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## **North Sound Behavioral Health Administrative Services Organization, LLC**

Section 1500 – Clinical: High Intensity Services - Program of Assertive  
Community Treatment (PACT) – State General Behavioral Health Funds

Authorizing Source: HCA Contract

Approved by: Executive Director    Date: 12/30/2019    Signature:

### **POLICY # 1563.00**

#### **SUBJECT: PROGRAM OF ASSERTIVE COMMUNITY TREATMENT (PACT)**

#### **PURPOSE**

To define PACT eligibility requirements, screening, service provisions and discharge processes in this fidelity model program.

#### **POLICY**

North Sound Behavioral Health Administrative Services Organization (North Sound BH-ASO) provides funding for eligible individuals to receive PACT services in four (4) service areas: Island, Skagit, Snohomish and Whatcom Counties. Individuals referred to PACT must live in the PACT service area to receive PACT services.

PACT teams in the North Sound BH-ASO region comply with Washington State PACT Program Standards (see attachment 1563.01) as a minimum set of regulations in addition to other applicable state and federal regulations.

PACT is a person-centered, recovery-oriented team model of service delivery. The PACT teams use a trans-disciplinary approach and provide the majority of recovery services that individuals need. PACT teams deliver services in community locations. Each individual's plan of care is tailored to their individual recovery needs, which may include multiple contacts per day. The approach to each individual's care emphasizes relationship building and active involvement in supporting the individual to make improvements in functioning, symptom management, and achieving individual recovery goals.

PACT referrals for individuals seeking funding via State General Behavioral Health funds will be approved based on availability of State General Behavioral Health funds, financial eligibility, and clinical eligibility (refer to policy 1574.00 General Funds-State (GF-S) and Mental Health Block Grant (MHBG) Funding Plan).

PACT is authorized with concurrent reviews occurring every 6 months. PACT teams shall work with program participants to access Medicaid funding.

#### **PROCEDURES**

##### **Eligibility Criteria**

1. Individuals must be ready for discharge or discharged from Western State Hospital (WSH) within thirty (30) days of the referral and meet criteria for Behavioral Health funds (Policy 1574.00 GFS and MHBG Funding Plan).
2. Individuals admitted to PACT must have a current diagnosis of a severe and persistent mental illness and have significant impairments. The individuals must also experience continuous high service needs,

functional impairments and have difficulty effectively utilizing traditional office-based services or other less intensive community-based programs.

3. Priority is given to people with schizophrenia, other psychotic disorders (e.g., schizoaffective disorder) and bipolar disorder. Individuals with a primary diagnosis of substance use disorder (SUD), intellectual disability, traumatic brain injury, or a personality disorder are not clinically appropriate for PACT services.

## **Referral and Screening Process**

### Screening

1. In order to be eligible for the limited number of funded PACT slots, individuals must meet the following three (3) criteria for GFS or MHBG State only PACT services:
  - a. Ready for discharge or discharged from WSH within the last thirty (30) days;
  - b. Meet North Sound BH-ASO financial criteria and are not eligible for Medicaid; and,
  - c. Meets clinical eligibility criteria.
2. Financial and clinical screening forms may be accessed by contacting the PACT provider in the area the individual resides/chooses to live.
3. The PACT team lead, or designee, shall contact North Sound BH-ASO to inquire whether there are available resources.
4. If resources are available, North Sound BH-ASO staff will work with PACT staff to determine preliminary clinical eligibility within seven (7) business days of receipt of referral and decide whether an intake assessment shall be done.
5. If financial eligibility is not met and/or there is no current PACT slot available, individuals may be referred to other appropriate resources.

### Assessment and Determination

1. If the individual meets minimum criteria, PACT staff notifies the referral source, schedules, and performs the assessment.
2. After the assessment is complete and the individual is determined to be financially and clinically eligible, PACT staff request an authorization from North Sound BH-ASO.
3. If it is determined the individual is not clinically eligible for PACT services, PACT staff notifies North Sound BH-ASO.
4. North Sound BH-ASO will adhere to notice requirements outlined in Policy 1005.00
5. PACT staff will notify the individual and the referral source and offer referrals to other appropriate resources.

## **Coordination with Other Systems**

PACT provides coordination with community resources and other systems involved with the enrolled individual.

When PACT-enrolled individuals are incarcerated, the PACT team will collaborate with jail professionals. PACT staff will visit PACT-enrolled individuals who are incarcerated. They will coordinate around current needs and assist in planning for services following the individual's release.

## **Hospitalization**

PACT staff will collaborate with hospital staff when PACT-enrolled individuals are hospitalized for any reason and visit enrolled individuals while they are in the hospital. They will coordinate around needs and assist in discharge planning.

## **Transfers Between North Sound PACT Teams**

Transfers to other PACT teams will be arranged by the team leaders in conjunction with North Sound BH-ASO. Funding will follow the individual to any PACT team in the North Sound region.

## **Concurrent Review**

1. North Sound BH-ASO will work collaboratively with PACT staff to review individuals enrolled in PACT every six (6) months to check continued financial and clinical eligibility and readiness for discharge.
2. Readiness for discharge will be established using the PACT Transition Assessment Scale (attachment 1563.02)

## **DISCONTINUATION OF PACT SERVICES**

PACT staff will coordinate closely with North Sound BH-ASO on discharge planning for individuals funded by North Sound BH-ASO. All discharges must be approved by North Sound BH-ASO prior to closing the PACT episode. PACT should work with the individual to develop a discharge plan, including connecting them with services appropriate to their personal goals and clinical support needs.

In keeping with PACT fidelity standards, individuals in PACT should not be discharged from treatment for the following reasons:

1. Lack of engagement in treatment.
2. Lack of progress in treatment.

Engagement efforts will utilize assertive outreach.

Discharge may occur when individuals are out of contact with the program for ninety (90) days despite persistent efforts by the PACT team to re-engage. Additionally, individuals should be discharged from PACT upon request unless treatment is mandated by a court order.

PACT providers are committed to serving individuals who may be difficult to engage and will make every effort to work with enrolled individuals to come to a mutually agreeable plan of care so they may continue working together. If this is not possible, PACT will make every effort to assist the individual to find and enroll in other services suitable to the individual prior to closing the individual's episode of treatment.

Examples of times treatment episodes may be closed include:

1. When individuals no longer meet clinical or financial eligibility criteria;
2. Move out of the PACT service area;
3. Request to end their services (if not on a court order); or
4. Have been admitted to an institutional setting for a prolonged period.

PACT teams must notify North Sound BH-ASO of all discharges.

## **Clinical Dispute Resolution**

If agreement between the assigned North Sound BH-ASO Quality Specialist and the PACT Team Leader cannot be reached about any clinical decision subject to the approval of North Sound BH-ASO, the PACT Team Leader

may submit their recommended decision and rationale in writing to the North Sound BH-ASO's Medical Director for review. The recommendation must be signed by the PACT Team Leader, PACT prescriber, and the Medical Director of the contracting agency. The North Sound BH-ASO's Medical Director will review the documentation and make a final determination.

**ATTACHMENTS**

1563.01 – WA State Program of Assertive Community Treatment (PACT) Program Standards – (FINAL) 4-16-07

1563.02 – PACT Transition Assessment Scale