

North Sound Behavioral Health Organization

BHO for Island, San Juan, Skagit, Snohomish, and Whatcom Counties
 301 Valley Mall Way, Suite 110
 Mount Vernon, WA 98273



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This brochure is available in downloadable form from our website at <http://northsoundbho.org> in English. Brochure revised March 2016.

North Sound Behavioral Health Organization

(North Sound BHO)

Improving the mental health and well being of individuals and families in our communities.

- Crisis services are available 24 hours, 7 days a week for anyone.
- Timely access to medically necessary mental health services.
- All services meet the highest standards of care.
- All mental health treatment is person-centered and responsive to public need.
- Treatment is individualized, incorporating strength-based collaboration with family and community, opening doors for recovery and hope.
- Public safety is a paramount consideration.
- Continuity of care meets the needs of the whole person, and access to other services is seamless.
- Services are culturally sensitive and appropriate.

What types of outpatient services are available?

- Brief Intervention Treatment
- Medication Monitoring
- Peer Support/Peer Center
- Psychological Assessment
- Rehabilitation Case Management
- Stabilization Services
- Therapeutic Psycho-Education
- Special Population Evaluation
- Hearing and/or Language
- Interpretation Services
- Culturally Appropriate Services
- Group Treatment Services
- Intake Evaluation
- Medication Management

The services listed are available to Medicaid Enrollees. For special medically necessary mental health needs that are not provided by our network, you must request those services through your service provider.

- Non-emergency, non-Medicaid transportation.
- Services from providers outside the North Sound BHO network unless authorized by North Sound BHO

What services are NOT covered?

Dignity & Respect

North Sound BHO believes everyone deserves Dignity & Respect. Dignity and Respect are crucial to building and sustaining an environment in which everyone feels included, valued and appreciated. North Sound BHO and its provider network have joined the Dignity & Respect Campaign to show our support and commitment to the promotion of inclusion.

North Sound BHO Website: <http://northsoundbho.org>

- To keep the mental health community informed, North Sound BHO has a website and publishes the *Recovery Around the Sound* newsletter.
- To access our website go to <http://northsoundbho.org>
- To subscribe to our newsletter, call 360.416.7013 or 1.800.684.3555 or e-mail aroundthesound@northsoundbho.org.
- Join the Dignity & Respect Campaign <http://northsoundbho.org/Respect/Default.asp>

Customer Service Desk

Available between the hours of 8:00 AM and 5:00 PM Monday through Friday, excluding holidays: Toll Free 1.800.684.3555 or 360.416.7013. For persons with a hearing/speech disability, please call the Washington Relay Service at: 7-1-1 or 1.800.833.6384. North Sound BHO will provide language interpretation

You may request and obtain names, locations, phone numbers and specialties of individual providers and non-English language capabilities of network providers by calling 1.800.684.3555 (North Sound BHO). Agencies outside the North Sound Region seeking verification and/or approval for individuals covered by the North Sound Prepaid Inpatient Mental Health plan call 1.888.693.7200 (Access Line).

How can I report Medicaid Fraud & Abuse?

Report suspected Fraud and Abuse by contacting the North Sound BHO Compliance Officer at 1.800.684.3555 / 360.416.7013 or e-mailing: compliance_officer@northsoundbho.org; you may report anonymously. More information is available on the North Sound BHO website: http://northsoundbho.org/Fraud_Abuse.htm

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North Sound BHO

Prepaid Inpatient Mental Health Plan for
 Island, San Juan,
 Skagit, Snohomish,
 and Whatcom
 Counties

Administrative Offices

301 Valley Mall Way, Suite 110
 Mount Vernon, WA 98273

Phone 360.416.7013 Fax 360.416.7017
 Toll-Free 1.800.684.3555 Website <http://northsoundbho.org>
 Email northsoundbho@northsoundbho.org
 Ombuds Toll-Free 1.888.336.6164

North Sound Behavioral Health Organization

Ombuds

The North Sound Regional Ombuds provide advocacy for anyone applying for or receiving public mental health services in Island, San Juan, Skagit, Snohomish and Whatcom Counties. Call the regional Ombuds if you feel that your rights have been violated or that you are not receiving adequate services. Ombuds' job is to obtain a resolution that meets your needs. Services are confidential, free and the law protects you from retaliation of any kind.

Ombuds can:

- Advocate for individuals.
- Receive concerns about mental health services from individuals, or with the individuals' signed permission, from their families or friends.
- Listen to, keep a record of and investigate concerns regarding mental health services.
- Help resolve concerns informally, with individuals consent.
- Research and investigate facts, policies, contracts, procedures, and rules relating to the concern.
- Help individuals through the grievance, fair hearing and appeals process, when applicable.

Ombuds can not:

- Give legal advice.
- Provide case management or therapy.
- Provide medical or clinical opinions.

To contact Ombuds:

360.416.7004 - Toll-free 1.888.336.6164 - Fax 360.416.7550

Mailing address: 330 Pacific Place, Mount Vernon WA 98273

When necessary, the Ombuds are available to meet with you at an agreed upon location.

Connections

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| Life-Threatening Emergency | 911 |
| 24-Hour Care Crisis Response | 1.800.584.3578 |
| Access Line | 1.888.693.7200 |
| North Sound 211 | 211 |
| Care Crisis Chat..... | http://carecrisischat.org |
| Health Care Authority (HCA) | 1.800.562.3022 |
| 24-Hour WA Recovery Helpline | 1.866.789.1511 |
| Provider One | 1.800.562.3022 |

For information in your county, call your County Mental Health Coordinator:

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|-----------------------------------|--------------|
| Island County Coordinator | 360.678.7881 |
| San Juan County Coordinator | 360.378.4474 |
| Skagit County Coordinator | 360.336.9395 |
| Snohomish County Coordinator..... | 425.388.7200 |
| Whatcom County Coordinator | 360.676.6724 |

How Common is Mental Illness?

Approximately 54 million Americans are affected by one or more mental disorders. Approximately 19.6 million American adults, or 9.2 percent, suffer from a serious illness that substantially interferes with one or more major life activities.

An estimated 2.7 million children, as reported by their parents/guardians suffer from definite or severe emotional problems that may interfere with their family life, their ability to learn and their formation of friendships.

What are Some Warning Signs of Mental Illness?

- Prolonged depression (sadness or irritability)
- Delusions or hallucinations
- Thoughts of suicide/death
- Excessive fatigue/sleepiness or an inability to sleep
- Social withdrawal
- Sudden shift in basic personality
- Deterioration of social relationships
- Feelings of extreme highs and lows
- Exhibiting bizarre behavior, inappropriate laughter, peculiar use of words/language
- Inability to cope with daily problems and activities
- Excessive crying/inability to cry
- Strong feelings of anger from someone formerly good natured and compliant
- Dramatic decline in academic/work performance
- Substance abuse

If you or a family member is experiencing symptoms of a mental illness, please contact your doctor or a mental health professional for an evaluation. You can access public mental health services through the Access Line at 1.888.693.7200.

What is a Mental Health Advance Directive?

It is a written document describing what you want to happen if you become so incapacitated by mental illness that your judgment is impaired and/or you are not able to communicate effectively. It can inform others about what treatment you want or don't want, and it can identify a person to whom you have given the authority to make decisions on your behalf. Individuals may also initiate complaints concerning noncompliance with the requirements of an advance directive for psychiatric care with the Department of Health (DOH) at 1.800.525.0127 / 360.236.2620.

Your Mental Health Rights

As a person receiving public mental health services, what are my rights?

- be treated with respect and dignity
- have your privacy protected
- help your provider to develop a plan of care with services to meet your needs
- help make decisions about your mental health care
- receive services in a barrier-free location (accessible)
- receive the name, address, telephone number and any languages offered other than English of providers in your RSN yearly or when you request it
- receive the amount and duration of services you need
- receive a written Notice of Action from the RSN if services are denied, limited, reduced, suspended or terminated or you disagree with the plan
- receive information about the structure and operation of the RSN
- receive emergent or urgent care or crisis services
- receive post-stabilization services after your receive emergent or urgent care or crisis services that result in a hospitalization
- be free from use of seclusion or restraints
- receive age and culturally appropriate services
- be provided a certified interpreter and translated material at no cost to you
- receive information you request and help in the language or format of your choice
- have available treatment options and alternatives explained to you
- refuse any proposed treatment
- receive care that does not discriminate against you (e.g., age, race, type of illness)
- be free of any sexual exploitation or harassment
- receive an explanation of all medications prescribed and possible side effects
- make a mental health advance directive that states your choices and preferences for mental health care
- receive information about medical advance directives
- receive quality services which are medically necessary
- receive a second opinion from a mental health professional in your RSN area if you disagree with your provider
- file a grievance, file an appeal on a Notice of Action, or request an administrative fair hearing if you are not satisfied
- choose a mental health care provider for yourself and your child (if your child is under 13 years of age)
- change mental health care providers during the first 90 days, or first 12 months of being approved for services
- request and receive a copy of your medical or mental health records. You will be told the cost for copying
- be free from retaliation
- request and receive policies and procedures of the RSN and Behavioral Health Agencies (BHAs) as they pertain to your rights
- request and receive a copy of these Rights

You may also contact the Office for Civil Rights for more information at: [1.800.368.1019](tel:1.800.368.1019) or <http://www.hhs.gov/ocr>.

North Sound BHO Contracted Providers

Island County

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|---------------------------------|-------------------------------|
| Compass Health, Coupeville..... | 360.678.5555 / 1.800.457.9303 |
| Sunrise Services | |
| Oak Harbor..... | 360.544.3800 / 1.866.634.3039 |
| Coupeville | 360.544.3888 / 1.866.634.3039 |

San Juan County

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|------------------------|-------------------------------|
| Compass Health..... | 360.378.2669 / 1.800.457.9303 |
| Sunrise Services | 360.336.3762 / 1.866.634.3039 |

Skagit County

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|-----------------------------------|-------------------------------|
| Catholic Community Services | 360.856.3054 / 1.888.504.9992 |
| Compass Health..... | 360.419.3500 / 1.800.457.9303 |
| Sea Mar Clinic..... | 360.428.8912 / 1.866.923.2312 |
| Sunrise Services | 360.336.3762 / 1.866.634.3039 |
| Pioneer Human Services | |
| Skagit Crisis Center | 360.757.7739 |
| Consumer Voices Are Born | |
| REACH Peer Center | 360.873.8635 |
| Telecare N. Sound E&T..... | 360.854.7400 |

Snohomish County

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| Center for Human Services | 206.362.7282 |
| Compass Health..... | 425.349.6200 / 1.800.457.9303 |
| Bailey Peer Center | 425.349.6800 |
| Triage Center | 425.349.7289 |
| Bridgeways (Employment Services) | 425.513.8213 |
| Sea Mar Clinic..... | 425.347.5415 / 1.866.923.2312 |
| Catholic Community Services | 425.257.2111 / 1.888.240.8572 |
| Sunrise Services | 425.493.5800 / 1.877.493.5890 |

Whatcom County

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|-----------------------------------|-------------------------------|
| Catholic Community Services | 360.676.2164 / 1.888.504.2221 |
| Compass Whatcom..... | 360.676.2220 / 1.888.311.0120 |
| Rainbow Recovery Center | 360.752.2577 |
| Unity Care Northwest..... | 360.676.6177 / 1.877.235.6850 |
| (Formerly Interfaith) | |
| Lake Whatcom Center | 360.676.6000 / 1.888.676.6002 |
| Sea Mar Clinic..... | 360.734.5458 / 1.866.923.2312 |
| Sunrise Services | 360.336.3762 / 1.866.634.3039 |
| Whatcom Triage Center | 360.676.2020 |