



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 2017-020

Date: December 18, 2017

To: Bill Sinclair, Mattias Houck and Victoria Harris, Swedish Hospital
Al Jordan, Lori Lubbers, Theresa Schlauch and Holly Nielsen, Skagit Regional Health Hospital
Danielle Kizer and Kim Hale, Peace Health Hospital
Samir Aziz, Highline Mental Health
Julie Zarn and Leighann Pavek, Providence Hospital
Kathy Brewer, Lejla Marusic and Ann Moore, Seattle Children's Hospital
Pat Morris and Marci Bloomquist, Volunteers of America
Ira Klein, Department of Social and Health Services
Paula Hornberger, Richard R. Geiger, Cynthia Mason, Ph.D. and Jennifer Geracie, Fairfax Hospital
Christine Costello, Jamie Roberson, John Beall, Smokey Point Behavioral Hospital
Kim Mercier
Ruth Lopez-Fuentes, Multicare
Brigitte Folz and Christopher Varley, University of Washington
Jeff Burger
Shirley Goodman, Overlake Hospital
Syed Jafar, Valley General Hospital
William Adams, Psysolutions

From: Joe Valentine

Subject: Letter Dated December 18, 2017, regarding Policy 1020.00 – Inpatient Provider Appeal and Dispute

Greetings Inpatient Providers:

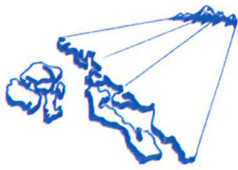
Please find attached the letter regarding the following:

- Policy 1020.00 – Inpatient Provider Appeal and Dispute elimination as direct result of changes in governing regulation including CFR and WAC; and
- Changes to North Sound's Notice of Adverse Benefit Determination processes and inpatient authorization process effective December 1, 2017.

Please read the attached letter for actions to be taken and further instructions/information.

The NM has letter attachment included below for your convenience.

Please ensure all appropriate staff is notified of this NM.



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December 18, 2017

TO: North Sound BHO Inpatient Providers

This letter is to serve as notice that effective March 1, 2018, North Sound BHO [Policy 1020.00, Inpatient Provider Appeal and Dispute](#), will be eliminated as a direct result of changes in governing regulation, including the Code of Federal Regulations (CFR) and Washington Administrative Code (WAC).

A series of changes in our Notice of Adverse Benefit Determination processes and Inpatient authorization process were implemented effective December 1, 2017, as the first step in the overall update to the BHO Grievance and Appeal System.

There is language in the regulation regarding provider and authorized representative consent to appeal, which we are still exploring as to the requirements that must be met for each to clarify in policy. We recently conferred with the State to address several questions to adequately explain the changes in these policies and have several more pending.

North Sound BHO will be moving forward to develop and publish corresponding updates to the Grievance and Appeals System policies, 1001.00 through 1005.00, which include Grievance Overview, Grievances, Appeals, Administrative (Fair) Hearing and Notices. The current versions of these policies are located on our web site, <http://northsoundbho.org>. The updates to these policies are targeted to be published March 1, 2018.

Questions related to the Grievance and Appeal System policy, for clarification or assistance, may be directed to Reception: (360) 416.7013, Fax: (360) 416.7017 or via E-mail to: grievance@northsoundbho.org during normal business hours. Requests will be directed to the appropriate internal BHO staff for response. This E-mail account is only for the exclusive use of Behavioral Health Agencies (BHA), Inpatient Providers and Ombuds, and not for public release. This is a closely monitored account, where issues are tracked through to resolution. HIPAA/Privacy and our policies prohibit us from accepting Protected Health Information (PHI) including names, initials, dates of birth, or other identifying information via E-mail unless it is encrypted. If you are unable to encrypt your E-mail, please send an E-mail without PHI to the above account and we can respond with an encrypted E-mail chain that allows you to respond in a secure format. Please note, PHI is viewable in the subject line of encrypted E-mail.

Sincerely,

A handwritten signature in blue ink, appearing to read "Joe Valentine", is written over a light blue horizontal line.

Joe Valentine
Executive Director

CC: File