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## North Sound Behavioral Health Administrative Services Organization, LLC

Section 1700 – Crisis Services: Scope of Crisis Services

Authorizing Source: HCA Contract

Approved by: Executive Director Date: 9/4/2019

Signature:

### POLICY # 1733.00

### SUBJECT: SCOPE OF CRISIS SERVICES

#### PURPOSE

This policy addresses North Sound Behavioral Health Administrative Service Organizations (North Sound BH-ASO) contractual requirements for Crisis Services in Snohomish, Skagit, Island, San Juan and Whatcom Counties.

#### DEFINITIONS

**Toll-Free Crisis Line:** Telephone support services are services provided as means of first contact to an individual in crisis. These Services may include deescalation and referral.

**Behavioral Health Crisis Services** (Crisis Services) means providing evaluation and short-term treatment and other services to individuals with an emergent mental health condition or are intoxicated or incapacitated due to substance use and when there is an immediate threat to the individual's health or safety.

**Stabilization Services** means services provided to Consumers who are experiencing a mental health crisis. These services are provided in the person's home, or another home-like setting, or a setting which provides safety for the individual and the Mental Health Professional. Stabilization Services will include short-term (less than two (2) weeks per episode) face-to-face assistance with life skills training and understanding of medication effects. This service includes: a) follow up to persons who have received Crisis Services; and b) other individuals determined by a Mental Health Professional to need additional Stabilization Services. Stabilization Services may be provided prior to an Intake Evaluation for mental health services.

#### POLICY

##### Crisis System General Requirements

1. North Sound maintains a regional behavioral health crisis system that meets the following general requirements:
  - a. Crisis Services will be available to all individuals who present with a need for Crisis Services in Snohomish, Island, Skagit, San Juan and Whatcom Counties.
  - b. Crisis Services will be provided in accordance with Chapters 71.05 Revised Code of Washington (RCW) and 71.34 RCW.
  - c. Involuntary Treatment Act (ITA) services will include all services and administrative functions required for the evaluation of involuntary detention or involuntary treatment of Individuals in accordance with Chapter 71.05 RCW, RCW 71.24.300 and RCW 71.34.700.
  - d. Requirements under the North Sound BH-ASO Contract include payment for all clinical services ordered by the court for individuals who are not eligible for Medicaid and costs related to court processes and Transportation. Crisis Services become ITA Services when a Designated Crisis Responder (DCR) determines an individual must be evaluated for involuntary treatment. The

decision-making authority of the DCR must be independent of North Sound BH-ASO's administration. ITA services continue until the end of the Involuntary Commitment.

- e. Chemical Dependency ITA services will be administered in accordance with RCW 70.96A.120 and 140

**2. Crisis Services will be delivered in a manner that is consistent with the following:**

- a. Stabilize individuals as quickly as possible and assist them in returning to a level of functioning that no longer qualifies them for Crisis Services. Stabilization Services will be provided in accordance with WAC 246-341-0915.
- b. Provide solution-focused, person-centered and recovery-oriented interventions designed to avoid unnecessary hospitalization, incarceration, institutionalization or out of home placement.
- c. Coordinate closely with the regional Managed Care Organizations (MCOs), community court system First Responders, criminal justice system, inpatient/residential service providers, and outpatient behavioral health providers to operate a seamless crisis system and acute care system that is connected to the full continuum of health services.
- d. Engage the Individual in the development and implementation of crisis prevention plans to reduce unnecessary crisis system utilization and maintain the Individual's stability.
- e. Develop and implement strategies to assess and improve the crisis system over time.

**Crisis System Staffing Requirements**

1. North Sound BH-ASO will establish staffing requirements for all of its contracted Crisis Services Providers to ensure accordance with WAC 246-341. These include the requirement that each staff member working with an individual receiving crisis services must:
  - a. Be clinically supervised by a mental health professional (MHP) or licensed by DOH.
  - b. Receive annual violence prevention training on the safety and violence prevention topics described in RCW 49.19.030. The staff member's personnel record must document the training.
  - c. Have the ability to consult with one of the following (who has at least one (1) years' experience in the direct treatment of individuals who have a behavioral health condition):
    - i. A psychiatrist
    - ii. A Physician
    - iii. A Physician Assistant; or
    - iv. An ARNP.
2. North Sound BH-ASO will comply with DCR qualification requirements in accordance with Chapters 71.05 and 71.34 RCW and will incorporate the statewide DCR Protocols, listed on the Health Care Authority (HCA) website, into the practice of their DCRs.
3. North Sound BH-ASO will have clinicians available twenty-four (24) hours a day, seven (7) days a week who have expertise in Behavioral Health issues pertaining to children and families.
4. North Sound BH-ASO will make available at least one (1) Certified Chemical Dependency Professional (CDP) with experience conducting Behavioral Health crisis support for consultation by phone or on site during regular Business Hours.
5. North Sound BH-ASO will make available at least one (1) Certified Peer Counselor (CPC) with experience conducting behavioral health crisis support for consultation by phone or on site during regular Business Hours.
6. North Sound BH-ASO will establish policies and procedures for crisis and ITA services that implement the following requirements:

- a. No DCR or crisis worker will be required to respond to a private home or other private location to stabilize or treat a person in crisis, or to evaluate a person for potential detention under the state's ITA, unless a second trained individual accompanies them.
- b. The clinical team supervisor, on-call supervisor, or the individual professional, will determine the need for a second individual to accompany them based on a risk assessment for potential violence
- c. The second individual who responds may be a First Responder, a MHP, CDP, or a behavioral health provider who has received training required in RCW 49.19 030.
- d. No retaliation will be taken against an individual who, following consultation with the clinical team or supervisor, refuses to go to a private home or other private location alone.
- e. North Sound BH-ASO will have a plan to provide training, behavioral health staff back-up, information sharing, and communication for crisis staff who respond to private homes or other private locations.
- f. Every DCR dispatched on a crisis visit will have prompt access to information about a Individual's history of dangerousness or potential dangerousness documented in crisis plans or commitment records and is available without unduly delaying a crisis response.
- g. North Sound BH-ASO or our delegate will provide a wireless telephone or comparable device to every DCR or crisis worker, who participates in home visits to provide Crisis Services.

### **Crisis System Operational Requirements**

1. Crisis Services will be available twenty-four hours a day, seven days a week.
  - a. Mobile crisis outreach will respond within two (2) hours of the referral to an emergent crisis and within twenty-four (24) hours for referral to an urgent crisis.
2. North Sound BH-ASO will provide a toll-free crisis line that is available twenty-four hours a day, seven days a week, to provide crisis intervention and triage services, including screening and referral to a network of providers and community resources.
  - a. The toll-free crisis line will be a separate number from North Sound BH-ASO's customer service line;
  - b. Telephones are answered by a live voice within 30 seconds; and
  - c. Telephone abandonment rates are within 5 percent.
3. Individuals will be able to access crisis services without full completion of Intake Evaluations and/or other screening and assessment processes. Telephone crisis support services will be provided in accordance with WAC 246-341-0905 and crisis outreach services will be provided in accordance with WAC 246-341-0910.
4. North Sound BH-ASO will establish registration processes for non-Medicaid individuals utilizing crisis services to maintain demographic and clinical information and establish a medical record/tracking system to manage their crisis care, referrals, and utilization.
  - a. North Sound BH-ASO's delegate will conduct eligibility verification for individuals who are receiving services or who want to receive services to determine financial eligibility. Please refer to North Sound BH-ASO Policy #3045.00 Eligibility Verification.
5. North Sound BH-ASO will establish protocols for providing information about and referral to other available services and resources for individuals who do not meet criteria for Medicaid or GFS/FBG services (e.g., homeless shelters, domestic violence programs, Alcoholics Anonymous).

6. North Sound BH-ASO will ensure that Crisis Service providers document calls, services, and outcomes. North Sound BH-ASO will comply with record content and documentation requirements in accordance with WAC 246-341-0900.

### **Crisis System Services**

1. North Sound BH-ASO will make the following services available to all individuals in North Sound BH-ASO's Service Area:
  - a. Crisis Triage and Intervention to determine the urgency of the needs and identify the supports and services necessary to meet those needs. Dispatch mobile crisis or connect the individual to services. For individuals enrolled with an MCO, assist in connecting the individual with current or prior service providers. Crisis Services may be provided prior to completion of an Intake Evaluation. Services will be provided by or under the supervision of a Mental Health Professional. North Sound BH-ASO must provide twenty-four (24) hour a day, seven (7) day a week crisis services to individuals who are within North Sound BH-ASO's Service Area and report they are experiencing a crisis. There must be sufficient staff available, including a DCR, to respond to requests for Crisis Services.
  - b. Mental Health ITA services will be provided in accordance with WAC 246-341-0810. North Sound BH-ASO will also reimburse the county for court costs associated with ITA and will provide for evaluation and treatment services as ordered by the court for individuals who are not eligible for Medicaid. Individuals who are not eligible for Medicaid may be billed directly for services in accordance with Section 10 of the BH-ASO contract.
  - c. Substance Use Disorder (SUD) ITA Services to identify and evaluate alcohol and drug involved Individuals requiring protective custody, detention, or Involuntary Commitment services. Services include investigation and assessment activities, management of the court case findings, and legal proceedings.
2. North Sound BH-ASO will provide the following services to Individuals who meet eligibility requirements defined in HCA North Sound BH-ASO Contract Section 4, but who do not qualify for Medicaid, when medically necessary, and based on available resources:
  - a. Crisis Stabilization Services, includes short-term (up to fourteen (14) days per episode) face-to-face assistance with life skills training and understanding of medication effects and follow up services. Services are provided in the person's own home, or another home-like setting, or a setting which provides safety for the individual experiencing a behavioral health crisis. Crisis stabilization is often referred to as hospital diversion, typically managed by specific programs, apart from initial/emergent Stabilization Services, and available twenty-four (24) hours a day, seven (7) days a week.
  - b. SUD Crisis Services including short term stabilization, a general assessment of the individual's condition, an interview for therapeutic purposes, and arranging transportation home or to an approved facility for intoxicated or incapacitated individuals on the streets or in other public places. Services may be provided by telephone, in person, in a facility or in the field. Services may or may not lead to ongoing treatment.
  - c. Secure Detoxification Services provided in a facility licensed by DOH and certified to provide evaluation and treatment services to individuals detained by the DCR for SUD ITA. Appropriate care for persons with a history of SUD who have been found to meet criteria for involuntary treatment includes: Evaluation and assessment, provided by certified chemical dependency professionals; acute or subacute detoxification services; SUD treatment; and discharge assistance provided by certified chemical dependency professionals, including facilitating

transitions to appropriate voluntary or involuntary inpatient services or to Least Restrictive Alternative (LRA) as appropriate for the individual and meets the rules provided in WAC 246-341-1104 Secure withdrawal management and stabilization facilities.

- d. Peer-to-Peer Warm Line Services are available to callers with routine concerns who could benefit from or who request to speak to a peer for support and help de-escalating emerging crises. Warm line staff may be peer volunteers who provide emotional support, comfort, and information to callers living with a behavioral health condition.

### **Coordination with External Entities**

1. North Sound BH-ASO will collaborate with HCA and MCOs operating in the Regional Service Area (RSA) to develop and implement strategies to coordinate care with community behavioral health providers for Individuals with a history of frequent crisis system utilization. Coordination of care strategies will seek to reduce utilization of Crisis Services.
2. North Sound BH-ASO will contract with HCA MCOs operating in the RSA to establish protocols related to the provision of behavioral health Crisis Services and Ombuds services by North Sound BH-ASO to the MCOs' Medicaid enrollees. The protocols will, at a minimum, address the following:
  - a. Payment by the MCOs to North Sound BH-ASO for crisis services arranged for or delivered by North Sound BH-ASO or North Sound BH-ASO's provider network to individuals enrolled in the MCOs' plan.
    - i. If North Sound BH-ASO is paid on a fee-for-service basis and delivers Crisis Services through a network of crisis providers, it will reimburse its providers within fourteen (14) calendar days of receipt of reimbursement from the MCO.
    - ii. Any sub-capitation arrangement with HCA, MCOs or North Sound BH-ASO's providers will be reviewed and approved by HCA.
  - b. North Sound BH-ASO and MCOs operating in the RSA will participate in a semi-annual financial reconciliation process, as directed by HCA, related to anticipated versus actual crisis services utilization.
  - c. North Sound BH-ASO will submit claims and/or encounters for crisis services consistent with the provisions of the BH-ASO contract. Claims and encounter submission timeliness requirements apply regardless of whether North Sound BH-ASO directly provides services, acts as a third-party administrator for a network of crisis providers or is paid on a capitation or a fee-for-service basis.
  - d. North Sound BH-ASO will establish information systems to support data exchange consistent with the requirements under the BH-ASO contract including, but not limited to: eligibility interfaces, exchange of claims and encounter data and sharing of care plans and MHAD necessary to coordinate service delivery in accordance with applicable privacy laws, HIPAA Regulations and 42 CFR Part 2.
  - e. North Sound BH-ASO will notify an MCO within 1 business day when a MCO's Enrollee interacts with the crisis system.
3. North Sound BH-ASO will, in partnership with the MCOs operating in the RSA, develop protocols to engage and collaborate with First Responders and other partners within the criminal justice system to coordinate the discharge and transition of incarcerated adults and Transition Age Youth (TAY) with SMI for the continuation of prescribed medications and other BH services prior to re-entry to the community.

## **Tribal Coordination for Crisis and Involuntary Commitment Evaluation Services**

1. North Sound BH-ASO will submit to HCA's Tribal Liaison an annual plan for providing crisis and ITA evaluation on Tribal Lands within each RSA (see North Sound BH-ASO Policy #6003.00).
2. The plan will be developed in partnership with the affected Tribal entities within the RSA.
3. The plan will identify a procedure and timeframe for evaluating the plan's efficacy and a procedure and timeframe for reviewing or modifying the plan to the satisfaction of all parties.
4. If North Sound BH-ASO and Tribal entity are not able to develop a plan or the tribe does not respond to the request, HCA will work with both the Tribes and North Sound BH-ASO to reach an understanding.
5. Meetings will be conducted in accordance with the HCA government-to- government relationship with Washington Tribes.
6. The North Sound BH ASO will attempt to develop individual plan agreements with each of the 8 North Sound Tribes.
7. The plan will include a procedure for crisis responders and non-Tribal DCRs to access Tribal lands to provide services including crisis response and ITA evaluations. The plan will also include the following:
  - a. Any notifications and authority needed to provide services for evening, holiday, and weekend access to Tribal lands if different than business hours.
  - b. A process to notify Tribal authorities when Crisis Services are provided on Tribal land, especially on weekends, holidays, and after business hours and must identify who is notified and timeframe for the notification.
  - c. A description of how crisis responders will coordinate with Tribal Behavioral Health providers and others identified in the plan and how service coordination and debriefing with any Tribal Behavioral health providers will occur after a Crisis Service has been provided.
  - d. The process when a DCR and Tribal Behavioral health providers determine whether to detain or not for Involuntary Commitment.
  - e. If ITA evaluations cannot be conducted on Tribal land, the plan will specify how and by whom individuals will be transported to non-Tribal lands for ITA evaluations and detentions, and to a licensed evaluation and treatment facility.
  - f. Specify where individuals will be held and under what authority if no Evaluation and Treatment (E&T) or secure withdrawal management and stabilization beds are available.

## **ATTACHMENTS**

None