



NORTH SOUND BEHAVIORAL HEALTH ADMINISTRATIVE SERVICES ORGANIZATION

Provider Bulletin November 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

NORTH SOUND BH-ASO IS MOVING

During the month of December, the North Sound BH-ASO will be moving its physical location from 301 Valley Mall Way to 2021 College Way, Mount Vernon. Our facility will remain closed to the public with the exception of pre-arranged visits. Our phone number, e-mail contact information, and website will remain the same. More detailed information will be sent to our providers and other stakeholders in December.

SKAGIT COUNTY LAUNCHES OPIOID & SUBSTANCE USE RESOURCE WEBSITE AT SKAGITRISING.ORG

Skagit County recently launched the new SkagitRising.org website, which contains opioid and substance use resources. The site was created in partnership with Public Health, the Population Health Trust, and the Opioid Workgroup Leadership Team (OWLT) to reduce the impact of Opioids in Skagit County. The site will connect community members with behavioral health information and services and assist them to navigate the behavioral health system. Visit the website at <https://skagitrising.org/>

POLICY UPDATES

Over the last several months, North Sound BH-ASO staff have been working on updating policies. [Numbered Memorandum 2020-08](#) includes a list of all policies that have been updated/added/archived as of July 1, 2020 and are applicable to our provider network. All policies applicable to our provider network may be found posted on the North Sound BH-ASO website: <https://www.nsbhaso.org/for-providers/policies-and-procedures>.

If you have questions regarding a specific policy, would like a redline copy of a specific policy (available only for those that were updated), or would like a copy of an archived policy, please email Lisa Hudspeth:

lisa_hudspeth@nsbhaso.org

HARPS & PEER PATHFINDER PROVIDER

Lifeline Connections has been selected as the HARPS (Housing and Recovery through Peer Services) and Path Finder provider in the North Sound. The HARPS team is in Whatcom County but will serve both Whatcom and Skagit Counties. The HARPS subsidies for Whatcom and Skagit will be accessed through the HARPS team. Once the team is in place, more information will be provided, and contact information released. We look forward to having the peer run programs up and running once again!



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MCO'S FREE CELLPHONE PROGRAMS

The Apple Health Managed Care Organizations (MCOs) have free cell phones for their Medicaid enrollees, please share the information below with the individuals and families you serve. Thank you!

- **Amerigroup: No-cost cellphone** through SafeLink® and up to 350 minutes of service each month for qualified members, **plus: 200 extra one-time bonus minutes** for choosing to get free health text messages. **Unlimited wellness text messages**, plus reminders to renew your benefits on time and **unlimited minutes** for calls to Member Services. Call Amerigroup Customer service at 800-600-4441.
- **Community Health Plan of Washington:** See Attached PDF – CHPW Free Cell Phone Program or Online: <https://www.chpw.org/find-health-plan/apple-health-plan/chpw-plan-benefits/free-cellphone/>
- **Coordinated Care:** The Cell Phone Program is the 4th item down on this overview page: <https://www.coordinatedcarehealth.com/members/medicaid/benefits-services/integrated-benefits-overview.html>
- **Molina:** See attached PDF – Molina Free Cell Phone Program
- **United Healthcare:** <https://www.safelinkwireless.com/Enrollment/Safelink/en/Web/www/default/index.html#!/newHome>

COVID-19 EMERGENCY GRANT PROVIDERS

North Sound BH-ASO received a grant to fund behavioral health outpatient services to individuals and families impacted by COVID-19. The target populations are essential front-line workers and communities of color. There are no income requirements for this service. If you know of anyone who fits the target population and needs services, please refer them to the following agencies:

- Therapeutic Health Services serving Snohomish County
- Sunrise Services serving Island and Skagit Counties
- Lake Whatcom Center serving Whatcom County

Specific contact information will be provided in the next Provider Bulletin.

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>

DEPARTMENT OF HEALTH (DOH) STATEWIDE IMPACT FORECASTS

DOH monthly *Statewide Impact Forecasts* and *Weekly Behavioral Health Situational Reports* and can be found at:

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

800.684.3555 x 617



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