



United Behavioral Health

<b>Disaster Preparedness &amp; Response</b>		<b>Policy Identifier/Number:</b> AD-22	
<b>Annual Review Completed Date:</b> January 2018			
<b>Policy Category:</b> Government – Pierce Regional Support Network	<b>Applicable Lines of Business:</b> Medicaid	<b>Entity/Plan:</b> Optum Pierce Behavioral Health Organization	<b>State:</b> Pierce County, Washington
<b>Approved by:</b> <i>Bea Dixon, Executive Director</i>		<b>Signature:</b> <i>B. Dixon</i>	

**Policy Statement and Purpose**

Optum Pierce Behavioral Health Organization (BHO) staff and its designated representatives will participate with the Pierce County Department of Emergency Management, Washington State DSHS, and other designated parties in the planning, coordinating and provision of crisis outreach response services in the event of an Emergency/Disaster in Pierce County.

This policy provides operational guidance as to how Optum Pierce BHO and the behavioral health provider network prepares for and responds to Emergency/ Disaster events.

**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. The Optum Pierce BHO-contracted Crisis Line and Mobile Outreach Crisis Team staff:
  - 1.1. Will participate in all emergency/ disaster preparedness planning and exercises and respond to Emergency/Disaster events (e.g. natural disasters, acts of terrorism) when requested by Optum Pierce BHO and/or Washington State DSHS.
  - 1.2. Will attend Optum Pierce BHO and other Washington State DSHS and Pierce County Department of Emergency Management training(s) regarding the roles and responsibilities of the public behavioral health system in Emergency/Disaster event preparedness and response as resources allow.
  - 1.3. The Crisis Line will be the first Point of Contact for the Pierce County Department of Emergency Management in the event of an Emergency/Disaster. Once contacted

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.

by the Pierce County Department of Emergency Management the Crisis Line will immediately contact Optum Pierce BHO.

- 1.4. During an Emergency/Disaster event the Crisis Line will provide information to callers in coordination with Pierce County Department of Emergency Management and with Optum Pierce BHO in providing information about available resources in the community. In addition the Crisis Line will continue to respond to callers per their contract with Optum Pierce BHO.
- 1.5. Optum Pierce BHO will call the Pierce County Department of Emergency Management Primary Contact and receive details of where Crisis Outreach is needed.
- 1.6. Optum Pierce BHO will provide the name and contact information to Mobile Outreach Crisis Team for person(s) coordinating the Contractor's Emergency/Disaster preparedness and response.
- 1.7. Mobile Outreach Crisis Team will provide Disaster Outreach activities in the community as needed and directed by Optum Pierce BHO and in coordination with the Pierce County Department of Emergency Management.
- 1.8. Mobile Outreach Crisis Team will provide Disaster Outreach in Pierce County in an individual's place of residence or in the community for the purpose of assessing their behavioral health, physical health and social functioning needs following an Emergency/Disaster.
- 1.9. Mobile Outreach Crisis Team will utilize two basic approaches to the outreach efforts:
  - 1.9.1. Mobile Outreach, going person to person; and
  - 1.9.2. Meeting in community settings (e.g. temporary shelters, disaster assistance sites, disaster information forums, etc.)
- 1.10. The Outreach process must include the following:
  - 1.10.1. Locating persons in need of Disaster Relief services.
  - 1.10.2. Assessment of the individual's and/or family's needs.
  - 1.10.3. Engaging or linking individuals to the appropriate level of support and Disaster Relief services.
  - 1.10.4. Providing follow-up behavioral health services when clinically needed.
- 1.11. Mobile Outreach Crisis Team will conduct post-disaster outreach in order to determine the need for disaster-related Crisis Counseling and to assess the availability of local community resources in meeting the needs identified.
- 1.12. Mobile Outreach Crisis Team will provide information and preliminary disaster response plans to designated contacts with Optum BHO within the 4 hours following notification of an Emergency/Disaster event. Mobile Outreach Crisis Team will contact and provide updates and information to Optum Pierce BHO for ongoing coordination purposes every 8 hours during the first 72 hours of the event and longer as needed.
- 1.13. Partner in disaster preparedness and response activities with Optum Pierce BHO and/or Washington State DSHS, the State Emergency Management Division, the Pierce County Department of Emergency Management, FEMA, the American Red Cross, and other volunteer organizations. This must include:
  - 1.13.1. Participation, when requested, in local and regional disaster planning and preparedness activities.

- 1.13.2. Coordination of disaster outreach activities with the appropriate regional emergency management organizations and command structures following an Emergency/Disaster event.
2. Disaster Relief can be provided by trained volunteers, peers, and/or individuals hired under a Federal Crisis Counseling Grant as issued by FEMA. These individuals will be trained in Disaster Crisis Counseling (which is different than traditional behavioral health crisis intervention).

#### **Related Policies, Procedures & Materials**

- WA 057 Emergency Site Closure Procedures
- Site specific Response Plan, Tacoma, Washington office

#### **Approval History**

- Policy created and effective: 03/2012
- Policy and Procedure Committee review and approval: 12/02/2013
- Policy and Procedure Committee review and approval: 9/22/2014
- Policy and Procedure Committee review and approval: 9/28/2015
- Operational Procedures and Standards Committee reviewed and accepted: 12/28/2016
- Optum Pierce BHO reviewed and accepted: January 2018