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

Section 1700 – Crisis Services: Integrated Crisis Response System (ICRS) Toll-Free Crisis Line

Authorizing Source: HCA Contract

Approved by: Executive Director Date: 05/19/2020

Signature:

### **POLICY # 1731.00**

#### **SUBJECT: INTEGRATED CRISIS RESPONSE SYSTEM (ICRS) TOLL-FREE CRISIS LINE**

#### **PURPOSE**

To outline Toll-Free Crisis Line services for the North Sound Behavioral Health Administrative Services Organization (North Sound BH-ASO). North Sound BH-ASO maintains internal quality oversight activities of all policies, procedures and clinical reviews to ensure Toll Free Crisis Line Services are compliant with Health Care Authority (HCA), Revised Code of Washington (RCW) and clinical best practices.

#### **POLICY**

The North Sound BH-ASO maintains a 24-hour a day, 7 days a week, Toll-Free Crisis Line to provide crisis intervention and triage services, including screening and referral to a network of providers and community resources.

#### **Operational Requirements**

1. **In addition to meeting the general requirements for crisis services in WAC 246-341-0900, North Sound BH-ASO's Delegate must:**
  - a. Respond to crisis calls twenty-four-hours-a-day, seven-days-a week;
  - b. Have a written protocol for the referral of an individual to a voluntary or involuntary treatment facility for admission on a seven-day-a-week, twenty-four-hour-a-day basis, including arrangements for contacting the designated crisis responder;
  - c. Assure communication and coordination with the individual's mental health care provider, if indicated and appropriate; and
  - d. Post a copy of the statement of individual rights in a location visible to staff and agency volunteers.
2. **North Sound BH-ASO's Delegate must document each telephone crisis response contact made, including:**
  - a. The date, time, and duration of the telephone call;
  - b. The relationship of the caller to the person in crisis, for example self, family member, or friend;
  - c. Whether the individual in crisis has a crisis plan; and
  - d. The outcome of the call, including:
    - i. Any follow-up contacts made;
    - ii. Any referrals made, including referrals to emergency or other medical services; and
    - iii. The name of the staff person who took the crisis call

### 3. Access to Qualified Clinicians

North Sound BH-ASO's delegate provides the following communication services for members and practitioners:

- a. staff are available at least eight (8) hours a day during normal business hours for inbound collect or toll-free calls regarding Utilization Management (UM) issues;
- b. staff can receive inbound communication regarding UM issues after normal business hours;
- c. staff are identified by name, title and organization name when initiating or returning calls regarding UM issues;
- d. has TDD/TTY services for members who need them; and
- e. has Language assistance for members to discuss UM issues.

### 4. Triage and Referral Guidelines

North Sound BH-ASO's delegate have established, clinically based triage and referral policies and protocols that are in keeping with North Sound BH-ASO's oversight to ensure services assess the caller's need, determine the appropriate level of service and connect individuals who have crisis behavioral healthcare needs in an expedited manner.

Protocols for behavioral crisis triage and referral must:

- a. Address all relevant behavioral health and substance abuse situations;
- b. Address the urgency of an individual's clinical circumstances, including crisis situations and emergencies; and
- c. Define appropriate care settings for treatment based on the urgency of clinical circumstances and treatment resources.
- d. In addition, North Sound BH-ASO's delegate maintains an internal system to review and revise protocols.
- e. Having licensed behavioral healthcare practitioners available to make triage and referral decisions that require clinical judgment (e.g., assessing a member's potential for self-harm following a traumatic event and determining the appropriate level and intensity of care).
- f. Will verify Medicaid plan eligibility and refer caller directly to the responsible MCOs 24/7 line in the event a call is determined to be a non-crisis situation requiring some level of behavioral service or further evaluation.

## PROCEDURES

### 1. Toll-Free Crisis Line Services

North Sound BH-ASO's delegate provides a Toll-Free Crisis Line service for individuals and families in distress and seeking assistance with crisis situations. Triage and referral services include:

- a. Triage callers to appropriate behavioral health resources based on level of need;
- b. Providing telephone consultation, intervention and stabilization for individuals/family members/natural supports as appropriate and within limits of confidentiality;
- c. Determining when face-to-face Mobile Crisis Intervention services are needed, both voluntary and involuntary and dispatching a Mobile Crisis Outreach team;
- d. Ensuring timely and consistent Mobile Crisis Outreach response;
- e. Ensuring referral to age and culturally appropriate services and specialists;
- f. Scheduling follow up or next day appointments with Mobile Crisis Outreach;
- g. Providing telephone follow-up with individuals after hours as part of an individual crisis; and
- h. Providing communication and coordination with behavioral health care providers, when

indicated.

2. **Toll-Free Provider Triage Line**

- a. North Sound BH-ASO's delegate provides a Toll-Free Provider Triage line for professionals with questions about Mobile Crisis Outreach service or emergency involuntary hospitalization.
- b. North Sound BH-ASO's delegate's Triage Clinician has the responsibility of deciding when face-to-face Crisis Intervention services are needed and dispatch the Mobile Crisis Outreach providers to a community location outside of the provider's office.

3. **Behavioral Healthcare Telephone Access Standards**

North Sound BH-ASO's delegate collects and analyzes data to measure its performance against its behavioral healthcare telephone access standards. North Sound BH-ASO's delegate access standards are:

- a. Telephones are answered by a live voice within 30 seconds;
- b. Telephone abandonment rates are within 5 percent;
- c. Call volumes are monitored closely; and
- d. Trends for the above data are closely monitored.

4. **Eligibility**

For crisis services provided within the North Sound BH-ASO region, North Sound BH-ASO's delegate will conduct eligibility verification for individuals who are receiving services or who want to receive services. Please refer to North Sound BH-ASO Policy #3045.00 Eligibility Verification.

5. **ICRS Supervision and Oversight**

North Sound BH-ASO's delegate has appropriate staff supervision and oversight for all triage and referral clinical activities. Staff who make clinical decisions are supervised by a licensed master's level practitioner with five (5) years of post-master's degree. Please refer to North Sound BH-ASO Policy 1733.00 for additional crisis system staffing requirements.

- a. North Sound BH-ASO's Medical Director provides clinical oversight over Toll-Free Crisis Line services and activities, including delegated operations.
- b. North Sound BH-ASO's delegate fully participates in North Sound BH-ASO's Regional Crisis Leadership Committee and all BH-ASO crisis services subcommittees and workgroups, responsible for establishing crisis policies, procedures and documented protocols that are used by contractors.
- c. North Sound BH-ASO's delegate is expected to ensure compliance with the North Sound BH-ASO's policies for encounter data submissions and to submit routine utilization deliverables to be included in quality committee activities.
- d. North Sound BH-ASO maintains delegation agreement that are:
  - i. Mutually agreed upon;
  - ii. Describes the delegated activities and the responsibilities of North Sound BH-ASO;
  - iii. Requires at least semi-annual reporting;
  - iv. Describes the process by which North Sound BH-ASO evaluates performance; and
  - v. Describes the remedies available to North Sound BH-ASO its delegate does not fulfill its obligations, including revocation of the delegation agreement.

6. **Administrative Oversight**

North Sound BH-ASO will provide annual clinical audit/reviews to ensure adherence to BH-ASO contract requirements with HCA, and relevant WAC and RCW standards. Please refer to North Sound BH-ASO Policy 1732.00 Crisis Service Regional Oversight and North Sound BH-ASO Policy 1733.00 Scope of crisis services.

- a. North Sound BH-ASO will provide annual reviews it's delegate's Quality Assurance program;
- b. North Sound BH-ASO will annually audit complex case management files against HCA's standards for each year that delegation has been in effect, if applicable;
- c. North Sound BH-ASO will annually evaluate its delegate's performance against HCA's standards for delegated activities; and
- d. North Sound BH-ASO will monitor Crisis Line Performance Metrics monthly and conduct annual reporting to the Internal Quality Management Committee (IQMC).

**ATTACHMENTS**

None