



# NORTH SOUND BEHAVIORAL HEALTH ADMINISTRATIVE SERVICES ORGANIZATION

## Provider Bulletin January 2023

### WEBSITE LINKS:

#### Numbered Memorandum

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

#### Data Dictionary

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

#### Forms & Reports

<https://www.nsbhaso.org/form-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

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## COLLECTIVE MEDICAL TECHNOLOGIES (CMT) ONBOARDING

We are asking all providers to reach out to CMT and become connected with the CMT platform. There will be no cost to the provider when you utilize the MCO (Managed Care Organization) Sponsorship process. What are the benefits of getting connected with CMT? The CMT provider platform will give insight into important client information such as Primary Care Provider (PCP) contact information, Emergency Department visit and diagnostic information, and other documents useful in coordinating care. This also provides an opportunity for Providers to communicate with the Crisis System through the input of Crisis Care Plans. The Crisis System will also be able to communicate back to providers giving even further information as to the crisis event or Crisis Care Plan. Please review the PDF document sent with this bulletin for how to get started.

## 2023 BEHAVIORAL HEALTH NEEDS ASSESSMENT

The final report of the 2023 Behavioral Health Needs Assessment conducted by Percival Health on behalf of the North Sound BH-ASO has been completed and posted on the BH-ASO website at: [North Sound BH-ASO Assessment | North Sound BH-ASO \(nsbhaso.org\)](#)

Some of the key findings in the report are:

- The fastest growing segment of the population will be people over 65 followed by children and youth.
- The growth in the need for outpatient services will outstrip capacity by 15%.
- The growth in the need for inpatient services will outstrip capacity by 10%.
- Behavioral Health providers identified the lack of adequate staffing as the biggest challenge in meeting the need for behavioral health services.
- The availability of the different outpatient treatment modalities is uneven across the five counties and the availability of some modalities are less than the state average based on population.
- The availability of Substance Use Disorder (SUD) withdrawal management and treatment needs beds will fall even farther behind the need for these beds in the next five years.

North Sound BH-ASO staff will be discussing the implications of the findings for next steps with counties, the Advisory Board and MCOs. Comments from providers are also welcome.



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

We are excited to introduce Garrison Whaley-Sharp, our new Regional Assisted Outpatient Treatment (AOT) Coordinator. Garrison comes to us with extensive experience working within North Sound's Behavioral Health network. Garrison will support the State's requirement to develop and implement a regional AOT plan in collaboration with Health Care Authority (HCA), our county partners, regional Involuntary Treatment Act (ITA) courts, and affiliated judicial leadership that includes attorneys and other commissioners, behavioral health providers, and community stakeholders. Garrison will be working closely with the HCA's AOT Administrator and other statewide AOT coordinators to support the availability of Less Restrictive Alternative treatments.

Garrison can be reached at: [garrison\\_whaley-sharp@nsbhaso.org](mailto:garrison_whaley-sharp@nsbhaso.org)

Kimberly Nakatani was hired in December 2022 as an Accountant with our fiscal team. Kim comes with a variety of experience in non-profit, for-profit and government accounting. Her expertise is a tremendous boost to our already stellar accounting team! Please join us in welcoming Kim to the North Sound BH-ASO.

Kim can be reached at: [kimberly\\_nakatani@nsbhaso.org](mailto:kimberly_nakatani@nsbhaso.org)

## **HOMELESS OUTREACH STABILIZATION AND TRANSITION (HOST) PROGRAM**

In the June Provider Bulletin, North Sound BH-ASO introduced the HOST (Homeless Outreach Stabilization and Transition) program to our region. Since then, Evergreen Recovery Center (ERC) has been working closely with HCA and Downtown Emergency Services Center (DESC) to bring HOST to the North Sound region. While ending homelessness is the ultimate end goal, HOST provides primary, community-based care to those who cannot access traditional SUD and/or Mental Health care due to high acuity. Evergreen began services in December and are currently receiving referrals from law enforcement social work programs. Any provider can refer to the HOST program. For more information on the program criteria, please contact Megan Drake or John Mack (Outreach Program Manager at ERC) at:

[megan\\_drake@nsbhaso.org](mailto:megan_drake@nsbhaso.org) and [jmack@evergreenrc.org](mailto:jmack@evergreenrc.org)



Onboarding New Locations

# Onboarding New Locations

## Steps for bringing on a new Provider: The Discovery Form

1. The first step in the process is the completion and submission of the Provider Discovery Form. There are 4 pages to the form. Your information, contact information, organization's information and the final page, Personnel & Patient Services Information.

The URL for the form is: <https://www.tfaforms.com/4676242>

There are several key elements that need to be completed in order for the team to begin the process. Several data fields are marked with a **red (\*)**. Those fields are required. Do not submit a form without all pertinent information including the NPI information as well as the **Health Plan/ACO sponsorship** information in order to move forward with implementation on the Collective platform.

You will be required to have all contacts for the main contact, clinical contact, IT contact and the account manager contact. You may not advance through to the next pages without completed all required fields. Each page consists of data completion in order to move forward in the process.

# Onboarding New Locations

2. Once you have submitted the form successfully with all completed information, an Onboarding Specialist will be contacting you with any questions.
3. The submitted form is then placed in a que for a CMT Manager to approve and assign and address any contracting that needs to be put in place.
4. The primary contact will be contacted to discuss additional forms/legal contracting and the timing of next steps for implementation. A network sharing agreement is required.
5. A Kick-Off call may be scheduled and determination of the file process will be discussed, along with workflows as well as which cohorts will be needed.
6. There are a number of items that will be discussed during the implementation and configured based on the needs of the clinic/location. A typical timeline for an implementation is 4-6 weeks based on several factors.
7. Training and education will be provided as part of the implementation. Reports will be discussed as part of the training.
8. A 30 Day check in will be completed and outreach made available for those clinics/locations that may need additional support.
9. The clinic/location will be transitioned to the Customer Success Manager that has been assigned.