



NORTH SOUND BEHAVIORAL HEALTH ADMINISTRATIVE SERVICES ORGANIZATION

Weekly Provider Bulletin April 6th – 10th, 2020

WEBSITE LINKS:

Numbered Memorandum

<http://www.nsbhaso.org/providers/numbered-memorandums>

Provider Inventory Template

<https://nsbhaso.org/providers/forms/North%20Sound%20Provider%20Inventory.xlsx>

Data Dictionary

<https://www.nsbhaso.org/providers/data-dictionary>

Forms & Reports

<https://www.nsbhaso.org/providers/forms>

Policies

<http://www.nsbhaso.org/providers/policies-and-procedures>

Brochures

www.nsbhaso.org/providers/brochures

HCA Customer Service

<https://www.hca.wa.gov/health-care-services-supports/apple-health-medicaid-coverage/apple-health-managed-care>

Contact Us:

North Sound Behavioral Health Administrative Services Organization

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NORTH SOUND BH-ASO WEEKLY PROVIDER BULLETIN

During this period of the COVID-19 Disaster Event, the North Sound BH-ASO will provide weekly updates for our provider network.

We know that you are being besieged with information resources and bulletins, so we will try and keep these brief and focused on ASO behavioral health provider issues.

The North Sound BH-ASO remains fully operational, though mostly in a “virtual mode”. We have a skeletal crew going in every week to process mail and make sure we are continuing to make provider payments and collect and transmit data.

All of our meetings are now conducted using tele-conferencing platforms, mostly “Go-to-Meeting”, though we are also participating in “Zoom” based meetings as well.

Our staff continue to respond to phone calls and e-mails. Phone meetings can be scheduled when requested.

We have issued several 2020 **Numbered Memorandum** (see link in left hand menu bar). Numbered Memorandum # 2020-03 advises our providers of the availability of a limited amount of non-Medicaid funds to provide outpatient services for persons without Medicaid benefits who are on an Involuntary Treatment Act (ITA) hold and clinically appropriate for discharge.

Our Crisis Response agencies remain fully operational. The Designated Crisis Response (DCR) teams have implemented strategies to conduct ITA interviews that allow for physical safety and social distancing. North Sound and our county partners continue the local Crisis Oversight Meetings virtually and are meeting regularly with our crisis agencies, county and Health Care Authority (HCA) partners to ensure all available resources are deployed to support our community.

We also will continue to pass along to you all provider bulletins we receive from the state (which you probably get multiple copies of).

In particular, we urge you to call into HCA/Division of Behavioral Health and Recovery’s (DBHR’s) weekly COVID-19 webinars for behavioral health providers (Tuesdays, 12:00-1:30).



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An important resource to be aware is the ability to e-mail HCA if you are facing serious financial challenges. Send an e-mail with your concern to: HCAmcprogram@hca.wa.gov. HCA will prioritize requests from Medicaid behavioral health providers who cannot cover operational costs for the next 2-4 weeks.

HCA is also working on providing funding for tele-health resources. A good overall resource for HCA COVID-19 related information can be found at: <https://www.hca.wa.gov/information-about-novel-coronavirus-covid-19>.

Additionally, North Sound BH-ASO website has a number of links to official sites and resources on our COVID-19 webpage, found here: <https://www.nsbhaso.org/news-and-events/2019-novel-coronavirus-covid-19-outbreak>.

If you have concerns related to the non-Medicaid funding you receive from the North Sound BH-ASO please contact [Joe Valentine](#) or [Margaret Rojas](#). We are continuing to maintain our full payments to providers, even recognizing that the level of reported service encounters you are able to report may be affected.

We also continue to monitor on a weekly basis program reductions and closures. Please notify us by completing the [Provider Inventory Template](#) (see link in left hand menu bar) if you are contemplating the need to reduce or terminate services. If these include non-Medicaid services that we are currently funding, please contact us before taking action to see if we can work on a solution.

Stay Safe!