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| CHELAN-DOUGLAS RSN/PHP POLICY AND PROCEDURE MANUAL | | Chapter: | 2.2.5 |
| Title: | MANAGED CARE SERVICES | Page: | 1 of 2 |
| | | Date Effective: | July 1, 2002 |
| Subject: | SPECIAL POPULATIONS ASSESSMENT AND ONGOING CONSULTATION | Date Revised: | May 23, 2002 |
| | | Authorizing Signature: | |

AUTHORITY: Guiding Principle(s): Consumer Focused, Accessible
WAC 388-865-0150, Definitions – Mental Health Specialist
WAC 388-865-0415, Access to Services

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: This policy directs CDRSN/PHP and its contractors to provide mental health services that are responsive to the unique needs of underserved populations and other special populations.

- DEFINITIONS:**
- A. African American/Black, Native American, Asian/Pacific Islander, Hispanic. Consumer identifies or is identified with one or more group.
 - B. Child. A consumer seventeen (17) years of age or younger.
 - C. Developmentally Disabled. Presence of an identified developmental disability.
 - D. Homeless. Lacking a fixed, regular and adequate night-time residence, including persons whose primary night-time residence is a public or private shelter designed to provide temporary living accommodations; or a public or private place not designed for, or ordinarily used as a regular sleeping accommodation for human beings.
 - E. Mentally Ill Chemical Abuser (MICA). Consumer has a substance abuse or chemical dependence problem, and an identified mental disorder that is not an organic manifestation of the substance abuse.
 - F. Older Adult. Consumer is 60 years of age or older (or is younger than 60 and has special circumstances such as medical conditions which make older adult services more appropriate).
 - G. Physically Disabled. Serious physical impairment and/or sensory impairment which substantially impacts activities of daily living.
 - H. Sexual Minorities. Consumer identifies with gay, lesbian, bisexual, or transgender groups.

POLICY:

- A. The provider is responsible for ensuring a culturally competent and age appropriate assessment and services, and that relevant cultural, age, environmental, disability and sexual orientation factors are considered when making service level decisions and treatment recommendations.
- B. In providing culturally competent services to minorities, the following should be accomplished:
 - 1. Determination of language proficiency of the individual and his/her supports;
 - 2. Assessment of the client's level of acculturation versus assimilation;
 - 3. Incorporation of that assessment into treatment planning and services;
 - 4. Use of cultural norms in differential diagnosis, assessment, and service planning;
 - 5. Incorporation of the individual's supports and beliefs into the treatment process; and
 - 6. Incorporation of traditional interventions into the treatment process.
- C. The assessment and ongoing services shall be provided by, under the supervision of, or with consultation from a mental health specialist.
- D. Specialist consultation must be obtained for deaf, disabled (developmentally, physically), child, geriatric, and ethnic minority consumers (as defined above).
- E. Consultation is recommended for individuals who are homeless, sexual minorities, mentally ill chemical abusers, or are HIV positive or have AIDS.
- F. Time Lines.
 - 1. Assessments must occur as described in Chapter 2.2.1, Mental Health Assessment and Intake Evaluation.
 - 2. Consultation with a specialist regarding the provision of ongoing services shall occur as frequently as indicated by the specialist.
 - 3. Special Populations consultations shall be documented on applicable forms.

SEE ALSO:

Chapter 1.7, Individually Tailored, Culturally Competent Services
Chapter 2.2, Mental Health Assessment and Intake Evaluation
Glossary of Terms and Acronyms