

CHELAN-DOUGLAS RSN/PHP POLICY AND PROCEDURE MANUAL		Chapter:	2.2.5.1
Title:	MANAGED CARE SERVICES	Page:	1 of 2
		Date Effective:	October 15, 2005
Subject:	SPECIAL POPULATIONS	Date Revised:	
		Authorizing Signature: Formally Adopted	

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

PURPOSE: To ensure that specialized treatment and recovery support services are available to the special needs population through a coordinated continuum of network providers.

DEFINITIONS: Special population: Consumers who are elderly, children, ethnic minorities or individuals with disabilities, including developmental disabilities.

PROCEDURE:

- A. The CDRSN/PIHP contracts with specialized service providers in order to ensure that services meet the unique needs of special population consumers, including:
 - 1. Children’s services
 - 2. Treatment for the elderly
 - 3. Ethnic minorities
 - 4. Consumers with disabilities, including developmental disabilities

- B. The CDRSN/PIHP coordinates care for special populations in such a manner that fosters:
 - 1. Effective communication between providers
 - 2. Effective coordination of services
 - 3. Services that are delivered safely
 - 4. Duplicate and redundant activities such as multiple intakes and assessments are minimized.
 - 5. Continuity and consistency of care
 - 6. Clear lines of responsibility and accountability are established between service providers
 - 7. Limited resources are effectively used

- C. Services Provided to Special Populations:
 - 1. Service delivery or referral for Primary Care
 - 2. Service delivery or referral to Primary Pediatric Care for Children
 - 3. Therapeutic intervention
 - 4. Child care
 - 5. Case management
 - 6. Outreach and support
 - 7. Intake
 - 8. Assessment
 - 9. Treatment Plan
 - 10. Inpatient services when medically necessary
 - 11. Out Patient treatment
 - 12. Transportation

- D. Treatment Planning for Special Populations: The CDRSN/PIHP requires Special Population service providers to incorporate the following modalities into the treatment plan:
 - 1. Input from the consumer, family and other involved mental health and primary care clinicians
 - 2. Are specifically designed to meet the unique needs of the special population
 - 3. Are culturally appropriate
 - 4. Include a crisis plan
 - 5. Include prevention and illness self management plans

- E. Reporting requirements: The CDRSN/PIHP receives monthly reports from providers that include the following:
 - 1. Demographic information
 - 2. Number of enrolled consumers by special population
 - 3. Outcomes
 - 4. Recidivism
 - 5. Outreach efforts by number of contacts, type of intervention and outcome.