUAL COMMITMENTS**

18 The parties to this Contract are mutually committed to the development of an efficient, cost
19 effective, integrated, person-centered, age specific recovery and resilience model approach to
20 the delivery of quality community behavioral health services. To that end, the parties are
21 mutually committed to maximizing the availability of resources to provide needed behavioral
22 health services in the Service Area, maximizing the portion of those resources used for the
23 provision of direct services and minimizing duplication of effort.
24

25 **7.3 ASSIGNMENT**

26 Except as otherwise provided within this Contract, this Contract may not be assigned,
27 delegated, or transferred by Provider without the express written consent of North Sound BH-
28 ASO and any attempt to transfer or assign this Contract without such consent shall be void.
29 The terms “assigned”, “delegated”, or “transferred” shall include change of business structure
30 to a limited liability company of any Provider Member or Affiliate Agency.
31

32 **7.4 AUTHORITY**

33 Concurrent with the execution of this Contract, Provider shall furnish North Sound BH-ASO
34 with a copy of the explicit written authorization of its governing body to enter into this
35 Contract and accept the financial risk and responsibility to carry out all terms of this Contract
36 including the ability to pay for all expenses incurred during the contract period. Likewise,
37 concurrent with the execution of this Contract, North Sound BH-ASO shall furnish, upon
38 request, Provider with a written copy of the motion, resolution, or ordinance passed by North
39 Sound BH-ASO’s County Authorities Executive Committee authorizing North Sound BH-ASO to
40 execute this Contract.
41

1 **7.5 COMPLIANCE WITH APPLICABLE LAWS, REGULATIONS AND OPERATIONAL POLICIES**

2 The parties shall comply with all relevant state or federal law, policy, directive, or government
3 sponsored program requirements relating to the subject matter of this Agreement. The provisions of
4 this Agreement shall be construed in a manner that reflects consistency and compliance with such
5 laws, policies and directives. Without limiting the generality of the foregoing, the parties shall comply
6 with applicable provisions of this Agreement and the Supplemental Provider Service Guide,
7 incorporated herein:
8

- 9 7.5.1 Title XIX and Title XXI of the SSA and Title 42 CFR;
- 10 7.5.2 All applicable Office of the Insurance Commissioner (OIC) statutes and regulations;
- 11 7.5.3 Americans with Disabilities Act (ADA) of 1990;
- 12 7.5.4 Title VI of the Civil Rights Act of 1964;
- 13 7.5.5 Age Discrimination Act of 1975;
- 14 7.5.6 All local, State and Federal professional and facility licensing and certification
15 requirements/standards that apply to services performed under the terms of this
16 Contract;
- 17 7.5.7 The Patient Protection and Affordable Care Act (PPACA or ACA);
- 18 7.5.8 All applicable standards, orders, or requirements issued under Section 306 of the
19 Clean Air Act (42 US 1857(h)), Section 508 of the Clean Water Act (33 US 1368),
20 Executive Order 11738 and Environmental Protection Agency (EPA) regulations (40
21 CFR Part 15), which prohibit the use of facilities included on the EPA List of
22 Violating Facilities. Any violations shall be reported to HCA/DSHS, DHHS and the
23 EPA.
- 24 7.5.9 Any applicable mandatory standards and policies relating to energy efficiency,
25 which are contained in the State Energy Conservation Plan, issued in compliance
26 with the federal Energy Policy and Conservation Act;
- 27 7.5.10 Those specified in RCW Title 18 for professional licensing;
- 28 7.5.11 Reporting of abuse as required by RCW 26.44.030;
- 29 7.5.12 Industrial insurance coverage as required by RCW Title 51;
- 30 7.5.13 RCW 38.52, 70.02, 71.05, 71.24 and 71.34;
- 31 7.5.14 WAC 388-865 and 388-877 388-877A and 388-877B;
- 32 7.5.15 Provider must ensure it does not: a) operate any physician incentive plan as
33 described in 42 CFR §422.208; and b) does not Contract with any subcontractor
34 operating such a plan.
- 35 7.5.16 HCA/MCO Quality Strategy;
- 36 7.5.17 State of Washington behavioral health system mission statement, value statement
37 and guiding principles for the system, hereto as Exhibit D;
- 38 7.5.18 Office of Management and Budget (OMB) Circulars, Budget, Accounting and
39 Reporting System (BARS) Manual and BARS Supplemental Behavioral Health
40 Instructions;
- 41 7.5.19 Any applicable federal and state laws that pertain to individual’s rights. Provider
42 shall ensure its staff takes those rights into account when furnishing services to
43 individuals.

- 1 7.5.20 42 USC 1320a-7 and 1320a-7b (Section 1128 and 1128(b) of the SSA), which
- 2 prohibits making payments directly or indirectly to physicians or other providers as
- 3 an inducement to reduce or limit behavioral health services provided to
- 4 individuals;
- 5 7.5.21 Any P&P's developed by DSHS/HCA which governs the spend-down of individual's
- 6 assets;
- 7 7.5.22 Provider and any subcontractors must comply with 42-USC 1396u-2 and must not
- 8 knowingly have a director, officer, partner, or person with a beneficial ownership
- 9 of more than five (5%) of Provider, BHA or subcontractor's equity, or an employee,
- 10 Provider, or consultant who is significant or material to the provision of services
- 11 under this Contract, who has been, or is affiliated with someone who has been,
- 12 debarred, suspended, or otherwise excluded by any federal agency.
- 13 7.5.23 Federal and State non-discrimination laws and regulations;
- 14 7.5.24 HIPAA (45 CFR parts 160-164);
- 15 7.5.25 Confidentiality of Substance Use Disorder (SUD) 42 CFR Part 2;
- 16 7.5.26 HCA-CIS Data Dictionary and its successors;
- 17 7.5.27 Federal funds must not be used for any lobbying activities.

18

19 If Provider is in violation of a federal law or regulation and Federal Financial Participation is

20 recouped from North Sound BH-ASO, Provider shall reimburse the federal amount to North

21 Sound BH-ASO within 20 days of such recoupment.

22

23 Upon notification from HCA/MCO, North Sound BH-ASO shall notify Provider in writing of

24 changes/modifications in HCA contract requirements.

25

26 7.6 **COMPLIANCE WITH NORTH SOUND BH-ASO OPERATIONAL GUIDE**

27 Provider shall comply with all North Sound BH-ASO Supplemental Provider Service Guide and

28 operational policies that pertain to the delivery of services under this Contract that are in

29 effect when the Contract is signed or come into effect during the term of the Contract. North

30 Sound BH-ASO shall notify Provider of any proposed change in federal or state requirements

31 affecting this Contract immediately upon North Sound BH-ASO receiving knowledge of such

32 change.

33

34 7.7 **CONFIDENTIALITY OF PERSONAL INFORMATION**

35 Provider shall protect all Personal Information, records and data from unauthorized disclosure

36 in accordance with 42 CFR §431.300 through §431.307, RCWs 70.02, 71.05, 71.34 and for

37 individuals receiving SUD services, in accordance with 42 CFR Part 2 and WAC 388-877B.

38 Provider shall have a process in place to ensure all components of its provider network and

39 system understand and comply with confidentiality requirements for publicly funded

40 behavioral health services. Pursuant to 42 CFR §431.301 and §431.302, personal information

41 concerning applicants and recipients may be disclosed for purposes directly connected with

42 the administration of this Contract and the State Medicaid Plan. Provider shall read and

43 comply with all HIPAA policies.

44

1 **7.8 CONTRACT PERFORMANCE/ENFORCEMENT**
2 North Sound BH-ASO shall be vested with the rights of a third-party beneficiary, including the
3 "cut through" right to enforce performance should Provider be unwilling or unable to enforce
4 action on the part of its subcontractor(s). In the event Provider dissolves or otherwise
5 discontinues operations, North Sound BH-ASO may, at its sole option, assume the right to
6 enforce the terms and conditions of this Contract directly with subcontractors; provided North
7 Sound BH-ASO keeps Provider reasonably informed concerning such enforcement. Provider
8 shall include this clause in its contracts with its subcontractors. In the event of the dissolution
9 of Provider, North Sound BH-ASO's rights in indemnification shall survive.

10
11 **7.9 COOPERATION**
12 The parties to this Contract shall cooperate in good faith to effectuate the terms and
13 conditions of this Contract.

14
15 **7.10 DEBARMENT CERTIFICATION**
16 Provider, by signature to this Contract, certifies Provider and any Owners are not presently
17 debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded by
18 any Federal department or agency from participating in transactions (Debarred) and is not
19 listed in the Excluded Parties List System in the System for Award Management (SAM)
20 website. Provider shall immediately notify North Sound BH-ASO if, during the term of this
21 Contract, Provider becomes debarred.

22
23 **7.11 EXCLUDED PARTIES**
24 Provider is prohibited from paying with funds received under this Contract for goods and
25 services furnished, ordered, or prescribed by excluded individuals and entities SSA section
26 1903(i)(2) of the Act; 42 CFR 455.104, 455.106 and 1001.1901(b).

27
28 Provider shall monitor for excluded individuals and entities by:

29
30 7.11.1 Screening Provider and subcontractor's employees and individuals and entities
31 with an ownership or control interest for excluded individuals and entities prior to
32 entering into a contractual or other relationship where the individual or entity
33 would benefit directly or indirectly from funds received under this Contract.

34 7.11.2 Screening monthly newly added Provider and subcontractor's employees and
35 individuals and entities with an ownership or control interest for excluded
36 individuals and entities that would benefit directly or indirectly from funds
37 received under this Contract.

38 7.11.3 Screening monthly Provider and subcontractor's employees and individuals and
39 entities with an ownership or control interest that would benefit from funds
40 received under this Contract for newly added excluded individuals and entities.
41

1 Report to North Sound BH-ASO:
2

- 3 7.11.4 Any excluded individuals and entities discovered in the screening within 10
4 business days;
- 5 7.11.5 Any payments made by Provider that directly or indirectly benefit excluded
6 individuals and entities and the recovery of such payments;
- 7 7.11.6 Any actions taken by Provider to terminate relationships with Provider and
8 subcontractor's employees and individuals with an ownership or control interest
9 discovered in the screening;
- 10 7.11.7 Any Provider and subcontractor's employees and individuals with an ownership or
11 control interest convicted of any criminal or civil offense described in SSA section
12 1128 within 10 business days of Provider becoming aware of the conviction;
- 13 7.11.8 Any subcontractor terminated for cause within 10 business days of the effective
14 date of termination to include full details of the reason for termination;
- 15 7.11.9 Any Provider and subcontractor's individuals and entities with an ownership or
16 control interest.

17
18 Provider must provide a list with details of ownership and control no later than 30 days from
19 the date of ratification and shall keep the list up-to-date thereafter.
20

21 Provider will not make any payments for goods or services that directly or indirectly benefit
22 any excluded individual or entity. Provider will immediately recover any payments for goods
23 and services that benefit excluded individuals and entities it discovers.
24

25 Provider will immediately terminate any employment, contractual and control relationships
26 with an excluded individual and entity it discovers.
27

28 Civil monetary penalties may be imposed against Provider if it employs or enters into a
29 contract with an excluded individual or entity to provide goods or services to enrollees (SSA
30 section 1128A(a)(6) and 42 CFR 1003.102(a)(2)).
31

32 An individual or entity is considered to have an ownership or control interest if they have
33 direct or indirect ownership of five percent (5%) or more, or are a managing employee (i.e., a
34 general manager, business manager, administrator, or director) who exercises operational or
35 managerial control or who directly or indirectly conducts day-to-day operations (SSA section
36 1126(b), 42 CFR 455.104(a) and 1001.1001(a)(1)).
37

38 In addition, if North Sound BH-ASO/MCO/HCA notifies Provider that an individual or entity is
39 excluded from participation by HCA, Provider shall terminate all beneficial, employment,
40 contractual and control relationships with the excluded individual or entity immediately.
41

42 The list of excluded individuals will be found at: <http://exclusions.oig.hhs.gov/>.
43

44 SSA section 1128 will be found at: http://www.ssa.gov/OP_Home/ssact/title11/1128.htm.

1 7.12 **DECLARATION THAT INDIVIDUALS UNDER THE MEDICAID AND OTHER BEHAVIORAL HEALTH**
2 **PROGRAMS ARE NOT THIRD-PARTY BENEFICIARIES UNDER THIS CONTRACT**

3 Although North Sound BH-ASO, Provider and subcontractors mutually recognize that services
4 under this Contract may be provided by Provider and subcontractors to individuals under the
5 Medicaid program, RCW 71.05 and 71.34 and the Community Behavioral Health Services Act,
6 RCW 71.24, it is not the intention of either North Sound BH-ASO or Provider, that such
7 individuals, or any other persons, occupy the position of intended third-party beneficiaries of
8 the obligations assumed by either party to this Contract. Such third parties shall have no right
9 to enforce this Contract.

10
11 7.13 **EXECUTION, AMENDMENT AND WAIVER**

12 This Contract shall be binding on all parties only upon signature by authorized representatives
13 of each party. This Contract or any provision may be amended during the contract period, if
14 circumstances warrant, by a written amendment executed by all parties. Only North Sound
15 BH-ASO's Program Administrator or designee has authority to waive any provision of this
16 Contract on behalf of North Sound BH-ASO.

17
18 7.14 **HEADINGS AND CAPTIONS**

19 The headings and captions used in this Contract are for reference and convenience only and in
20 no way define, limit, or decide the scope or intent of any provisions or sections of this
21 Contract.

22
23 7.15 **INDEMNIFICATION**

24 Provider shall be responsible for and shall indemnify and hold North Sound BH-ASO harmless
25 (including all costs and attorney fees) from all claims for personal injury, property damage
26 and/or disclosure of confidential information, including claims against North Sound BH-ASO
27 for the negligent hiring, retention and/or supervision of Provider and/or from the imposition
28 of governmental fines or penalties resulting from the acts or omissions of Provider and its
29 subcontractors related to the performance of this contract. North Sound BH-ASO shall be
30 responsible and shall indemnify and hold Provider harmless (including all costs and attorney
31 fees) from all claims for personal injury, property damage and disclosure of confidential
32 information and from the imposition of governmental fines or penalties resulting from the
33 acts or omissions of North Sound BH-ASO. Except to the extent caused by the gross
34 negligence and/or willful misconduct of North Sound BH-ASO, Provider shall indemnify and
35 hold North Sound BH-ASO harmless from any claims made by non-participating BHAs related
36 to the provision of services under this Contract. For the purposes of these indemnifications,
37 the Parties specifically and expressly waive any immunity granted under the Washington
38 Industrial Insurance Act, RCW Title 51. This waiver has been mutually negotiated and agreed
39 to by the Parties. The provision of this section shall survive the expiration or termination of
40 the Contract.

41

1 7.16 **INDEPENDENT CONTRACTOR FOR NORTH SOUND BH-ASO**
2 The parties intend that an independent contractor relationship be created by this contract.
3 Provider acknowledges that Provider, its employees, or subcontractors are not officers,
4 employees, or agents of North Sound BH-ASO. Provider shall not hold Provider, Provider's
5 employees and subcontractors out as, nor claim status as, officers, employees, or agents of
6 North Sound BH-ASO. Provider shall not claim for Provider, Provider's employees, or
7 subcontractors any rights, privileges, or benefits which would accrue to an employee of North
8 Sound BH-ASO. Provider shall indemnify and hold North Sound BH-ASO harmless from all
9 obligations to pay or withhold Federal or State taxes or contributions on behalf of Provider,
10 Provider's employees and subcontractors unless specified in this Contract.
11

12 7.17 **INSURANCE**
13 North Sound BH-ASO certifies it is a member of Washington Governmental Risk Pool for all
14 exposure to tort liability, general liability, property damage liability and vehicle liability, if
15 applicable, as provided by RCW 43.19.
16
17 By the date of execution of this Contract and post 15 days renewal of said contract, the
18 Provider shall procure and maintain insurance for the duration of this Contract, Provider shall
19 carry Commercial General Liability (CGL) Insurance to include coverage for bodily injury,
20 property damage, and contractual liability, with the following minimum limits: Each
21 Occurrence - \$1,000,000; General Aggregate - \$3,000,000; shall include liability arising out of
22 premises, operations, independent contractors, personal injury, advertising injury, and liability
23 assumed under an insured contract. The costs of such insurance shall be paid by the Provider
24 or subcontractor. The Provider may furnish separate certificates of insurance and policy
25 endorsements for each subcontractor as evidence of compliance with the insurance
26 requirements of this Contract. The Provider is responsible for ensuring compliance with all of
27 the insurance requirements stated herein. Failure by the Provider, its agents, employees,
28 officers, subcontractors, providers, and/or provider subcontractors to comply with the
29 insurance requirements stated herein shall constitute a material breach of this Contract. All
30 non-risk pool policies shall name North Sound BH-ASO as a covered entity under said policy(s).
31

32 7.18 **INTEGRATION**
33 This Contract, including Exhibits contains all the terms and conditions agreed upon by the
34 parties. No other understandings, oral or otherwise, regarding the subject matter of this
35 Contract shall be deemed to exist or to bind any of the parties hereto.
36

37 7.19 **MAINTENANCE OF RECORDS**
38 Provider shall prepare, maintain and retain accurate records, including appropriate medical
39 records and administrative and financial records, related to this Agreement and to Services
40 provided hereunder in accordance with industry standards, applicable federal and state
41 statutes and regulations, and state and federal sponsored health program requirements. Such
42 records shall be maintained for the maximum period required by federal or state law. North
43 Sound BH-ASO shall have continued access to Provider's records as necessary for North Sound
44 BH-ASO to perform its obligations hereunder, to comply with federal and state laws and
45 regulations, and to ensure compliance with applicable accreditation and HCA requirements.

1 Provider shall completely and accurately report encounter data to North Sound BH-ASO and
2 shall certify the accuracy and completeness of all encounter data submitted. Provider shall
3 ensure that it and all of its subcontractors that are required to report encounter data, have
4 the capacity to submit all data necessary to enable the North Sound BH-ASO to meet the
5 reporting requirements in the Encounter Data Transaction Guide published by HCA, or other
6 requirements HCA may develop and impose on North Sound BH-ASO or Provider.
7

8 Upon North Sound BH-ASO's request or under North Sound BH-ASO's state and federal
9 sponsored health programs and associated contracts, Provider shall provide to North Sound
10 BH-ASO direct access and/or copies of all information, encounter data, statistical data, and
11 treatment records pertaining to Members who receive Services hereunder, or in conjunction
12 with claims reviews, quality improvement programs, grievances and appeals and peer
13 reviews.
14

15 **7.20 NOTICE OF AMENDMENT**

16 Except when a longer period is requested by applicable law, North Sound BH-ASO may amend
17 this Agreement upon 30 days prior written notice to Provider. If Provider does not deliver to
18 North Sound BH-ASO a written notice of rejection of the amendment within that 30-day
19 period, the amendment shall be deemed accepted by and shall be binding upon Provider.
20

21 **7.21 NO WAIVER OF RIGHTS**

22 A failure by either party to exercise its rights under this Contract shall not preclude that party
23 from subsequent exercise of such rights and shall not constitute a waiver of any other rights
24 under this Contract unless stated to be such in writing signed by an authorized representative
25 of the party and attached to the original Contract.
26

27 Waiver of any breach of any provision of this Contract shall not be deemed to be a waiver of
28 any subsequent breach and shall not be construed to be a modification of the terms and
29 conditions of this Contract.
30

31 **7.22 ONGOING SERVICES**

32 Provider and its subcontractors shall ensure in the event of labor disputes or job actions,
33 including work slowdowns, such as "sick outs", or other activities within its service BHA
34 network, uninterrupted services shall be available as required by the terms of this Contract.
35

36 **7.23 OVERPAYMENTS**

37 In the event Provider fails to comply with any of the terms and conditions of this Contract and
38 results in an overpayment, North Sound BH-ASO may recover the amount due HCA, MCO, or
39 other federal or state agency subject to dispute resolution as set forth in the contract. In the
40 case of overpayment, Provider shall cooperate in the recoupment process and return to North
41 Sound BH-ASO the amount due upon demand.
42

1 7.24 **OWNERSHIP OF MATERIALS**
2 The parties to this Contract hereby mutually agree that if any patentable or copyrightable
3 material or article should result from the work described herein, all rights accruing from such
4 material or article shall be the sole property of North Sound BH-ASO. The North Sound BH-
5 ASO agrees to and does hereby grant to the Provider, irrevocable, nonexclusive, and royalty-
6 free license to use, according to law, any material or article and use any method that may be
7 developed as part of the work under this Contract.
8
9 The foregoing products license shall not apply to existing training materials, consulting aids,
10 checklists, and other materials and documents of the Provider which are modified for use in
11 the performance of this Contract.
12
13 The foregoing provisions of this section shall not apply to existing training materials,
14 consulting aids, checklists, and other materials and documents of the Provider that are not
15 modified for use in the performance of this Contract.
16
17 7.25 **PERFORMANCE**
18 Provider shall furnish the necessary personnel, materials/behavioral health services and
19 otherwise do all things for, or incidental to, the performance of the work set forth here and as
20 attached. Unless specifically stated, Provider is responsible for performing or ensuring all
21 fiscal and program responsibilities required in this contract. No subcontract will terminate the
22 legal responsibility of Provider to perform the terms of this Contract.
23
24 7.26 **RESOLUTION OF DISPUTES**
25 Each Party shall cooperate in good faith and deal fairly in its performance hereunder to
26 accomplish the Parties' objectives and avoid disputes. The Parties will promptly meet and
27 confer to resolve any problems that arise. If a dispute is not resolved, the Parties will
28 participate in and equally share the expense of a mediation conducted by a neutral third-party
29 professional prior to initiating litigation or arbitration. If the dispute is not resolved through
30 mediation, the parties agree to litigate their dispute in Skagit County Superior Court. The
31 prevailing party shall be awarded its reasonable attorneys' fees, and costs and expenses
32 incurred. This Agreement shall be governed by laws of the State of Washington, both as to
33 interpretation and performance.
34
35 7.27 **SEVERABILITY AND CONFORMITY**
36 The provisions of this Contract are severable. If any provision of this Contract, including any
37 provision of any document incorporated by reference is held invalid by any court, that
38 invalidity shall not affect the other provisions of this Contract and the invalid provision shall
39 be considered modified to conform to existing law.
40
41 7.28 **SINGLE AUDIT ACT**
42 If Provider or its subcontractor is a subrecipient of Federal awards as defined by OMB Uniform
43 Guidance Subpart F, Provider and its subcontractors shall maintain records that identify all
44 Federal funds received and expended. Such funds shall be identified by the appropriate OMB

1 Catalog of Federal Domestic Assistance titles and numbers, award names, award numbers,
2 and award years (if awards are for research and development), as well as, names of the
3 Federal agencies. Provider and its subcontractors shall make Provider and its subcontractor's
4 records available for review or audit by officials of the Federal awarding agency, the General
5 Accounting Office and DSHS. Provider and its subcontractors shall incorporate OMB Uniform
6 Guidance Subpart F audit requirements into all contracts between Provider and its
7 subcontractors who are sub recipients. Provider and its subcontractors shall comply with any
8 future amendments to OMB Uniform Guidance Subpart F and any successor or replacement
9 Circular or regulation.

10
11 If Provider/subcontractors are a sub recipient and expends \$750,000 or more in Federal
12 awards from any/all sources in any fiscal year, Provider and applicable subcontractors shall
13 procure and pay for a single or program-specific audit for that fiscal year. Upon completion of
14 each audit, Provider and applicable subcontractors shall submit to North Sound BH-ASO's
15 Program Administrator the data collection form and reporting package specified in OMB
16 Uniform Guidance Subpart F, reports required by the program-specific audit guide, if
17 applicable and a copy of any management letters issued by the auditor.

18
19 For purposes of "sub recipient" status under the rules of OMB Uniform Guidance Subpart F,
20 Medicaid payments to a sub recipient for providing patient care services to Medicaid eligible
21 individuals are not considered Federal awards expended under this part of the rule unless a
22 State requires the fund to be treated as Federal awards expended because reimbursement is
23 on a cost-reimbursement basis.

24 25 7.29 **SUBCONTRACTS**

26 Provider may subcontract services to be provided under this Contract subject to the following
27 requirements.

- 28
29 7.29.1 The Provider shall not assign or subcontract any portion of this Contract or transfer
30 or assign any claim arising pursuant to this Contract without the written consent of
31 North Sound BH-ASO Said consent must be sought in writing by the Provider not
32 less than 15 days prior to the date of any proposed assignment.
- 33 7.29.2 Provider shall be responsible for the acts and omissions of any subcontractor.
- 34 7.29.3 Provider must ensure the subcontractor neither employs any person nor contracts
35 with any person or BHA excluded from participation in federal health care
36 programs under either 42 USC 1320a-7 (§§1128 or 1128A SSA) or debarred or
37 suspended per this Contract's General Terms and Conditions.
- 38 7.29.4 Provider shall require subcontractors to comply with all applicable federal and
39 state laws, regulations and operational policies as specified in this Contract.
- 40 7.29.5 Provider shall require subcontractors to comply with all applicable North Sound
41 BH-ASO operational policies as applicable.
- 42 7.29.6 Subcontracts for the provision of behavioral health services must require
43 subcontractors to provide individuals access to translated information and
44 interpreter services.

- 1 7.29.7 Provider shall ensure a process is in place to demonstrate all third-party resources
2 are identified and pursued.
- 3 7.29.8 Provider shall oversee, be accountable for and monitor all functions and
4 responsibilities delegated to a subcontractor for conformance with any applicable
5 statement of work in this Contract on an ongoing basis including written reviews.
- 6 7.29.9 Provider will monitor performance of the subcontractors on an annual basis and
7 notify North Sound BH-ASO of any identified deficiencies or areas for improvement
8 requiring corrective action by Provider.
- 9 7.29.10 The Provider agrees to include the following language verbatim in every
10 subcontract for services which relate to the subject matter of this Contract:

11
12 “Subcontractor shall protect, defend, indemnify, and hold harmless North Sound BH-ASO its
13 officers, employees and agents from any and all costs, claims, judgments, and/or awards of
14 damages arising out of, or in any way resulting from the negligent act or omissions of
15 subcontractor, its officers, employees, and/or agents in connection with or in support of this
16 Contract. Subcontractor expressly agrees and understands that North Sound BH-ASO is a
17 third-party beneficiary to this Contract and shall have the right to bring an action against
18 subcontractor to enforce the provisions of this paragraph.”
19

20 Those written subcontracts shall:

- 21
- 22 7.29.11 Require subcontractors to hold all necessary licenses, certifications/permits as
23 required by law for the performance of the services to be performed under this
24 Contract;
- 25 7.29.12 Require subcontractors to notify Provider in the event of a change in status of any
26 required license or certification;
- 27 7.29.13 Include clear means to revoke delegation, impose corrective action, or take other
28 remedial actions if the subcontractor fails to comply with the terms of the
29 subcontract;
- 30 7.29.14 Require the subcontractor to correct any areas of deficiencies in the
31 subcontractor’s performance that are identified by Provider, North Sound BH-
32 ASO/HCA;
- 33 7.29.15 Require best efforts to provide written or oral notification within 15 business days
34 of termination of a Primary Care Provider (PCP) to individuals currently open for
35 services who had received a service from the affected PCP in the previous 60 days.
36 Notification must be verifiable in the individual’s medical record at the
37 subcontractor.
38

39 **7.30 SURVIVABILITY**

40 The terms and conditions contained in this Contract by their sense and context are intended
41 to survive the expiration of this Contract and shall so survive. Surviving terms include but are
42 not limited to: Financial Terms and Conditions, Single Audit Act, Contract Performance and
43 Enforcement, Confidentiality of Individual Information, Resolution of Disputes,
44 Indemnification, Oversight Authority, Maintenance of Records, Ownership of Materials and
45 Contract Administration Warranties and Survivability.
46

1 7.31 **TREATMENT OF INDIVIDUAL’S PROPERTY**

2 Unless otherwise provided in this Contract, Provider shall ensure any adult individual receiving
3 services from Provider under this Contract has unrestricted access to the individual’s personal
4 property. Provider shall not interfere with any adult individual’s ownership, possession, or
5 use of the individual’s property unless clinically indicated. Provider shall provide individuals
6 under age 18 with reasonable access to their personal property that is appropriate to the
7 individual’s age, development and needs. Upon termination of this Contract, Provider shall
8 immediately release to the individual and/or guardian or custodian all the individual’s
9 personal property.
10

11 7.32 **WARRANTIES**

12 The parties’ obligations are warranted and represented by each to be individually binding for
13 the benefit of the other party. Provider warrants and represents it is able to perform its
14 obligations set forth in this Contract and such obligations are binding upon Provider and other
15 subcontractors for the benefit of North Sound BH-ASO.
16

17 7.33 **CONTRACT CERTIFICATION**

18 By signing this Contract, the Provider certifies that in addition to agreeing to the terms and
19 conditions provided herein, the Provider certifies that it has read and understands the
20 contracting requirements and agrees to comply with all of the contract terms and conditions
21 detailed on this contract and exhibits incorporated herein by reference.
22

23 The Program Administrator for North Sound BH-ASO, LLC is:
24

25 Joe Valentine, Executive Director
26 North Sound BH-ASO, LLC
27 301 Valley Mall Way, Suite 110
28 Mount Vernon, WA 98273-5462
29

30 The Program Administrator for Telecare Corporation is:

31
32 Marshall Langfeld, SVP & CFO
33 Telecare Corporation
34 1080 Marina Village Parkway, Suite 100
35 Alameda, CA 94501
36

37 Changes shall be provided to the other party in writing within 10 business days.
38

