



# NORTH SOUND BEHAVIORAL HEALTH ADMINISTRATIVE SERVICES ORGANIZATION

Provider Bulletin June 2022

## WEBSITE LINKS:

### Numbered Memorandum

<https://www.nsbhaso.org/memorandums>

### Data Dictionary

<https://www.nsbhaso.org/data/dict>

### Forms & Reports

<https://www.nsbhaso.org/forms/reports>

### Policies

<http://www.nsbhaso.org/policies>

### Brochures

[www.nsbhaso.org/brochures](http://www.nsbhaso.org/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

2021 E. College Way, Suite 101  
Mount Vernon, WA 98273  
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FAX: 360.899.4754

800.684.3555 x 617



[compliance\\_officer@nsbhaso.org](mailto:compliance_officer@nsbhaso.org)

## UPDATED REGIONAL CRISIS TRAINING MODULE

North Sound BH-ASO has updated our *Regional Crisis Training Module* for 2022. The training module can be accessed through the Relias Training platform or available on our provider training resource page: [North Sound BH-ASO Crisis Training Module \(2022\) - Overview \(nsbhaso.org\)](#).

## HOMELESS OUTREACH AND STABILIZATION TRANSITION (HOST) PROGRAM

The HOST program is coming to North Sound BH-ASO! The Health Care Authority (HCA) and Downtown Emergency Service Center (DESC) have partnered with six (6) Administrative Service Organizations (ASOs) to bring lowest barrier, multidisciplinary whole person outreach treatment to our most vulnerable and underserved community members experiencing homelessness. HOST operates similar to the Assertive Community Treatment (ACT) model to provide primary, community-based care to those who cannot access traditional substance use Disorder (SUD) and/or mental health (MH) care due to high acuity. Evergreen Recovery Center has been awarded this contract and will be launching the first team in August.

For more information, email Megan Drake at [megan\\_drake@nsbhaso.org](mailto:megan_drake@nsbhaso.org).

## CERTIFIED PEER COUNSELOR TRAINING

HCA is returning to in-person trainings for Certified Peer Counselors (CPCs) in August and expects to have the first one in the North Sound region within a few months. After that class is filled, it is anticipated that there will be approximately 150 peers left on the waiting list, many who have been on the waitlist for quite a while. In an effort to assist with the lengthy backlog of individuals interested in becoming CPCs in Washington State, North Sound BH-ASO has been working with the HCA Certified Peer Counselor Training Program and will be contracting with a certified trainer and sponsor training sessions for residents of the North Sound region who are currently not enrolled in an upcoming training. Our current plan is to focus on Standard training, although Family and Youth training and Bridge training may be provided depending on trainer and demand.

A Request for Information (RFI) has been released to assist with finding a certified trainer (click [here](#) for more information). The deadline for certified trainers to respond to the RFI is Friday, July 29, 2022. North Sound BH-ASO will continue to provide further information as trainings are established.



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## **CHILDREN, YOUTH AND FAMILY CRISIS TEAMS**

North Sound BH-ASO is currently reviewing proposals for Children, Youth, and Family Crisis Teams and will be awarding contracts soon. This new program will incorporate the values and practices of the Mobile Response and Stabilization Services (MRSS) that offers the community an upstream intervention that is available to families before a crisis occurs and stays with them for up to eight (8) weeks. The model recognizes the family's sense of urgency and focuses on shifting pathways from higher intensity services. MRSS recognizes and honors natural intervention points, as well as the natural support system, by recognizing the healing potential within communities. The ultimate goal of services is in-home stabilization to reduce unnecessary utilization of higher intensity services.

For more information, email Val Jones at [val\\_jones@Nsbhaso.org](mailto:val_jones@Nsbhaso.org).

## **COLLECTIVE MEDICAL TECHNOLOGIES (CMT) CRISIS RESPONSE PLATFORM**

North Sound BH-ASO is in the middle of implementing the new Crisis Response Platform with Collective Medical Technologies (CMT). This platform will provide valuable information to our crisis responders to enhance the decision-making process when choosing the best course of treatment to help improve crisis outcomes. This includes the use of Emergency Department history, Primary Care contacts and treatment history, as well as Behavioral Health contacts, diagnosis, crisis planning, and treatment history.

In order to make this venture a success we need all of the information we can get to assist the crisis responders. This means connecting every provider to their own CMT platform to receive and share critical treatment information. A provider can request sponsorship from one of the five Apple Health Plans and work with CMT. The contacts for each MCO and CMT can be found below. Please reach out to them and get started with CMT.

### **MCO Contacts**

Amerigroup: Niki Lewis [Nikole.lewis@anthem.com](mailto:Nikole.lewis@anthem.com)

Community Health Plan of Washington (CHPW)/: Marci Bloomquist [Marci.Bloomquist@chpw.org](mailto:Marci.Bloomquist@chpw.org)

Coordinated Care: Lisa Figueroa-Rodriguez [Figueroarodriguez@coordinatedcarehealth.com](mailto:Figueroarodriguez@coordinatedcarehealth.com)

Molina: Erin Darrah [erin.darrah@molinahealthcare.com](mailto:erin.darrah@molinahealthcare.com)

United Healthcare: Stacey Lopez [Stacey\\_lopez@uhc.com](mailto:Stacey_lopez@uhc.com)

### **CMT Contact**

Aubree Booth - [aubree.booth@collectivemedicaltech.com](mailto:aubree.booth@collectivemedicaltech.com)

## **STATEWIDE BEHAVIORAL HEALTH OMBUDS COMING IN OCTOBER 2022**

Effective October 1, 2022, the existing regionally organized behavioral health ombuds offices will be replaced by a State Office of Behavioral Health Consumer Advocacy. The authorizing law, **Engrossed Second Substitute House Bill 1086** (ESSHB 1086), which went into effect on July 25, 2021, establishes the new Office's role and responsibilities, as well as those of certified behavioral health consumer advocates (BHCAs). The Washington State Department of Commerce has awarded Peer WA the contract to provide behavioral health advocacy services to individuals, residents, and clients of behavioral health providers or facilities. We encourage all providers to review **ESSHB 1086** and begin to determine potential impacts and changes that may be required to policies, procedures, and forms.



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Due to the above changes and impacts to staffing, Community Action of Skagit County (CASC) will stop providing the North Sound Behavioral Health Ombuds services as of August 1, 2022. North Sound BH-ASO is working closely with CASC and the North Sound Regional Ombuds to establish a transition plan for August 1, 2022 – September 30, 2022.

Individuals will be encouraged to contact either their Medicaid insurance plan's customer service line or the North Sound BH-ASO's customer service line at 800-684-3555. Any open cases will be transferred to the appropriate entity prior to August 1, 2022. Providers should continue to address the concerns of individuals in the coming months as the transition takes place and the statewide office is launched. As it becomes available, North Sound BH-ASO will forward any additional information received.

North Sound BH-ASO would also like to express its appreciation to Community Action of Skagit County and the North Sound Regional Ombuds. Your commitment to providing compassionate, confidential services with dignity and respect to the individuals of the North Sound region will be missed. Thank you for your many years of advocacy in Island, San Juan, Skagit, Snohomish, and Whatcom counties.

## **NORTH SOUND BH-ASO WELCOMES NEW STAFF**

We are excited to welcome Noel Zak to the North Sound BH-ASO staff! Noel joins our Admin Team as the newest Administrative Assistant. Noel graduated from DePauw University with honors in 2021 and recently relocated to the Pacific Northwest. Prior to joining the North Sound BH-ASO Team, Noel worked as a Collegiate Development Consultant, collaborating with collegiate members, advisers, volunteers, university administrators, and executive office staff. Noel also brings experience working on issues of Diversity, Equity, and Inclusion.