



NORTH SOUND BEHAVIORAL HEALTH ADMINISTRATIVE SERVICES ORGANIZATION

Provider Bulletin July 2020

WEBSITE LINKS:

Numbered Memorandum

<http://www.nsbhaso.org/for-providers/numbered-memorandums>

Provider Inventory Template

<https://nsbhaso.org/for-providers/forms/North%20Sound%20Provider%20Inventory.xlsx>

Data Dictionary

<https://www.nsbhaso.org/for-providers/data-dictionary>

Forms & Reports

<https://www.nsbhaso.org/for-providers/forms>

Policies

<http://www.nsbhaso.org/for-providers/policies-and-procedures>

Brochures

www.nsbhaso.org/for-providers/brochures

HCA Customer Service

<https://www.hca.wa.gov/health-care-services-supports/apple-health-medicaid-coverage/apple-health-managed-care>

Contact Us:

North Sound Behavioral Health Administrative Services Organization

301 Valley Mall Way, Suite 110
Mount Vernon, WA 98273
360.416.7013 1.800.684.3555

WASHINGTON LISTENS SUPPORT PROGRAM

In response to the COVID-19 pandemic, Washington has launched a support program called *Washington Listens*.

- The support line and program is for any Washington State resident, including front line workers, family and friends.
- The program is anonymous and is in response to the COVID-19 pandemic.
- It is to help reduce call volume from crisis lines, provide emotional support, build resilience, and links to community resources. It is a support program, not additional crisis services.

For more information, see the fact sheet at the Health Care Authority (HCA) website <https://www.hca.wa.gov/assets/program/washington-listens-fact-sheet.pdf>

BEHAVIORAL HEALTH SUPPLEMENTAL DATA TESTING

The window is now open to begin testing all supplemental transactions included in version 4.0 of the HCA *Behavioral Health Data System Data Guide* found [here](#). Testing commenced on July 1, 2020 and North Sound BH-ASO IS staff are ready to provide support any way we can.

We want to remind providers that all supplemental data collected since January 1, 2020 will need to be submitted to North Sound BH-ASO. We want to get everyone testing as soon as possible so there is no delay in getting this information by the official October 1, 2020 start date. Please contact North Sound BH-ASO staff at CIS@nsbhaso.org for questions about testing requirements, the testing process, and to begin testing. To review North Sound BH-ASO's *Data Dictionary* and all other data submission guidelines click [here](#).

North Sound BH-ASO staff would like to thank you in advance for working with us in successfully testing and implementing all required supplemental data transactions. Happy Testing!!!

SUBSTANCE ABUSE AND MENTAL HEALTH SERVICES ADMINISTRATION (SAMHSA) GRANT UPDATE

The North Sound BH-ASO received notice that our SAMHSA Medication Assisted Treatment - Prescription Drug and Opioid Addiction (MAT-PDOA) grant has been re-funded for the 2020-2021 year. Lifeline Connections continues to provide MAT and Medication for Opioid Use Disorder (MOUD) services for this grant in Bellingham, Mount Vernon, and Oak Harbor.



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NORTH SOUND BH-ASO 2020-2021 QUALITY MANAGEMENT PLAN

North Sound BH-ASO has finalized its 2020-2021 *Quality Management Plan*. The plan covers all quality management activities that occur at North Sound BH-ASO. Please click here to read the North Sound BH-ASO *Quality Management Plan*: https://nsbhaso.org/for-providers/forms/20200707_QM%20Plan_ASO_Final.pdf

NORTH SOUND BH-ASO CARE COORDINATION PROTOCOLS

North Sound BH-ASO continues our commitment to ensure all individuals served by the crisis system have ongoing access to needed treatment and services. HCA contracts with North Sound BH-ASO to meet a wide variety of care coordination needs. We are responsible for implementing strategies to reduce unnecessary crisis system use, transfer care between regions as individuals with BH-ASO funded services move in or out of the area, ensure continuity of care through transitions from a hospital or jail, and much more.

We continue to develop care management protocols with the Managed Care Organizations (MCOs) that focus on several strategic key goals:

- Connect individuals with services that adequately meet their behavioral health needs;
- Identify trends and gaps in services and improve member transitions between levels of care; and
- Identify instances wherein an individual has been assigned to a level of care or setting that is too restrictive to promote recovery.

In addition, we continue to meet with our Administrative Services Organization (ASO) regional partners, MCOs and HCA to assess system wide how care management activities can support an individual's recovery and the continuity of services across a multiple payer system. We hope our efforts will lead to improved outcomes for individuals served by the crisis system.

North Sound BH ASO's Care Coordinators are also available for providers and community partners to support an individual's access or transition between ASO funded services. Our team works with individuals to coordinate care plans with entities including MCOs, behavioral health providers, federally qualified health centers, rural health centers, the Department of Social and Human Services (DSHS), the Developmental Disability Administration (DDA), the Children's Administration, criminal justice systems, school systems, and more. Please feel free to email Michael McAuley, Clinical Manager, with any questions at Michael_mcauley@nsbhaso.org.

OUTPATIENT OUTREACH

We are asking providers within our network to begin providing mental health outpatient services to individuals who are uninsured, ineligible for Medicaid and/or Medicare only *and* are at or below 220% of poverty. We are committed to removing any barriers to providing services within our region. Please reach out to Margaret Rojas at margaret_rojas@nsbhaso.org for more information.



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COVID-19 DASHBOARD

The North Sound BH-ASO maintains a COVID-19 dashboard that displays the latest COVID-19 related statistics from the North Sound County Public Health Departments on its website. You can access it using this link:

<https://nsbhaso.org/covid>

WASHINGTON STATE DEPARTMENT OF HEALTH (DOH) STATEWIDE IMPACT FORECASTS

Washington State DOH monthly *Statewide Impact Forecasts* and *Weekly Behavioral Health Situational Reports* and other BH resources can be found at:

<https://www.doh.wa.gov/Emergencies/NovelCoronavirusOutbreak2020COVID19/HealthcareProviders/BehavioralHealthResources>

HCA RESIDENTIAL SUBSTANCE ABUSE TREATMENT GRANT- REQUEST FOR INFORMATION

The Washington State HCA Division of Behavioral Health and Recovery (DBHR) receives federal funding for the purpose of developing residential, jail-based, and/or aftercare treatment programs for incarcerated individuals. The Residential Substance Abuse Treatment Grant (RSAT) is provided through the Department of Justice (DOJ), Office of Justice Programs (OJP) and Bureau of Justice Assistance (BJA).

HCA DBHR is inviting city, county, and tribal jails to submit information outlining how they would develop and implement an RSAT program. HCA may use the information provided to develop contracts to issue, pursuant to the RSAT grant, for up to \$200,000. Time frame for period of work may be between October 1, 2020 and September 30, 2021 with optional extensions. The funding may provide treatment, re-entry, and aftercare services for eligible individuals for a minimum duration of three (3) months.

For more information, please visit the following websites:

- <https://bja.ojp.gov/program/residential-substance-abuse-treatment-state-prisoners-rsat-program/overview>
- <https://bja.ojp.gov/funding/opportunities/bja-2020-17103>
- <http://www.rsat-tta.com/Home>

800.684.3555 x 617



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