



NORTH SOUND BEHAVIORAL HEALTH ADMINISTRATIVE SERVICES ORGANIZATION

Provider Bulletin February 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

HCA Customer Service

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

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 \(nsbhaso.org\)](#).

RECOVERY NAVIGATOR PROGRAM UPDATE

North Sound BH-ASO has completed our Request for Qualifications (RFQ) process and the following providers have been awarded Recovery Navigator Program (RNP) contracts: Island County – Island County Human Services, San Juan County – Compass Health, and Skagit County – Community Action of Skagit County.

The program will provide community-based outreach, intake, assessment, and connection to services and, as appropriate, long-term intensive case management and recovery coaching services, to youth and adults with substance use disorders (SUD), including persons with co-occurring substance use disorders and mental health conditions. Referrals to the program are from diverse sources and the RNP shall facilitate and coordinate connections to a broad range of community resources, including treatment and recovery support services.

North Sound BH-ASO is also interested in contracting with additional providers to provide treatment to persons on a Less Restrictive Alternative (LRA) or Conditional Release (CR).

NORTH SOUND BH-ASO WELCOMES NEW STAFF

We are excited to welcome Megan Drake as the newest Quality Specialist to our Clinical Department. Megan has worked in the behavioral health field for many years to include being an Assistant Program Manager for Volunteers of America (VOA), Director of Utilization Review for a local hospital and was most recently deployed as an embedded behavioral health clinician with a law enforcement co-response program. Megan's professional experience with crisis services, utilization management, program development, quality improvement and system advocacy will be a respected and valued addition to our organization.

Contact Us:

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CRITICAL INCIDENT REPORTING

The North Sound BH-ASO has a Critical Incident reporting system consistent with all applicable laws and shall include policies and procedures for identification of incidents, reporting protocols and oversight responsibilities.

North Sound BH-ASO Policy 1009.00 *Critical Incident Reporting* (click [here](#)) outlines procedures and the Critical Incident reporting form can be found at our website at: https://www.nsbhaso.org/providers/forms/CI_Reporting_Form_3.docx

DREI TRAINING

North Sound BH-ASO is committed to antiracist work by examining our practices, policies, and culture to ensure we are not creating any barriers to service to individuals and families who have historically been marginalized by our system. Our Value Statement on Social Equity states: *We commit to working to reduce institutionalized racism and reduce disparities in healthcare.* To that end we have engaged a consultant, Michelle Osborne & Associates to guide us on our journey. We will be exploring our internal and external structures during an 18-month period to create a system that is welcoming, non-discriminatory and equitable to those we serve. During our journey, we will be looking for ways we can increase our awareness, accountability, and actions to honor experiences, perspectives, and identities different from our own.

“Like fighting an addiction, being an antiracist requires persistent self-awareness, constant self-criticism, and regular self-examination.” Ibram X Kendi, *How to Be an Antiracist*