



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 2018-014-02

Date: July 19, 2018

To: Tom Sebastian, Compass Health and Compass Whatcom
Donna Konicki, Bridgeways
Jenny Billings, 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
Shanon Hardie, Unity Care NW
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
Linda Grant, Evergreen Recovery Services
Marli Bricker, Therapeutic Health Services

From: Sandy Whitcutt, Crisis Manager and Alexandra Urban, Quality Specialist

Subject: Revised Memorandum Regarding Access Changes

Greetings BHA Providers:

Attached is the revised memorandum regarding changes to the Access Line effective August 1st.

This is a revised memo with a new deadline of July 25th for responses to the templated questions listed below with additional clarification via the attached template.

1. What does your process look like for when individuals call and request services (is this centralized, or at each individual site?) and could you provide us with phone numbers for your internal screeners?
2. What does your screening process look like? (if you have a screening form, you could send that to us if that's easier)?
3. How will you handle emergent cases? i.e. hospital discharges, individuals on LR?
4. What is your plan for administering the Request for Service (RFS)?
5. How would you like VOA to fax the online forms to you (and where to fax the forms)?
6. Please let VOA/Levi Van Dyke know if there is any additional information you would like for them to include in their recorded message about how to access services at your clinics.

July 19, 2018

Template for these initial questions is attached as a separate document for your convenience.

Please ensure all appropriate staff receives this information.

The NM contains **the revised memorandum** below for your convenience.

Full implementation of the changes **is effective August 1, 2018.**

cc: Cindy Ferraro, Bridgeways
Becky Olson-Hernandez, Compass Health
Kay Burbidge, Lake Whatcom RTC
Pat Morris, Volunteers of America
Katherine Scott, Sea Mar
Richard Sprague, Unity Care NW
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
Marsh Kellegrew, Evergreen Recovery Services
Rowell Dela Cruz, Pioneer Human Services
Perry Mowery, Whatcom County
Contract File



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INTEROFFICE MEMORANDUM

TO: QMOC PROVIDERS
FROM: SANDY WHITCUTT, CRISIS MANAGER AND ALEXANDRA URBAN, QUALITY SPECIALIST
SUBJECT: VOA CHANGES EFFECTIVE AUGUST 1ST - REVISED
DATE: JULY 19, 2018

A change to Volunteer of America's Access Line will be put into effect as of August 1st. As you know, the VOA Access Line has been taking calls from individuals seeking services and connecting them to BHA's screeners for open access and/or scheduled intakes. Starting August 1st, VOA's Access Line will no longer have a live person answering calls and will no longer be creating and transmitting files to providers for individuals seeking services in the way that they have been. The Access Line will *support* individuals' requests for Access to Services through an automated phone and online systems, but Access will no longer directly field and transfer incoming Access calls. VOA will continue to triage callers requiring immediate attention, directed from the Access Line.

Specific changes include the following:

1. The only documentation that will be transmitted to BHA's will be the online forms. No records or clinical information will be routinely sent to BHA's.
2. Access/VOA will no longer be initiating requests for service (RFS).

What this means for providers is that you will need to have a plan in place for how you will move forward with incoming calls from individuals seeking services and how you will initiate the RFS within your agencies. North Sound BHO is requesting behavioral health providers communicate your plans to North Sound, no later than July 25, 2018, for the following 6 questions **only once**:

Screening process:

1. What does your process look like for when individuals call and request services (is this centralized, or at each individual site?) and could you provide us with phone numbers for your internal screeners?
2. What does your screening process look like? (if you have a screening form, you could send that to us if that's easier)?
3. How will you handle emergent cases? i.e. hospital discharges, individuals on LR.
4. What is your plan for administering the Request for Service (RFS)?
5. How would you like VOA to fax the online forms to you (and where to fax the forms)?
6. Please let VOA/Levi Van Dyke know if there is any additional information you would like them to include in their recorded message about how to access services at your clinics.

Memorandum Regarding VOA Changes

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July 19, 2018

Notifying the BHO:

The BHO is requesting a **monthly updates** from providers on the following:

1. Any major issues? If so, what is your plan on handling these issues?
2. Do you have any changes to your open access hours/schedule? If so, what are those changes?

The **monthly updates** template can be found at: <http://northsoundbho.org/Contracts> at bottom of page with contract templates.

Please send this deliverable on the 10th of every month starting next month, August 2018, to the following email address: deliverables@northsoundbho.org

If you have any questions, please feel free to email Alexandra Urban or Sandy Whitcutt at: alexandra_urban@northsoundbho.org or sandy_whitcutt@northsoundbho.org

Sandy Whitcutt, Crisis Manager
Alexandra Urban, Quality Specialist