




United Behavioral Health

Biennial Plan			Policy Identifier/Number: AD-07
Annual Review Completed Date: February 2018			
Policy Category: Government – Pierce Regional Support Network	Applicable Lines of Business: Medicaid	Entity/Plan: Optum Pierce Behavioral Health Organization	State: Pierce County, Washington
Approved by: Bea Dixon, Executive Director		Signature: 	

Policy Statement and Purpose

Optum Pierce Behavioral Health Organization (BHO) submits a two-year plan biennially to the DSHS for approval consistent with the provisions of *RCW 71.24.035*.

To describe the requirements for submission by Optum Pierce BHO of a *Biennial Plan* to the Department of Social and Health Services.

Policy Audience and Applicability

This policy is applicable to the Optum Pierce BHO and benefits administered through the Washington State Department of Social and Health Services (DSHS) current Prepaid Inpatient Health Plan (PIHP).

Policy Definitions

N/A

Policy Provisions

1. In accordance with *WAC 388-865*, Optum Pierce BHO submits a *Biennial Plan* every 2 years to the DSHS. This plan is an operating and capital plan, with timelines and budget information, to address, within available resources, all of the following:
 - 1.1. Administration and provision of the availability of all resource management services, residential services, and community support services;
 - 1.2. Administration and provision of the availability of all investigation, transportation, court-related, and other services provided by the state or counties pursuant to the *RCW 71.05*;
 - 1.3. Provision of evaluation and treatment services locally for at least 90% of persons detained or committed for periods up to 17 days in accordance with *RCW 71.05*;
 Optum Pierce BHO may request an exception to provision of evaluation and treatment services within the boundaries of the BHO. An exception

Optum is responsible for adhering to all applicable state and/or federal laws governing activities within the scope of this policy, including the Mental Health Parity and Addiction Equity Act (MHPAEA) and the Health Insurance Portability and Accountability Act (HIPAA) privacy requirements, as well as the applicable requirements, standards and regulations as set forth by the Employee Retirement Income Security Act (ERISA), the Center for Medicare and Medicaid Services (CMS), the Department of Labor (DoL), and any applicable accrediting organizations.

would allow Optum Pierce BHO to purchase evaluation and treatment services from providers outside of Pierce County in order to access additional evaluation and treatment resources.

- 1.3.1. DSHS is authorized to approve such exceptions on a case-by-case basis. Such exceptions are at the discretion of the Secretary and are limited to:
 - 1.3.1.1. Contracts with providers in neighboring or contiguous regions; or
 - 1.3.1.2. Individuals detained or committed for periods up to 15 days at the state hospitals.
- 1.4. Administration and provision of the availability of all other mental health services, which includes patient counseling, day treatment, consultation, education services, employment services as defined in *RCW 71.24.035* and mental health services to children;
- 1.5. Establishment of standards and procedures for reviewing consumer service plans and determining when a consumer may be discharged from resource management services;
- 1.6. Establishment and implementation of a quality management plan which supports continuous quality improvement in the delivery of culturally competent mental health services [*WAC 388-865*]. The plan includes:
 - 1.6.1. Role, structures, functions and interrelationships of all the elements of the quality management process, including but not limited to:
 - 1.6.1.1. The Optum Pierce BHO Governing Board;
 - 1.6.1.2. Clinical and management staff;
 - 1.6.1.3. The Behavioral Health Advisory Board;
 - 1.6.1.4. Ombuds Service; and
 - 1.6.1.5. Quality Review Teams.
 - 1.6.2. Procedures to ensure that quality management activities are effectively and efficiently carried out with clear management and clinical accountability, including methods to:
 - 1.6.2.1. Collect, analyze and display information regarding:
 - 1.6.2.1.1. The capacity to manage resources and services, including financial and cost information and compliance with statutes, regulations and agreements;
 - 1.6.2.1.2. System performance indicators;
 - 1.6.2.1.3. Quality and intensity of services;
 - 1.6.2.1.4. Incorporation of feedback from consumers, allied service systems, community providers, Ombuds Services and the Quality Review Team;
 - 1.6.2.1.5. Efficient use of human resources; and
 - 1.6.2.1.6. Efficient business practices.
 - 1.6.3. Targeted improvement activities, including:
 - 1.6.3.1. Performance measures that are objective, measurable, and based on current knowledge/best practice including at least those defined by the DSHS in the agreement with the Behavioral Health

Organization;

- 1.6.3.2. An analysis of consumer care covering a representative sample of at least 10% of consumers or 500 consumers, whichever is smaller; and
- 1.7. Address efforts to meet the comprehensive housing needs of consumers and their families, including contracted programs and services as well as those available through community resources and other organizations.
2. An updated *7.01 Plan* is also submitted biennially to DSHS. The *7.01 Plan* specifies:
 - 2.1. Coordination and collaboration with Tribes in Pierce County regarding *Title XIX* and state-funded mental health services for Tribal members.
 - 2.2. Coordination and collaboration with BHOs and Tribes when tribal boundaries cross BHO boundaries.
 - 2.3. Identification of a contact person(s) and/or process within the Pierce BHO to assist in integration of agreements with the Tribes.
 - 2.4. The reduction of duplicative screening and evaluation processes and ongoing coordination of care between the Tribes and the Pierce BHO for Tribal members receiving their primary outpatient mental health care from a Tribal provider, and who may need or be receiving *Title XIX* or state-funded mental health services through an Optum Pierce BHO-authorized provider.
3. The Biennial Plan is submitted to the Optum Pierce BHO Behavioral Health Advisory Board for review and comment.
4. The Biennial Plan is reviewed and approved by the Optum Pierce BHO Governing Board, prior to submission to DSHS.

Related Policies, Procedures & Materials

- Pierce Behavioral Health Organization policy:AD-04 - *Governing Board*
- Pierce Behavioral Health Organization policy:AD-08 - *Mental Health Advisory Board*
- Pierce Behavioral Health Organization policy:QA-01 - *QA/PI Program Description and Work Plan*
- Pierce Behavioral Health Organization policy:QA-02 - *QA/PI Program Annual Evaluation*
- Pierce Behavioral Health Organization policy:QA-03 - *Performance Improvement Projects*
- Pierce Behavioral Health Organization policy:QA-04 - *Monitoring Important Aspects of Care and Service*
- Pierce Behavioral Health Organization policy:QA-09 - *Quality Review Team*

Attachments

N/A

Approval History

- Policy created and effective: 07/2009
- Policy and Procedure Committee review and approval: 10/26/2009
- Policy and Procedure Committee review and approval: 08/23/2010
- Policy and Procedure Committee review and approval: 09/26/2011
- Policy and Procedure Committee review and approval: 08/27/2012

- Policy and Procedure Committee review and approval: 12/02/2013
- Policy and Procedure Committee review and approval: 09/22/2014
- Policy and Procedure Committee review and approval: 09/28/2015
- Policy and Procedure Committee review and approval: 02/24/2016
- Operational Procedures and Standards Committee Reviewed and Accepted: 01/25/2017
- Optum Pierce BHO reviewed and accepted: February 2018