



North Sound Behavioral Health Organization, LLC

301 Valley Mall Way, Suite 110, Mount Vernon, WA 98273
<http://northsoundbho.org> • 360.416.7013 • 800.684.3555 • F 360.416.7017

North Sound BHO Contract Memorandum 2016-008

Date: July 1, 2016

To: Tom Sebastian, Compass Health and Compass Whatcom
Donna Konicki, Bridgeways
Michael Watson, Lake Whatcom RTC
Will Rice, Catholic Community Services Northwest
Claudia D'Allegri, Sea Mar
Cammy Hart-Anderson, Snohomish County MH/CD/Vets Division Manager
Phil Smith, Volunteers of America
Randy Polidan, Interfaith
Sue Closser, Sunrise Services
Robert Sullivan, Pioneer Human Services
Beratta Gomillion, Center for Human Services
Corky Hundahl, Phoenix Recovery Services
Julie Lord, Pioneer Human Services
Kirk Elsner, Evergreen Manor
Linda Grant, Evergreen Manor
Marli Bricker, Therapeutic Health Services

From: Joe Valentine, Executive Director

Subject: Revised Policies

Greetings BHA Providers:

The attached Grievance System policies, 1001-1005 (General Overview, Grievances; Appeals; Fair Hearing; Notice Requirements) were the subject of the BHO Grievance System and Access to Care/Clinical Training provided to BHA Staff at our new offices in March 2016. These policies, though in draft during the trainings, went into effect April 1, 2016 with our transition to become a Behavioral Health Organization (BHO).

Although these policies were submitted for review to the Division of Behavioral Health and Recovery (DBHR) as of June 1, 2016, to date there has been no feedback. These finalized polices are being disseminated to ensure consistent direction for compliance across the Regional Network. Should any further change be directed by DBHR, updates will be provided by subsequent Numbered Memorandum.

Attached is Numbered Memorandum (NM) 2016-008 with attachments. As stated above, these policies were effective April 1, 2016, with the transition to a BHO.

July 1, 2016

Please ensure all appropriate staff is notified of these revised policies.

cc: Cindy Ferraro, Bridgeways

Heather Fennell, Compass Health

Kay Burbidge, Lake Whatcom RTC

Pat Morris, Volunteers of America

Katherine Scott, Sea Mar

Richard Sprague, Interfaith

Danae Bergman, Center for Human Services

Jackie Henderson, Island County Coordinator

Barbara LaBrash, San Juan County Coordinator

Rebecca Clark, Mental Health Program Coordinator Skagit County

Anji Jorstad, Snohomish County Coordinator

Anne Deacon, Whatcom County Coordinator

Contract File