

# North Sound Mental Health Administration

Regional Support Network for Island, San Juan, Skagit, Snohomish, and Whatcom Counties

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NSMHA Contract Memorandum 2007-006

Date: June 29, 2007

To: Jess Jamieson, President APN and CEO, Compass Health  
Tom Sebastian, CEO, Compass Health  
Donna Konicki, *bridgemays*  
Michael Watson, Lake Whatcom RTC  
Andy Byrne, Whatcom Counseling and Psychiatric Center  
Thomas MacIntyre, Catholic Community Services Northwest  
Claudia D'Allegri, Sea Mar  
Janelle Sgrignoli, Snohomish County Human Services  
Tom Robinson, Volunteers of America  
Maile Acoba, Skagit County Coordinator  
Andrea Vale, Skagit Mediation Services  
Barbara LaBrash, San Juan County Coordinator  
Anne Deacon, Snohomish County Coordinator  
Gary Williams, Whatcom County Coordinator  
Jackie Henderson, Island County Coordinator  
Barbara Andrews, Program Manager for T.R.I.P  
Shelly Lacy, Quality Assurance, Privacy Officer, The Tulalip Tribes

From: Chuck Benjamin, Executive Director

Subject: Revised Policies

The following policies are new or have been revised:

**NSMHA Policy #1004.00** – Fair Hearing policy has been revised and is effective.

The following changes were made to **Policy 1004.00**:

1. **Update** Authorizing source in the header.
2. **Change** motion # to signature and approved by “*Board of Directors*” to “*Executive Director*”.
3. Under Fair Hearing Policy section make the following changes:
  - a. Under bullet A, sub-bullet 1, **change** “*Administrative Code*” to “*State Department of Social and Health Services rules*” at the end of bullet.
  - b. **Add** sub-bullet 2 to read “*The NSMHA or providers violate timeframes for a grievance or the NSMHA violates timeframes for an appeal or expedited appeal.*”
  - c. Under bullet A, after sub-bullets, **delete** extra paragraph space.

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- d. Under bullet C, first paragraph, **add** “*Medicaid*” to “*(enrollees)*”. In the second paragraph, **delete** “*Administrative Code*” and **replace** with “*State Department of Social and Health Services rules*”. **Delete** the third paragraph.
- e. Under bullet E, first paragraph, **add** “*NSMHA and provider grievance process, appeal process (enrollees), and state*” and **delete** “*following a grievance. However, in some circumstances, if a grievance is not resolved in the consumer’s favor, they may be asked to pay for these services.*”
- f. Under bullet E, **add** all of the “*Appeal Process through Grievance Process*”.
- g. **Delete** extra paragraph space before bullet F.

The above policy was pushed through the process as urgent needs policy. This policy will be coming back through the policy subcommittees of QMC/QMOC for re-review and any additional changes. They will also be reviewed by QMC and QMOC committees for input. However, they must be implemented as written for the present.

Please ensure that the policies are implemented or revised at your agency within sixty days. The policies may be found at <http://66.114.134.5/Policies/Default.asp>.

cc: Heather Fennell, Compass Health  
Kathy McNaughton, Catholic Community Services  
Kay Burbidge, Lake Whatcom  
Pamala Benjamin, Whatcom Counseling and Psychiatric Center  
Pat Morris, Volunteers of America  
Contract File