




United Behavioral Health

<b>High Priority Population Capacity Management for Substance Use Disorders</b>			<b>Policy Identifier/Number:</b> CM-25
<b>Annual Review Completed Date:</b> February 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> Bea Dixon, Executive Director			<b>Signature:</b> 

**Policy Statement and Purpose**

Optum Pierce Behavioral Health Organization will (BHO) will utilize a system that ensures that individuals have timely access to substance use disorder (SUD) services.

The purpose of this policy is to implement a system of capacity management for high priority individuals in substance use disorder treatment programs.

**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. Optum Pierce BHO will have in place a system that will identify treatment providers who are at 90% capacity in order
  - 1.1. To ensure individuals in priority populations have access to services in a timely manner,
    - 1.1.1. Priority populations are defined as:
      - 1.1.1.1. Pregnant, Postpartum, and Parenting Women (PPW); and
      - 1.1.1.2. Individuals using intravenous drugs (IUID)

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.

- 1.2. To match and facilitate admission for PPW and IUID individuals to treatment programs with sufficient capacity.
2. Optum Pierce BHO will notify the designated DSHS contact in writing when their network is at 90% capacity.
3. Optum Pierce BHO will submit the *DBHR Capacity Management* form on a quarterly basis.
  - 3.1. The *Capacity Management* form is to be submitted for quarters based on the State fiscal year.
  - 3.2. The *Capacity Management* form is submitted on the last day of the month following the close of the quarter. The first report is due July 31, 2017 for the period April 1, 2017 to June 30, 2017.
4. Contracted SUD agencies will create and maintain a waiting list system to report and respond to treatment demand for block grant funded programs that will:
  - 4.1. Collect individual information as required on the DBHR Target Data Elements Waiting List-First Contact form (form# 04-444 or its successor, located at <https://www.dshs.wa.gov/fsa/forms>);
  - 4.2. Establish a unique individual identifier for each individual on the waiting list;
  - 4.3. Collect data on the "Date of First Contact" at least every 7 days;
  - 4.4. Ensure that waiting list individuals are transferred to programs within a reasonable geographic area at the earliest possible time;
  - 4.5. Allow waiting list individuals to be removed from the lists only when they engage in treatment services or cannot be located or the individual refuses treatment.

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

- Pierce Behavioral Health Organization policy: AD – 25 *Services to Pregnant, Postpartum, and Parenting Women*
- Pierce Behavioral Health Organization policy: AD – 24 *Identical Treatment*
- Pierce Behavioral Health Organization policy: QA – 08 *Clinical and Administrative Review*
- Pierce Behavioral Health Organization policy: CM – 03 *Timely Access to Care*
- Pierce Behavioral Health Organization policy: CM – 16 *Co-occurring Disorder Screening and Assessment*

#### **Attachments**

N/A

#### **Approval History**

- Policy created and effective: April 2016
- Optum Pierce BHO reviewed and accepted: February 2018