




United Behavioral Health

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| Provider Training | | Policy Identifier/Number: AD-13 | |
| 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) provides comprehensive orientation and ongoing training to providers on clinical and administrative functions and requirements.

To describe the training delivered to Optum Pierce BHO provider network.

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 compliance with WAC 388-865, Optum Pierce BHO has developed a provider training program using in-service training and/or outside resources to assist service providers to acquire necessary skills and experience to serve the needs of the consumer.
2. Optum Pierce BHO provides initial and ongoing orientation and training to contracted providers, including training on:
 - 2.1. Optum Pierce BHO Policies and Procedures;
 - 2.2. Clinical Practice Guidelines;
 - 2.3. Evidence-Based Practices;
 - 2.4. Emerging Best Practices;
 - 2.5. Level of Care Guidelines;
 - 2.6. When and how to request a prior-authorization;

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.

- 2.7. Requirements related to documentation;
 - 2.8. Adherence to principles of Recovery and Resiliency;
 - 2.9. Administrative requirements;
 - 2.10. The Grievance System;
 - 2.11. Advance Directives;
 - 2.12. Cultural Competency;
 - 2.13. Fraud and abuse, including whistle blower protections and the False Claims Act;
 - 2.14. Third party liability;
 - 2.15. Encounter reporting;
 - 2.16. The Quality Review Team;
 - 2.17. Performance Improvement Projects (PIPs);
 - 2.18. Performance measures; and
 - 2.19. Quality Assurance/Performance Improvement (QA/PI).
3. Information and training is provided to contracted Mental Health Care Provider Representatives at meetings such as the QA/PI Committee and Subcommittee Meetings and the Provider Operations Meeting. Representatives are expected to take the information back to their agency and share it with the staff. All contractors are encouraged to request on-site training, coaching or technical support, particularly if their staff members are having difficulty in complying with specific policies.
 4. Subcontracts for the provision of mental health services must require subcontractors to participate in training offered by DSHS on the implementation of Evidence-Based Practices and Promising Practices. Requests for DSHS to allow an exception to participation in required training is to be in writing and include a plan for how the required information will be provided to targeted subcontractor staff.
 5. Annually, all community mental health employees who work directly with consumers are to be provided with training on safety and violence prevention topics described in *RCW 49.19.030*. The curriculum for the training is to be developed collaboratively among the DSHS, contracted mental health providers, and employee organizations that represent community mental health workers.
 6. Annually, all contracted providers and the employees are expected to provide a minimum of 1 hour of training on cultural competency. Optum Pierce BHO offers in-depth training annually, plus provides the web-based Relias Training Program to all staff and consumers throughout the Pierce BHO.
 7. Subcontracts for the provision of mental health services require the use of the DSHS-provided *Global Appraisal of Individual Needs - Short Screener* and require staff who will be using the tool to attend trainings on the use of the screening and assessment process that includes use of the tool and quadrant placement. Optum Pierce BHO will perform annual monitoring as an oversight.
 8. Optum Pierce BHO provides training, mental health staff back-up, information sharing, and communication for crisis outreach staff who respond to private homes or other private locations.
 9. Optum Pierce BHO requires in subcontracts that WA-PACT providers attend and participate in DSHS-required training and technical assistance activities.
 10. Optum Pierce BHO requires that crisis responders complete all training required by the DSHS and meet all qualifications of *RCW 70.96B*.

11. Optum Pierce BHO works with DSHS and Washington State University (WSU) to expand efforts and focus in encouraging consumers to complete Washington State's *Certified Peer Specialist* training and become Peer Support Providers.
 - 11.1. Optum Pierce BHO provides training to Peer Counselors under the following provisions:
 - 11.1.1. Training is structured in compliance with the *Peer Counseling Program Guidelines* posted on the DSHS intranet. The guidelines specify the amount of classroom time required for completion and define participant responsibilities.
 - 11.1.2. Training is provided consistent with the *Peer Counseling Training Manual* posted on the DSHS intranet.
 - 11.1.3. Each participant is provided with a training manual and a copy of *Wellness Recovery Action Plan* by Mary Ellen Copeland.
 - 11.1.4. A copy of all training materials that are to be provided to participants is submitted to the DSHS for approval 30 days prior to dissemination. This excludes materials contained in the *Peer Counseling Training Manual* issued by DSHS.
 - 11.1.5. The names and qualifications of each presenter are submitted to the DSHS for approval no later than 30 days prior to initiation of training.
 - 11.1.6. A completed *Peer Counselor Application*, provided on the DSHS website, is submitted by each participant and is approved by the DSHS no later than 45 days prior to the start of training. Participants are invited to attend based on priorities as published by DSHS.
 - 11.1.7. Each participant is over age 18 and will meet the WAC 388-865 definition of "consumer", unless the DSHS approval for exception has been obtained in writing prior to attendance at the training.
 - 11.2. Within 14 days of the completed training a list is submitted to DSHS of all participant names and verification of their completion of the required 40 hours of training

Related Policies, Procedures & Materials

- Pierce Regional Support Network policy: AD-03 - *Provider Credentialing and Re-Credentialing*
- Pierce Regional Support Network policy: AD-11 - *Network Adequacy*
- Pierce Regional Support Network policy: AD12 - *Orientation and Training of Optum Pierce B H O Staff*

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
- Operational Procedures and Standards Committee reviewed and accepted: 01/25/2017
- Optum Pierce BHO reviewed and accepted: February 2018