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**Volunteers of America  
BHO Statement of Work**

**A. BEHAVIORAL HEALTH SUPPORT SERVICES**

Contractor shall provide or purchase age, linguistic and culturally competent community behavioral health services for enrollees for whom services are medically necessary and clinically appropriate in accordance with the standards established herein.

**1. CARE CRISIS PROGRAM**

- a. Contractor shall operate an integrated, coordinated and seamless care crisis (hot line) program in the North Sound BHO Service Area. Contractor shall provide services for enrollees for whom services are clinically appropriate in accordance with the standards established herein. Contractor must provide for the availability of crisis behavioral health services on a 24-hour, 7 days per week basis.
- b. Contractor shall be responsible for providing telephone crisis services to individuals and families. Contractor shall assure the availability of a 24/7 crisis toll free hotline staffed by Mental Health Professionals (MHP).
- c. Contractor shall be responsible for coordinating and cooperating with other providers in North Sound BHO's crisis service network.
- d. Contractor shall be responsible for notifying BHA providers in the region, when an enrolled individual has been seen in the crisis system.
- e. Contractor shall provide, as funds allow, a dedicated Chat Line, offering additional crisis support via a Chat portal
- f. Contractor shall be responsible for dispatching the voluntary and involuntary outreach teams and documentation of each dispatched call.
- g. Contractor shall track and monitor no bed cases and provide follow up to Eds when dispositions have been communicated by the DCR of the lack of availability of inpatient bed availability and continue coordination with the DCR and ED/regional hospital until resolution.
- h. Contractor shall also ensure coordination and follow up, as applicable, for individuals discharging from a non-certified facility when the individual was on a single bed cert or boarded. These activities will occur in real time throughout the region. VOA shall coordinate with North Sound BHO on the data tracking elements and reporting frequency
- i. Care Crisis shall track inpatient bed availability via the use of placement coordinators, respond to calls for bed placement for ITA from DCRs in the region, manage the involuntary inpatient availability placement in the region with the DCRs, regional EDs and inpatient units through the placement coordination team.
- j. Care Crisis additionally shall track all follow up ITA placements, through the placement coordinators working with the DCRS, regional EDS and hospitals and inpatient facilities. This will include notification to North Sound BHO of ITA status prior to an individual moving to a MR.

- k. Care Crisis will coordinate with stakeholders in the community to educate the community about the Care Crisis line
- l. Care Crisis will market this program to continue to educate the community about the Care Crisis line.
- m. Contractor will have methods to monitor compliance with crisis requirements and report data monthly to North Sound BHO, including:
  - i. Availability of crisis services 24 hours a day, 7 days a week including access to Designated Crisis Responder (DCR), and Crisis Prevention Teams (CPIT) for Involuntary Treatment evaluations and voluntary crisis outreach.
  - ii. Monthly reports will include queue performance, total and projected calls, abandon rates, call response times and disposition and referral source. Contractor shall demonstrate its performance of this function by the maintenance of written records that show routine review and discussion of crisis line issues by Contractor members and staff.
- n. Care Crisis will participate in local and regional ICRS or other oversight meetings

## **B. DELEGATED FUNCTION**

### **1. COMMUNITY PSYCHIATRIC INPATIENT SERVICES MANAGEMENT – GENERAL REQUIREMENTS**

Contractor shall coordinate an integrated system of access to all community inpatient services, whether care is provided on a voluntary or involuntary basis and shall comply with all North Sound BHO clinical policies and procedures or any successors. In addition, Contractor shall provide Voluntary Inpatient Certification and Involuntary Payment Authorization Numbering services. Specific inpatient management services shall include:

- a. Response to requests for certification of psychiatric inpatient care for enrollees in community hospital.
  - i. Non-Emergent request: provide an authorization decision and provide notice as expeditiously as the enrollee's health condition requires and no later than 72 hours after receipt of the request.
  - ii. Emergent Initial Requests: 1 hour
  - iii. Concurrent Review: 24 hours or 1 business day

If the authorization is denied, a Notice of Action must be provided to the enrollee.

- b. If a denial appears indicated, Contractor shall ensure the request is reviewed by a Psychiatrist/Clinical Psychologist. Only a Psychiatrist/Clinical Psychologist may issue a denial. A decision to deny psychiatric inpatient care must be made within 12 hours of the initial request.
- c. Contractor shall ensure a Psychiatrist/Clinical Psychologist is available for consultations.
- d. Medical necessity determinations made by Contractor may be appealed. The inpatient facility and client have a right to appeal in accordance with North Sound BHO's Inpatient Appeal and Dispute Policies and Procedures. Concerns regarding Contractor's or North Sound BHO's compliance with published requirements may be addressed through an administrative dispute process. If Contractor is contacted by the inpatient facility, Contractor must promptly inform the inpatient facility to contact North Sound BHO. If Contractor receives an appeal or dispute from an inpatient facility, Contractor shall promptly forward the appeal or dispute to North Sound BHO.
- e. Contractor shall submit policy and procedures to North Sound BHO 30 days after contract execution and implement modified policy and procedures within 30 days of North Sound BHO's approval. Any modifications to the policy and procedures shall be submitted to North Sound BHO for review and approval.
- f. Contractor shall coordinate with crisis outreach service providers for pre-hospital emergency assessments for voluntary hospitalizations.
- g. Contractor shall provide support as requested to assist North Sound BHO in the statewide Performance Improvement Projects (PIP).
- h. Contractor shall not subcontract the performance of this delegated function without prior written approval of North Sound BHO.
- i. Contractor shall track single bed certifications, inpatient bed availability and ensure coordination and follow up, as applicable, for individuals discharging from a non-certified facility when the individual was on a single bed cert or boarded. These activities will occur in real time throughout the region. VOA shall coordinate with North Sound BHO on the data tracking elements and reporting frequency

## 2. CUSTOMER SERVICE REQUIREMENTS

Contractor shall provide customer services that are customer friendly, flexible, proactive and responsive to individuals, families and stakeholders. Customer services staff shall:

- a. Answer customer service lines via both local and toll-free numbers to respond to inquiries and complaints from 8:00 a.m. until 5:00 p.m. Monday through Friday, holidays excluded.

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- b. Answer calls with an average speed of within 30 seconds and a call abandonment rate of less than 3 percent.
  - c. Respond to benefits, claims and other inquiries or complaints and assist individuals, family members and stakeholders in a manner that resolves their inquiry, including the ability to respond to those with limited English proficiency or the hearing impaired.
  - d. Log all calls and arrange for appropriate follow-up, including notification of the individual of the resolution consistent with the requirements specified in PIHP and State Funded contract.

Contractor shall train customer services staff to distinguish between a third-party insurance issue, appeals and grievances, information requests and how to triage these to the appropriate party. Call logs shall, at a minimum, track date of call, type of call and resolution.

### 3. ACCESS LINE

- a. Contractor shall provide a regionally managed integrated access system that coordinates with all North Sound BHO contracted BHA's to ensure region- wide standardized initial screening, intake authorization and scheduling and linkages to crisis services.
- b. Contractor will provide access to telephonic and web-based assessment and referral services provided by appropriately qualified care management staff via both local and toll-free numbers.
- c. Contractor will arrange for access to emergent crisis services 24 hours per day, 7 days per week.
- d. Contractor will arrange for access to urgent services within 24 hours of a request for services.
- e. Individuals/families seeking mental health services within the North Sound region will be assisted by mental health clinicians who are adept at triage and screening functions and responsive to the caller's needs. Clinical back-up shall be
- f. made available to the Contractor staff (i.e., for supervisory or medical consultation). Response to access calls will be timely, friendly and helpful. The first level of screening will be for safety concerns. If a crisis response is needed, the caller will be immediately connected to crisis services where MHP's and Mental Health Specialists (MHS) are available for consultation.
- g. Contractor will coordinate the web-based referrals to BHA providers, to arrange access to intake appointments meeting HCA standards.
- h. Contractor will receive monthly Open Access reports from providers, identifying changes, if any, have occurred with their Open Access process."