



NORTH SOUND BEHAVIORAL HEALTH ADMINISTRATIVE SERVICES ORGANIZATION

(North Sound BH-ASO)

MONTHLY PROVIDER BULLETIN - SEPTEMBER 2019

WEBSITE LINKS:

Numbered Memorandums:

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

Data Dictionary

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

Forms & Reports

<http://www.nsbhaso.org/for-providers/forms>

Policies

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

HCA Customer Services

<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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www.nsbhaso.org

UPDATED NORTH SOUND BH-ASO BROCHURES

New North Sound BH-ASO brochures are available in our office and on our website at www.nsbhaso.org/for-providers/brochures

SUPPLEMENTAL PROVIDER SERVICE GUIDE

With all the changes in preparation for Integrated Managed Care, the most dramatic change for our provider network is the implementation of a Supplemental Provider Service Guide. This guide replaces a number of contract exhibits and provides guidance on policy and procedure. In the Guide, you will find statements of work, reporting requirements, administrative responsibilities and other compliance requirements.

The Guide is updated on a periodic basis and it is recommended you go to the North Sound BH-ASO website for the most current edition. You can find the guide at this link: <https://nsbhaso.org/for-providers/supplemental-provider-service-guide>

HEALTH CARE AUTHORITY (HCA) - ADDITIONAL INFORMATION ABOUT OBTAINING AUTHORIZATION FOR SERVICES

HCA has supplied two links to provide information about how to obtain authorizations for services.

A “General” set of helpful documents can be found under Regional Resources, which includes a link to the Managed Care Organization Contact list. Link: <https://www.hca.wa.gov/about-hca/healthier-washington/regional-resources>

Authorization Grid Link:

<https://www.hca.wa.gov/assets/program/behavioral-health-provider-services-reference-guide.pdf>

NUMBERED MEMORANDUM: POLICY CHANGES & ADDITIONS

Numbered Memorandum 2019-01 -Spendedown Procedures

This memo addresses the spenddown issues providers have been experiencing since July 1, 2019. Click here to view the memo:

[North Sound BH-ASO Contract Memorandum 2019-001](#)

Click here to access an HCA guidance document on how to submit claims:

[Provider Spenddown Step-by-Step](#)

Numbered Memorandum 2019-04 – Medicaid Eligibility

The North Sound BHO and subsequently the BH-ASO determined it is necessary to specify the Medicaid Eligibility for each individual served in the Crisis System. During each episode of care, the Behavioral Health Agency will submit the eligibility transaction (RELIG). Click here to View the memo: http://northsoundbho.org/Numbered_memos/2019/2019-004/pdf



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BEHAVIORAL HEALTH PRACTICE GUIDELINES

As an Administrative Service Organization, North Sound BH-ASO is contractually expected to adopt behavioral health practice guidelines known to be effective in improving outcomes. The Guidelines will consider the needs of Individuals and support Individual and family involvement in care plans. Practice guidelines shall be based on the following:

- Valid and reliable clinical scientific evidence;
- In the absence of scientific evidence, professional standards; or
- In the absence of scientific evidence and professional standards, a consensus of Health Care Professionals in the particular field

According to the Health Care Authority (HCA), these guidelines are to be developed by “recognized sources that develop or promote evidence-based clinical practice guidelines such as voluntary health organizations, National Institute of Health Centers, or the Substance Abuse & Mental Health Services Administration (SAMHSA). If the Contractor does not adopt guidelines from recognized sources, board-certified Behavioral Health Providers must participate in the development of the guidelines.”

As an example, other ASOs have chosen guidelines that are applicable to Trauma Informed Care, Medication Assisted Treatment or the Assessment of a Suicidal Individual in the Emergency Setting.

North Sound BH-ASO will be working with its Providers to select Guidelines that are most relevant to our new role(s). In the meantime, if there are any practice guidelines you have found very helpful in your own agency, please send a link to that resource to our Medical Director Dr Glenn Lippman, by emailing glenn_lippman@nsbhaso.org.

RETIREMENT OF NORTH SOUND BH-ASO FISCAL OFFICER BILL WHITLOCK

Long-time North Sound Fiscal Officer, Bill Whitlock, will be retiring on September 30, 2019. Bill has been a dedicated and highly skilled public servant for 29 years: 7 years with Island County and the remaining 22 years with the North Sound Regional Support Network-BHO-ASO. Bill has demonstrated outstanding fiscal management skills over these years, successfully balancing complex and ever-changing budgets. While being scrupulous about doing things correctly and ethically, keeping us clean on fiscal audits year after year, he has also demonstrated that his primary mission was to ensure that the persons we served, and the agencies that serve them, were provided with all necessary resources that we could make available to meet their needs. He performed his duties with a sharp mind, clear moral compass, and strong sense of compassion. Bill's retirement is well deserved – and he will be sorely missed.