




United Behavioral Health

Engagement of Community Resources			Policy Identifier/Number: CM-09
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) engages community resources to support individuals and actively engages in collaboration with allied service system providers.

To describe Optum Pierce BHO efforts to engage community resources to support individuals and to establish working relationships and written agreements with community agencies.

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 collaborates with and makes reasonable efforts to obtain and use resources in the community to maximize services to individuals.
 - 1.1. As part of the Optum Pierce BHO Care Coordination process, Care Managers search for community resources which might help support each consumer in their behavioral and physical health and assist them with reaching recovery and resiliency goals.
 - 1.2. Optum Pierce BHO clinical staff employees and network behavioral health care providers are trained to look at natural support systems and community agencies as sources for additional support and treatment resources.

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. Optum Pierce BHO executes a *Memorandum of Understanding (MOU)* with each allied system in Pierce County, as well as with the *Apple Health* plans. Such organizations include, but are not limited to:
 - 2.1. Aging and Disabilities Administration;
 - 2.2. Children's Administration;
 - 2.3. Area Agency on Aging;
 - 2.4. Developmental Disability Services;
 - 2.5. Juvenile Rehabilitation Administration;
 - 2.6. Department of Corrections;
 - 2.7. Division of Vocational Rehabilitation; and
 - 2.8. Other county, state and local agencies.
3. Optum Pierce BHO's Provider Relations staff are responsible for developing *MOUs*, developing effective communications with each allied delivery system, and coordinating services on behalf of individuals when necessary. *MOUs* with allied systems include:
 - 3.1. A description of services provided, persons eligible for service, referral protocols and key contact information for making referrals;
 - 3.2. An agreement to participate in cross-agency treatment planning to ensure effective integration of service planning and delivery;
 - 3.3. An agreement to meet regularly to address the effectiveness of our inter-agency coordination and communication; and
 - 3.4. An agreement to identify gaps within and across systems and to research and propose documented best practices that will help address the gaps.
4. Optum Pierce BHO Provider Relations staff also represent Optum Pierce BHO at regular meetings with other agencies and systems and participate in cross-system planning.
5. Optum Pierce BHO Provider Relations Staff identify key providers and community groups that serve and support special populations and invite representatives to participate in various Optum Pierce BHO committees, boards and advisory groups, providing direct input into the oversight of Optum Pierce BHO operations.

Related Policies, Procedures & Materials

- Pierce Behavioral Health Organization policy: CM-01 - *Development of Service Plans*
- Pierce Behavioral Health Organization policy: CM-02 - *Crisis Plans*
- Pierce Behavioral Health Organization policy: CM-03 - *Timely Access to Care*
- Pierce Behavioral Health Organization policy: CM-04 - *Access to Care Standards for Adults, Older Adults, Children and Youth*
- Pierce Behavioral Health Organization policy: CM-05 - *UM/Resource Management Plan*
- Pierce Behavioral Health Organization policy: CM-06 - *Early and Periodic Screening, Diagnosis and Treatment (EPSDT) Services*
- Pierce Behavioral Health Organization policy: CM-07 - *Accessibility, Engagement and Utilization of Services for Individuals with High Risk*
- Pierce Behavioral Health Organization policy: CM-08 - *Coordination of Care Among Primary Care Physicians, Emergency Rooms and Other Health Care Providers*

- Pierce Behavioral Health Organization policy: CM-10 - *UM/Authorization and Concurrent Reviews*
- Pierce Behavioral Health Organization policy: CM-12 - *Consumer Access to Housing*
- Pierce Behavioral Health Organization policy: CM-13 - *Coordination with Rehabilitation and Employment Services*
- Pierce Behavioral Health Organization policy: CM-14 - *Less Restrictive Alternative*

Attachments

N/A

Approval History

- Policy created and effective: 07/2009
- Policy and Procedure Committee review and approval: 09/28/2009
- 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
- Optum Pierce BHO reviewed and accepted: February 2018