

<b>CHELAN-DOUGLAS RSN/PHP POLICY AND PROCEDURE MANUAL</b>		Chapter:	2.3
Title:	MANAGED CARE SERVICES	Page:	1 of 2
		Date Effective:	July 1, 2002
Subject:	CASE MANANGMENT SERIVCES	Date Revised:	May 23, 2002
		Authorizing Signature:	

**AUTHORITY:** Guiding Principle(s): Consumer Focused, Holistic/Humanitarian, Accessible, Normalizing/Non-Stigmatizing, Responsive, Effectively Managed  
WAC 388-865-0456, Case Management Services – Additional Standards  
WAC 388-865-0460, Counseling and Psychotherapy Services – Additional Standards  
DSHS Title XIX Contract and Federal Waiver

**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 RSN contractors to provide planned, brief therapeutic interventions for consumers who require time-limited medically necessary services.

**DEFINITIONS:** n/a

- POLICY:**
- A. Contractors shall provide case management services in accordance with WAC 388-865-0456.
  - B. The Contractor shall manage case management services within its managed care allocation. The amount and nature of brief intervention services provided shall be determined at the agency, but shall be clinically sound and sufficient to meet the identified needs of the consumer.
  - C. Strategies
    - 1. Brief Intervention services may include, but are not limited to:
      - a. Assist in attaining goals set in a Plan of Care;
      - b. Individual, family, or group counseling;
      - c. Support employment;
      - d. Educational interventions;
      - e. Case management services;
      - f. Medications; and

- g. Referral and brokering.
- 2. Service providers shall also promote, as a treatment component, the development of or linkages to indigenous community supports, e.g.:
  - a. Consumer support/self-help groups;
  - b. Social and recreational activities; and
  - c. Neighborhood or church groups.

SEE ALSO: Chapter 2.1, Medical Necessity--Level One and Level Two Criteria  
Chapter 2.2, Mental Health Assessment and Intake Evaluation  
Glossary of Terms and Acronyms