

CHELAN-DOUGLAS RSN/PIHP POLICY AND PROCEDURE MANUAL		Chapter:	1.6.1
Title:	INTRODUCTION AND ADMINISTRATIVE POLICIES	Page:	1 of 2
		Date Effective:	July 1, 2002
Subject:	MENTAL HEALTH PROVIDERS ROLES AND RESPONSIBILITIES	Date Revised:	May 18, 2002 January 12, 2012
		Authorizing Signature:	

AUTHORITY: Guiding Principle(s): Consumer Focused, Holistic/Humanitarian, Accessible, Normalizing/Non-Stigmatizing, Responsive, Effectively Managed
Chelan-Douglas Regional Support Network/Prepaid Inpatient Health Plan contracts

SCOPE: This policy applies to Chelan-Douglas Regional Support Network/Prepaid Inpatient Health Plan (CDRSN/PIHP) and its contractors (agencies/providers), and subcontractors (referred to as contractors or agencies or providers throughout this policy).

PURPOSE: This policy describes the role and responsibilities of CDRSN/PIHP contractors.

DEFINITIONS: Provider Agency (PA). A community mental health agency accountable for the organization of mental health service delivery for all age groups within a geographic, or catchment, area. Basic services provided by a PA are crisis response and managed care services (i.e., case management, residential, employment, psychiatric and medical services), as well as census management of inpatient services.

POLICY:

- A. All Contractors are expected to comply with all requirements of their contract with the CDRSN/PIHP. Additionally Contractors are to:
 1. Take a leadership role to create more integrated and coordinated systems capable of responding to the individual consumer's needs and assuring continuity of care.
 2. Participate in the resource authorization system.
 3. Participate in ongoing analysis and comparison of service costs and the relationship of various treatment approaches to consumer outcomes and payment rates.
 4. Involve consumers, families/support networks, and advocates in policy development, planning and delivery of services.
 5. Assure that policy development, planning and delivery of services includes individuals who reflect the entire community for specialty agencies or within the geographic area of the Provider Network.

6. Develop working relationships with other key organizations serving either the target population of a specialty agency or the residents of the geographic area of the Provider Network.
 7. Join the County in seeking to leverage the maximum amount of resources from other systems.
 8. Participate in CDRSN/PIHP sponsored training with regard to system implementation and standardization of services.
 9. Participate with the Counties in educating the community regarding mental illness to diminish stigma.
 10. Participate jointly with the County in developing system-wide improvements such as reductions in hospitalization and increased community living opportunities.
 11. Track and analyze housing needs of served consumers in its core service area and participate in the county-wide housing development process.
 12. Participate in the development and ongoing review of the effectiveness of strategies for providing supported employment services for consumers who want to work.
- B. The PA is responsible to assure accurate and complete record keeping that meets all standards of the CDRSN/PIHP, WAC, and RCW.
1. A provider's failure to provide the CDRSN/PIHP with requested data, statistics, schedules, or information; filing fraudulent reports,; or failure to meet contractual terms may result in the following actions, under the CDRSN/PIHP contract with the provider:
 - i. Withholding payment;
 - ii. Financial penalties;
 - iii. A request to the Division of Behavioral Health and Recovery (DBHR) to consider suspension, revocation, limitation, or restriction of certification;
 - iv. A request to DBHR to consider refusal to grant certification or;
 - v. Other CDRSN/PIHP action under chapter 71.24 RCW.
 2. The CDRSN/PIHP shall deny partial or full funding to providers based solely on findings of substantial non-compliance with the terms of the provider's contract.

SEE ALSO: Glossary of Terms and Acronyms