Proposal for a Section 1915(b) Capitated Waiver Program
Waiver Amendment

Effective date July 1, 2012

Washington State Integrated Community Mental Health Program
October 1, 2010 through September 30, 2012

Submitted by:
Washington State
Health Care Authority
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US DEPARTMENT OF HEALTH AND HUMAN SERVICES
Centers for Medicare & Medicaid Services

Center for Medicaid and State Operations

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PROPOSAL FOR A SECTION 1915(b) CAPITATED WAIVER PROGRAM
Waiver Renewal Submittal
Section A. GENERAL INFORMATION

The **State of Washington** requests a waiver under the authority of Section 1915(b)(1) of the Act. The waiver program will be operated directly by the Department of Social and Health Services (DSHS), Aging and Disability Services Administration (ADSA), Division of Behavioral Health and Recovery (DBHR).

Effective Dates: This waiver renewal is requested for a period of 2 years; effective October 1, 2010 and ending September 30, 2012.

The waiver program is called Integrated Community Mental Health Program.

State Contact: The State contact person for this waiver is Cynthia LaBrec, who can be reached by telephone at (360) 725-2029 or e-mail at Cynthia.LaBrec@dshs.wa.gov.

I. Statutory Authority

a. **Section 1915(b)(1):** The State's waiver program is authorized under Section 1915(b)(1) of the Act, which provides for a capitated managed care program under which the State restricts the entity from or through which a enrollee can obtain medical care.

b. **Other Statutory Authority:** The State is also relying upon authority provided in the following section(s) of the Act:

1. ___ **1915(b)(2)** - A locality will act as a central broker (agent, facilitator, negotiator) in assisting eligible individuals in choosing among competing health plans in order to provide enrollees with more information about the range of health care options open to them. See Waiver Preprint Section A.IV.b Enrollment/Disenrollment and Section 2105 of the State Medicaid Manual. This section must be checked if the State has an independent enrollment broker.

2. ___ **1915(b)(3)** - The State will share cost savings resulting from the use of more cost-effective medical care with enrollees by providing them with additional services. Please refer to Section 2105 of the State Medicaid Manual. The savings must be expended for the benefit of the enrolled Medicaid beneficiary.

   Please list in Section A.IV .d.1 and Appendix D.III additional services to be provided under the waiver, which are not covered under the State plan. The services must be for medical or health-related care, or other services as described in 42 CFR Part 440, and are subject to CMS approval.

3. **_X_** **1915(b)(4)** - The State requires enrollees to obtain services only from specified providers who undertake to provide such services and meet reimbursement, quality, and utilization standards which are consistent with access, quality, and efficient and economic provision of covered care and services. Please refer to Section 2105 of the State Medicaid Manual.

c. **Sections Waived.** Relying upon the authority of the above Section(s), the State requests a waiver of the following Sections of 1902 of the Act:

1. ____ **Section 1902(a)(1)** - Statewideness--This Section of the Act requires a Medicaid State plan to be in effect in all political subdivisions of the State. This waiver program is not available throughout the State.

2. **_X_** **Section 1902(a)(10)(B)** - Comparability of Services--This Section of the Act requires all services for categorically needy individuals to be equal in amount, duration, and scope. This waiver program includes additional benefits such as case management and health education that will not be available to other Medicaid enrollees not enrolled in the waiver program.

3. **_X_** **Section 1902(a)(23)** - Freedom of Choice--This Section of the Act requires Medicaid State plans to permit all individuals eligible for Medicaid to obtain medical assistance from any qualified provider in the State. Under this program, free choice of providers is restricted. That is, individuals enrolled in this program receive certain services through an MCO, PIHP or PAHP.

4. **_X_** **Section 1902(a)(4)** – To permit the State to mandate beneficiaries into a single PIHP or PAHP.

5. **_X_** **Other Statutes Waived** - Please list any additional section(s) of the Act the State requests to waive, including an explanation of the request. As noted above, States requesting a combined 1915(b) and 1915(c) waiver should work with their CMS Regional Office to identify required submission items from this format.

Section 438.52 *Non-competitive Procurement - DBHR relies on the agreement with the the Centers for Medicare and Medicaid Services (CMS) that the Regional Support Networks (RSN) have the first opportunity to contract to operate the PIHP for outpatient mental health services and community mental health inpatient services.*

Pursuant to the State's Community Mental Health Services Act (RCW 71.24. which defines RSN as "a county authority or group of county authorities or other entity recognized by the secretary in contract in a defined region"), county-based Regional Support Networks (RSNs) administer all community mental health services funded by the state. Under the State's Involuntary Treatment Statutes (RCW 71.05 and RCW 71.34), the RSNs are responsible for investigating and detaining people who are in need of involuntary treatment. Additionally, under other state statutes, the counties play a key role in

chemical dependency treatment as well as services for people with developmental disabilities. All RSNs must meet the certification requirements of RCW 71.24 and the requirements of RCW 48.44 (the insurance code), as applicable.

If an RSN chooses not to participate, or is unable to meet required qualifications, DBHR will secure an alternate contractor. This would be done as covered in the contingency plan submitted to CMS to avoid disruption of care for consumers.

Section 438.52 *Choice – All individuals eligible for Medicaid are mandatorily enrolled in a single PIHP covering a specific catchment area. The state requests authority to waive 438.52.*

II. Background

[Required] Please provide a brief executive summary of the State's 1915(b) waiver program's activities since implementation, including experiences during the previous waiver period(s) and a summary of any program changes either planned or anticipated during the requested renewal period. Please specify the types of stakeholders or other advisory committee meetings that have occurred in the previous waiver period or are expected to occur under the future waiver period. Please include descriptions of any advisory boards that have consumer representation. In addition, please describe any program changes and/or improvements that have occurred as a result of stakeholder involvement during the previous waiver period(s). Please describe any stakeholder involvement in monitoring of the previous waiver period. Finally, to the extent the State enrolls persons with special health care needs, please describe how the various stakeholders have been involved in the development, implementation, and ongoing operation of the program.

Brief Summary

The former Mental Health Division (MHD) began delivering mental health services under a 1915(b) waiver in 1993, for outpatient mental health services and in 1997 for integrated community mental health. The first opportunity to demonstrate qualification and enter into capitated managed mental health care contracts was provided to county-based Regional Support Networks (RSNs). This opportunity was granted based on the RSN's agreement to enter into a full-risk capitation contract at an actuarially sound rate. RSNs were also required to demonstrate capacity to meet program and fiscal requirements.

The State's Community Mental Health Services Act, RCW 71.24.030. (20) – Defines Regional Support Network as "a county authority or group of county authorities or other entity recognized by the secretary in contract in a defined region."

RSNs administer funding appropriated by the Washington state legislature for both inpatient and outpatient mental health services. As Prepaid Inpatient Health Plans, the RSNs contract for direct services, provide utilization management and other administrative functions, and develop quality improvement and enrollee protections for all Medicaid clients enrolled in the RSN system.
In Washington, 12 Regional Support Networks are comprised of county entities, the 13th – the Pierce County RSN – is operated by OptumHealth, a for profit behavioral health entity.

The capitated managed mental health system gives the RSN the ability to design an integrated system of mental health care and, as necessary, subcontract with a network of Community Mental Health Agencies (CMHAs) capable of providing quality service delivery which is age and culturally competent. This ability established the ability to control the rate of financial growth and improved mental health service outcomes; however, does not relieve the RSNs of ultimate responsibility for compliance with state and federal requirements. RSNs may impose additional requirements on subcontractors as needed to affect appropriate management oversight and flexibility in addressing local needs.

The Regional Support Networks also work cooperatively with Healthy Options managed care organizations to ensure coordinated care for enrollees. Healthy Options is Washington's managed care program that serves TANF enrollees – There are currently six managed care organizations (MCO) under contract to cover a full array of medical services as well as a limited mental health benefit.

The state requires RSNs and Healthy Options MCOs to work cooperatively to manage enrollees receiving services from both systems in the most efficient and effective way possible. The RSNs and MCOs also coordinate to transition enrollees who have received the maximum mental health services under the benefit administered by the MCOs and are moving to the mental health system to receive their mental health care.

In mid-2009, the Mental Health Division was merged with the Division of Alcohol and Substance Abuse to form the Division of Behavioral Health and Recovery Services (DBHR). All program and policy functions are conducted by DBHR. The administrative functions (includes waiver development, RSN contracting, and External Quality Review and monitoring) are incorporated into DBHR. Both divisions reside in the Department of Social and Health Services (DSHS).

The purpose of this waiver renewal is to continue to:

1) *Promote age, culturally, and linguistically competent coordination of comprehensive mental health services with regionally managed care through Prepaid Inpatient Health Plans (PIHP);*
2) *Provide community mental health rehabilitation services and community psychiatric inpatient care in a seamless manner, providing continuity and integrated care for persons served by the public mental health system; and*
3) *Support recovery and reintegration to the community for persons with mental illness.*

***Mission Statement**: The mission of Washington State's mental health system is to ensure that people of all ages experiencing mental illness can better manage their illness, achieve their personal goals, and live, work and participate in their community.*

The mission of the DBHR is to administer a public mental health system that promotes recovery and resiliency as well as personal and public safety.

We are committed to taking action consistent with these values:

1. *We value the strengths and assets of consumers and their families, and seek to include their participation in decision-making and policy setting.*

2. *We respect and celebrate the cultural and other diverse qualities of each consumer.*
3. *We work in partnership with allied community providers to deliver quality, individualized supports and services.*
4. *We treat people with respect, equality, courtesy and fairness.*

Significant Legislation

The 2008 and 2009 legislatures passed several major bills related to the mental health system. While it is premature to predict the full impact on the mental health system, the bills promote increased public safety, accountability, coordination of care and a culture of recovery.

2008

SHB 2654 *calls for strategies for the development and funding of consumer and family-run services, including possible changes to the state plan and federal waiver via a report to the Legislature by January 2009.*

SB 2674 *will modify credentialing standards for counselors and creates eight new categories for full-credentialed and pre-credentialed health professionals.*

SB 6404 *establishes a process by which the Department can replace a managing entity that voluntarily chooses to no longer continue as the RSN operator and allows for additional entities to serve as an RSN.*

2009

HB 1300 *will provide for access to mental health treatment history information to: (1) law enforcement, (2) public health officials, (3) the Indeterminate Sentencing Review Board, and (4) jail personnel; specifies what information may be released and the purposes for which it may be released.*

HB 1349 *will provide additional grounds to renew court orders for less restrictive treatment.*

HB1373 *will strengthen equitable access to appropriate and effective children's mental health services by including specific mental health professionals who are state regulated to provide mental health services to children, youth and families if properly supervised and reinforces federal early periodic screening, diagnosis and treatment requirements related to the receipt of medically necessary services identified through developmental screening.*

HB 1498 *will expand provisions governing firearms possession by persons who have been involuntarily committed.*

HB 1589 *will require that that the court venue relating to petitions for modification or revocation of conditional release shall be in the county in which the petition is filed.*

***HB 2025** will broaden the instances where by mental health treatment records can be shared without a patient's consent.*

***SB 5433** will allow counties that pass sales and use tax for chemical dependency or mental health treatment services as established in 2005 via SB 5763 to partially and temporarily use those funds to supplant existing funding heretofore prohibited.*

2011

2nd Engrossed 2SHB 1738 Transfers powers, duties, and functions of the Department of Social and Health Services pertaining to the medical assistance program and the Medicaid Purchasing Administration to the State Health Care Authority. This requires the Secretary of the Department of Social and Health Services to enter into agreements with the Director of the state Health Care Authority in order to establish the division of responsibilities between the agencies with respect to mental health, chemical dependency, and long-term care services, including services for people with developmental disabilities.

Stakeholder involvement includes:

- ***The Office of Consumer Partnerships** (OCP), meets quarterly with consumers, families and advocates. Frequent and consistent communication assures an accurate understanding of the points of view of consumers and other family members, which is then incorporated into the workings of the public mental health system. The OCP Director continues to meet with consumer groups to develop yearly work plans. DBHR contracts with family advocacy groups statewide for education and advocacy purposes. These groups are also very visible during the state's legislative session.*

- *The SHB2654 Work Group, composed of consumers and advocates from an across the state, met, with support from TriWest Group, to develop a report that more fully includes consumer and peer organizations as treatment options for mental health consumers. The group also recommended that language recognizing properly credentialed Certified Consumer and Family Run Organizations as eligible providers of Peer Support and select (b)(3) services be incorporated into the waiver, which will be accomplished in the next waiver amendment to allow time for development and dissemination of proposed language.*

- *DBHR supports family and youth voice. The Division of Behavioral Health and Recovery (DBHR) partners with the Mental Health Transformation Grant in supporting a "Family Liaison" who is active across the state in:*
  - *Providing trainings, such as "Parent-Professional Partnerships", trainings on Tribal issues and other community trainings in wraparound services,*
  - *Responding to parents who need help navigating the public mental health system and*
  - *Cataloging services and resources available to parents and children.*

- *This federal fiscal year, DBHR is supporting a number of parent organizations across the state as they expand their reach to parents and work to incorporate youth voice in the development of special projects*

*and activities. "**Washington Dads**" is one such fledgling organization whose model has received national exposure, and recently obtained its 501c3 status.*

- *DBHR provides funding for and helps to organize an annual "**Connector Conference**," for which parent partners have leadership roles in training and supporting parents who are "new" to the public mental health system. "Connector Grants" are awarded for parent-run events and projects. These broad informal networks of parents are available to each other throughout the year.*

- ***Youth 'n Action** is a nationally recognized model for youth empowerment developed in WA that has brought youth leadership squarely into planning for child, youth and family mental health, particularly in regards to youth in transition. In the coming year, Youth'n Action will be supported by DBHR in three pilot sites and will be participating in a statewide strategic planning process for youth voice.*

- *Consumers and family members comprise 51% of the state Mental Health Planning and Advisory Council (MHPAC). This council includes representatives who are advocates for children, adults and older adults with mental illness, RSNs, service providers and representatives of allied systems. The council meets at least eight (8) times a year and actively participates in DBHR planning and evaluation activities.*

- *DBHR, in partnership with the DSHS office of Indian Policy Service and Supports (IPSS), has reinstituted the Tribal Mental Health Workgroup. The purpose of this workgroup is to improve collaboration between DBHR and the Tribes, address policy issues and concerns and to improve tribal mental health services.*

- *Staff of the newly formed Division of Behavioral Health and Recovery staff the co-occurring disorders interagency committee (CODIAC) made up of representatives from state agencies, mental health and chemical dependency providers, and consumers from both systems. This group addresses co-occurring mental illness and substance related disorders, system and treatment issues.*

- *ADSA and/or DBHR meets with the Washington Community Mental Health Council (WCMHC) monthly. This provider organization represents 85% of the community mental health agencies providing services under subcontract with the RSNs. Directors from DBHR, as well as the Secretary of DSHS, members of the Mental Health Transformation Grant and legislative staff as requested. DBHR also receives input from the community mental health agencies that do not belong to the WCMHC but subcontract with the RSNs.*

III. General Description of the Waiver Program

a. Type of Delivery Systems: The State will be entering into the following types of contracts with an MCO, PIHP, or PAHP. The definitions below are taken from federal statute. However, many "other risk" or "non-risk" programs will not fit neatly into these categories (e.g. a PIHP program for a mental health carve out is "other risk," but just checking the relevant items under "2" will not convey that information fully).

1. ___ **Risk-Comprehensive (fully-capitated—MCOs or HIOs):** Risk-comprehensive contracts are generally referred to as fully-capitated and require that the contractor be an MCO or HIO. Comprehensive means that the contractor is at risk for inpatient hospital services and any other mandatory State plan service in section 1905(a), or any three or more mandatory services in that section. References in this preprint to MCOs generally apply to these risk-comprehensive entities. Check either (a) or (b), and within each the items that apply:

   (a)__ The contractor is at-risk for inpatient hospital services and any one of the following services:

   i.___ Outpatient hospital services,
   ii.___ Rural health clinic (RHC) services,
   iii.___ Federally qualified health clinic (FQHC) services,
   iv.___ Other laboratory and X-ray services,
   v.___ Skilled nursing facility (NF) services,
   vi.___ Early periodic screening, diagnosis and treatment (EPSDT) services,
   vii.__ Family planning services,
   viii.__ Physician services, and
   ix.___ Home Health services.

   (b)__ The contractor is at-risk for three or more of the above services ((i) through (ix)). Please mark the services in (a).

2. _X_ **Partial Risk (PIHP/PAHP):** Other risk contracts are those that have a scope of risk that is less than comprehensive. The contractors in these programs are either PIHPs or PAHPs (e.g., a PIHP for mental health/substance abuse). References in this preprint to PIHPs/PAHPs generally apply to these other risk entities. For PIHPs, please check either (a) or (b); if (b) is chosen, please check the services that apply. For PAHPs, please check (b), and indicate the services that apply.

   (a)__ The contractor is a PIHP at-risk for all inpatient hospital services,
   or

   (b)__ The contractor is a PIHP or PAHP at-risk for two or fewer of the below services ((i) through (x)).

   i._X__ Outpatient hospital services,
   PIHPs are responsible for community mental health rehabilitation services.
   ii.___ Rural health clinic (RHC) services,
   iii.___ Federally qualified health clinic (FQHC) services,
   iv.___ Other laboratory and X-ray services,
   v.___ Skilled nursing facility (NF) services,
   vi.___ Early periodic screening, diagnosis and treatment (EPSDT) services,

vii.__ Family planning services,
viii.__ Physician services
ix.___ Home Health services.
x._**X**_ Other: ___ dental
___ transportation
_**X**_ a subset of inpatient hospital services (e.g. only mental health admissions). *PIHPs are responsible for community mental health inpatient admissions.*

3. ___ **Non-risk:** Non-risk contracts involve settlements based on fee-for-service (FFS) costs (e.g., a PIHP contract where the State performs a cost-settlement process at the end of the year). Please provide a brief narrative description of non-risk model, which will be implemented by the State.

4. ___ Other (Please provide a brief narrative description of the model. If the model is an HIO, please modify the entire preprint accordingly):

b. **Geographical Areas of the Waiver Program:** Please indicate the area of the State where the waiver program will be implemented. (Note: If the State wishes to alter the waiver area at any time during the waiver period, an official waiver modification request must be submitted to CMS):

1. _X_ Statewide -- all counties, zip codes, or regions of the State have managed care (Please list in the table below) or

2. ____Other (please list in the table below):

Regardless of whether item 1 or 2 is checked above, in the chart below please list the areas (i.e., cities, counties, and/or regions) and the name and type of entity (MCO, PIHP, PAHP, HIO, or other entity) with which the State will contract:

City/County/Region	Name of Entity*	Type of Entity (MCO, PIHP, PAHP, HIO, or other entity)
Chelan, Douglas	Chelan/ Douglas Regional Support Network	PIHP
Clark	Clark County Regional Support Network	PIHP
Grays Harbor	Grays Harbor Regional Support Network	PIHP
Asotin, Garfield, Klickitat, Kittitas, Yakima, Benton, Franklin, Skamania, Walla Walla, Columbia, Whitman	Greater Columbia Behavioral Health Regional Support Network	PIHP
King	King County Regional Support Network	PIHP
Adams, Grant, Okanogan Stevens, Lincoln, Pend Orielle, Ferry	North Central Regional Support Network	PIHP
Skagit, San Juan, Island,	North Sound Regional Support Network	PIHP

City/County/Region	Name of Entity*	Type of Entity (MCO, PIHP, PAHP, HIO, or other entity)
Snohomish, Whatcom		
Clallam, Jefferson, Kitsap	Peninsula Regional Support Network	PIHP
Cowlitz	Southwest Regional Support Network	PIHP
Pierce	OptumHealth	PIHP
Spokane	Spokane Regional Support Network	PIHP
Thurston, Mason	Thurston Mason Regional Support Network	PIHP
Lewis, Pacific, Wahkiakum	Timberlands Regional Support Network	PIHP

*The State should list the actual names of the contracting entities. Cost-effectiveness data should be submitted for every city/county/region listed here as described in Section D.

- **Requirement for Choice:** Section 1932(a)(3) of the Act and 42 CFR 438.52 require the State to permit individuals to choose from not less than two managed care entities.

1. ___ This model has a choice of managed care entities.
   (a)__ At least one MCO and PCCM (please use the combined PCCM Capitated Waiver Renewal Preprint)
   (b)__ One PCCM system with a choice of two or more Primary Care Case Managers (please use the PCCM Waiver Renewal preprint)
   (c)__ Two or more MCOs
   (d)__ At least one PIHP or PAHP and a combination of the above entities

2. ___ This model is an HIO.

3. ___ The State is opting to use the exception for rural area residents in Section 1932(a)(3) and 42 CFR 438.52(b). Please list the areas of the State in which the rural exception applies:

4. _X_ The State is requesting a waiver of 1902(a)(4) to permit the State to mandate beneficiaries into a single PIHP/PAHP.

   The State mandates enrollment into a single PIHP for each geographic area.

c. **Waiver Population Included:** The waiver program includes the following targeted groups of beneficiaries. Check all items that apply:

1. _X_ Section 1931 Children and Related Poverty Level Populations (TANF/AFDC)

2. _X_ Section 1931 Adults and Related Poverty Level Populations, including pregnant women (TANF/AFDC) .

3. _X_ Blind/Disabled Children and Related Populations (SSI)

4. __X__ Blind/Disabled Adults and Related Populations (SSI)

5. __X__ Aged and Related Populations (Please specify: SSI, QMB Plus, SLMB Plus, and all state buy in.)

6. __X__ Foster Care Children

7. __X__ Title XXI SCHIP - includes an optional group of targeted low income children who are eligible to participate in Medicaid if the State has elected the State Children's Health Insurance Program through Medicaid

8. ___ Other Eligibility Category(ies)/Population(s) Included - If checked, please describe these populations below.

9. __X__ Other Special Needs Populations. Please ensure that any special populations in the waiver outside of the eligibility categories above are listed here (Please explain further in Section F. Special Populations)

   i. ___ Children with special needs due to physical and/ or mental illnesses,
   ii. ___ Older adults,
   iii. ___ Foster care children,
   iv. ___ Homeless individuals,
   v. __X__ Individuals with serious and persistent mental illness and/or substance abuse.
   vi. ___ Non-elderly adults who are disabled or chronically ill with developmental or physical disability, or
   vii. __ Other (please list):

Please see Attachment A.III.d. - Access to Care Standards Eligibility Requirements for Authorization of services for Medicaid eligibles. Access to Care Standards became effective August 1, 2003.

The PIHPs are expected to meet the mental health needs of the consumers they serve. They are encouraged to provide innovative and flexible supports. Services are provided by a community mental health agency that is licensed and/or certified by the state. All services are to be provided by or under the supervision of a mental health professional.

According to 42 CFR 438 Section 2, Definitions, "Health care professional means a physician or any of the following: a podiatrist, optometrist, chiropractor, psychologist, dentist, physician assistant, physical or occupational therapist, therapist assistant, speech-language pathologist, audiologist, registered or practical nurse (including nurse practitioner, clinical nurse specialist, certified registered nurse anesthetist, and certified nurse midwife), licensed certified social worker, registered respiratory therapist, and certified respiratory therapy technician."

The above definition is specific to physical health providers – this waiver describes a managed care system for mental health services, thus the definition of health care professional has been modified in past waiver applications to include the definition mental health professional.

In addition to the definition specified in 42 CFR 438.2, DBHR requests the definition be expanded to include Mental Health Professional and mental health specialists as described in Washington Administrative Code (WAC) 388-865-0150, or its successor under this waiver. This will allow the public mental health system to continue to have qualified staff perform authorization to mental health service, second opinion, grievance and appeal functions appropriate to their scope of practice and experience, and allow the effective use of mental health professionals.

Attachment A.III.d.

Access to Care Standards – 1/1/06

Eligibility Requirements for Authorization of Services for Medicaid Adults & Medicaid Older Adults

Please note: The following standards reflect the authorization criteria that can be applied. The standards should not be applied as continuing stay criteria.

An individual must meet all of the following before being considered for a level of care assignment:
* The individual is determined to have a mental illness. The diagnosis must be included as a covered diagnosis in the list of Covered Adult & Older Adult Disorders. * The individual's impairment(s) and corresponding need(s) must be the result of a mental illness. * The intervention is deemed to be reasonably necessary to improve, stabilize or prevent deterioration of functioning resulting from the presence of a mental illness. * The individual is expected to benefit from the intervention. * The individual's unmet need cannot be more appropriately met by any other formal or informal system or support.

**** = Descriptive Only***

	Level One - Brief Intervention	**Level Two - Community Support**
Goal & Period of Authorization*	Brief Intervention Treatment/short term crisis resolution is necessary for the purpose of strengthening ties within the community, identifying and building on innate strengths of the family and/or other natural supports and preventing the need for long term treatment **OR** long term low intensity treatment is provided allowing a person who has previously received treatment at a higher level of care to maintain their recovery. The period of authorization may be up to six months of care **OR** may be up to twelve months of care when an individual is receiving long term, low intensity treatment.	Longer term treatment is necessary to achieve or maintain stability **OR** requires high intensity treatment to prevent hospitalization, out of home placement and/or decrease the use of other costly services. The period of authorization may be up to six months of care **OR** may be up to twelve months of care as determined by medical necessity and treatment goal(s).

Access to Care Standards – 1/1/06
Eligibility Requirements for Authorization of Services for Medicaid Adults & Medicaid Older Adults

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* The individual is determined to have a mental illness. The diagnosis must be included as a covered diagnosis in the list of Covered Adult & Older Adult Disorders. * The individual's impairment(s) and corresponding need(s) must be the result of a mental illness. * The intervention is deemed to be reasonably necessary to improve, stabilize or prevent deterioration of functioning resulting from the presence of a mental illness. * The individual is expected to benefit from the intervention. * The individual's unmet need cannot be more appropriately met by any other formal or informal system or support.

**** = Descriptive Only***

	Level One - Brief Intervention	**Level Two - Community Support**
Functional Impairment **Must be the result of a mental illness.**	* **Must demonstrate moderate functional impairment in at least one life domain requiring assistance in order to meet the identified need AND-** * **Impairment is evidenced by a Global Assessment of Functioning (GAF) Score of 60 or below.** **Domains include:** * Health & Self-Care, including the ability to access medical, dental and mental health care to include access to psychiatric medications * Cultural Factors * Home & Family Life Safety & Stability * Work, school, daycare, pre-school or other daily activities * Ability to use community resources to fulfill needs	* **Must demonstrate serious functional impairment in at least one life domain requiring assistance in order to meet the identified need AND-** * **Impairment is evidenced by a Global Assessment of Functioning (GAF) Score of 50 or below.** **Domains include:** * Health & Self-Care, including the ability to access medical, dental and mental health care to include access to psychiatric medications * Cultural Factors * Home & Family Life Safety & Stability * Work, school, daycare, pre-school or other daily activities * Ability to use community resources to fulfill needs
Covered Diagnosis	Assessment is provided by or under the supervision of a mental health professional and determines the presence of a covered mental health diagnosis. Special population consultation should be considered. Diagnosis A = Covered Diagnosis B = Covered + One Additional Criteria (See Covered Adult & Older Adult Disorders)	Assessment is provided by or under the supervision of a mental health professional and determines the presence of a covered mental health diagnosis. Special population consultation should be considered. Diagnosis A = Covered Diagnosis B = Covered + One Additional Criteria (See Covered Adult & Older Adult Disorders)

Access to Care Standards – 1/1/06
Eligibility Requirements for Authorization of Services for Medicaid Adults & Medicaid Older Adults

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- * The individual is determined to have a mental illness. The diagnosis must be included as a covered diagnosis in the list of Covered Adult & Older Adult Disorders.
- * The individual's impairment(s) and corresponding need(s) must be the result of a mental illness.
- * The intervention is deemed to be reasonably necessary to improve, stabilize or prevent deterioration of functioning resulting from the presence of a mental illness.
- * The individual is expected to benefit from the intervention.
- * The individual's unmet need cannot be more appropriately met by any other formal or informal system or support.

***** = Descriptive Only***

	Level One - Brief Intervention	**Level Two - Community Support**
Supports & Environment*	May have limited social supports and impaired interpersonal functioning due to mental illness. Individual and natural supports may lack resources or have difficulty accessing entitlements (food, income, coupons, transportation) or available community resources; language and/or cultural factors may pose barriers to accessing services. May be involvement with one or more additional formal systems requiring coordination. Requires treatment to develop supports, address needs and remain in the community.	May have lack of or severely limited natural supports in the community due to mental illness. May be involvement with one or more formal systems requiring coordination in order to achieve goals. Active outreach may be needed to ensure treatment involvement. Situation exceeds the resources of the natural support system.
Minimum Modality Set	Access to the following modalities is based on clinical assessment, medical necessity and individual need. Individuals may be referred for the following treatment: * Brief Intervention Treatment * Medication Management * Psychoeducation * Group Treatment The full scope of available treatment modalities may be provided based on clinical assessment, medical necessity and individual need.	Access to the following modalities is based on clinical assessment, medical necessity and individual need. In addition to the modalities listed in Level of Care One, individuals may be referred for the following treatment: * Individual Treatment * Medication Monitoring * Peer Support The full scope of available treatment modalities may be provided based on clinical assessment, medical necessity and individual need.
Dual Diagnosis	Individuals who have both a covered and a non-covered diagnosis are eligible for service based on the covered diagnosis.	Individuals who have both a covered and a non-covered diagnosis are eligible for service based on the covered diagnosis.

Access to Care Standards – 1/1/06
Eligibility Requirements for Authorization of Services for Medicaid Children & Youth

Please note: The following standards reflect the authorization criteria that can be applied. ***<u>The standards should not be applied as continuing stay criteria.</u>***

An individual must meet all of the following before being considered for a level of care assignment:
* The individual is determined to have a mental illness. The diagnosis must be included as a covered diagnosis in the list of Covered Childhood Disorders. * The individual's impairment(s) and corresponding need(s) must be the result of a mental illness. * The intervention is deemed to be reasonably necessary to improve, stabilize or prevent deterioration of functioning resulting from the presence of a mental illness. * The individual is expected to benefit from the intervention. * The individual's unmet need would not be more appropriately met by any other formal or informal system or support.

**** = Descriptive Only***

	Level One - Brief Intervention	**Level Two - Community Support**
Goal & Period of Authorization*	Brief Intervention Treatment/short term crisis resolution is necessary for the purpose of strengthening ties within the community, identifying and building on innate strengths of the family and/or other natural supports and preventing the need for long term treatment **OR** long term low intensity treatment is provided allowing a person who has previously received treatment at a higher level of care to maintain their recovery. The period of authorization may be up to six months of care **OR** may be up to twelve months of care when an individual is receiving long term, low intensity treatment.	Longer term treatment is necessary to achieve or maintain stability **OR** requires high intensity treatment to prevent hospitalization, out of home placement and/or decrease the use of other costly services. The period of authorization may be up to six months of care **OR** may be up to twelve months of care as determined by medical necessity and treatment goal(s).
Functional Impairment **Must be the result of an emotional disorder or a mental illness.**	* **Must demonstrate moderate functional impairment in at least <u>one</u> life domain requiring assistance in order to meet the identified need AND-** * **<u>Impairment is evidenced by a Children's Global Assessment Scale (CGAS) Score of 60 or below.</u>** (Children under 6 are exempted from CGAS.) **Domains include:** Health & Self-Care, including the ability to access medical, dental and mental health care to include access to psychiatric medications Cultural Factors * Home & Family Life Safety & Stability * Work, school, daycare, pre-school or other daily activities * Ability to use community resources to fulfill needs	* **Must demonstrate severe and persistent functional impairment in at least <u>one</u> life domain requiring assistance in order to meet identified need AND-** * **<u>Impairment is evidenced by a Children's Global Assessment Scale (CGAS) Score of 50 or below.</u>** (Children under 6 are exempted from CGAS.) **Domains include:** Health & Self-Care, including the ability to access medical, dental and mental health care to include access to psychiatric medications Cultural Factors * Home & Family Life Safety & Stability * Work, school, daycare, pre-school or other daily activities * Ability to use community resources to fulfill need

Access to Care Standards – 1/1/06
Eligibility Requirements for Authorization of Services for Medicaid Children & Youth

Please note: The following standards reflect the authorization criteria that can be applied. The standards should not be applied as continuing stay criteria.

An individual must meet all of the following before being considered for a level of care assignment:

* The individual is determined to have a mental illness. The diagnosis must be included as a covered diagnosis in the list of Covered Childhood Disorders.
* The individual's impairment(s) and corresponding need(s) must be the result of a mental illness.
* The intervention is deemed to be reasonably necessary to improve, stabilize or prevent deterioration of functioning resulting from the presence of a mental illness.
* The individual is expected to benefit from the intervention.
* The individual's unmet need would not be more appropriately met by any other formal or informal system or support.

**** = Descriptive Only***

	Level One - Brief Intervention	Level Two - Community Support
Covered Diagnosis	Assessment is provided by or under the supervision of a mental health professional and determines the presence of a covered mental health diagnosis. Consultation with a children's mental health specialist is required. Diagnosis A = Covered Diagnosis B = Covered + One Additional Criteria (See Covered Childhood Disorders)	Assessment is provided by or under the supervision of a mental health professional and determines the presence of a covered mental health diagnosis. Consultation with a children's mental health specialist is required. Diagnosis A = Covered Diagnosis B = Covered + One Additional Criteria (See Covered Childhood Disorders)
Supports & Environment*	Natural support network is experiencing challenges, i.e., multiple stressors in the home; family or caregivers lack resources or have difficulty accessing entitlements (food, income, coupons, transportation) or available community resources; language and/or cultural factors may pose barriers to accessing services. May be involvement with one or more child serving systems requiring coordination.	Significant stressors are present in home environment, i.e., change in custodial adult; out of home placement; abuse or history of abuse; and situation exceeds the resources of natural support system. May be involvement with one or more child serving system requiring coordination.
EPSDT Plan	Level One Services are defined as short-term mental health services for children/families with less severe need. An ISP should be developed and appropriate referrals made. Children eligible for Level One EPSDT services in the 1992 EPSDT plan are included here.	Children eligible for Level Two EPSDT services in the 1992 EPSDT plan are defined as needing longer term, multi-agency services designed to meet the complex needs of an individual child and family. Level Two is authorized for children with multi-system needs or for children who are high utilizers of services from multiple agencies. EPSDT children authorized for this level will be referred to and may require an individual treatment team in accordance with the EPSDT Plan.

Access to Care Standards – 1/1/06
Eligibility Requirements for Authorization of Services for Medicaid Children & Youth

Please note: The following standards reflect the authorization criteria that can be applied. The standards should not be applied as continuing stay criteria.

An individual must meet all of the following before being considered for a level of care assignment:

* The individual is determined to have a mental illness. The diagnosis must be included as a covered diagnosis in the list of Covered Childhood Disorders.
* The individual's impairment(s) and corresponding need(s) must be the result of a mental illness.
* The intervention is deemed to be reasonably necessary to improve, stabilize or prevent deterioration of functioning resulting from the presence of a mental illness.
* The individual is expected to benefit from the intervention.
* The individual's unmet need would not be more appropriately met by any other formal or informal system or support.

***** = *Descriptive Only***

	Level One - Brief Intervention	**Level Two - Community Support**
Minimum Modality Set	**Access to the following modalities is based on clinical assessment, medical necessity and individual need. Individuals may be referred for the following treatment:** * Brief Intervention Treatment * Medication Management * Psychoeducation * Group Treatment * Family Supports The full scope of available treatment modalities may be provided based on clinical assessment, medical necessity and individual need.	**Access to the following modalities is based on clinical assessment, medical necessity and individual need. In addition to the modalities listed in Level of Care One, individuals may be referred for the following treatment:** * Individual Treatment * Medication Monitoring The full scope of available treatment modalities may be provided based on clinical assessment, medical necessity and individual need.
Dual Diagnosis	Individuals who have both a covered and a non-covered diagnosis may be eligible for service based on the covered diagnosis.	Individuals who have both a covered and a non-covered diagnosis may be eligible for service based on the covered diagnosis.

Washington State Medicaid Program
Minimum Covered Diagnoses for Medicaid Adults & Medicaid Older Adults
1/1/06

Washington State defines acutely mentally ill, chronically mental ill adult, seriously disturbed person, and severely emotionally disturbed child in RCW 71.24 and RCW 71.05. The following diagnoses are considered to further interpret the statute criteria in establishing eligibility under the Washington State Medicaid Program. Additional eligibility requirements must be met to qualify for outpatient mental health services. Minimum eligibility requirements for authorization of services for Medicaid Adults and Older Adults are further defined in the Access to Care Standards.

Please note: *The following covered diagnoses must be considered for eligibility.*

DSM-IV-TR CODE	DSM-IV-TR DEFINITION	A = Covered B = Covered with Additional Criteria
	ATTENTION-DEFICIT AND DISRUPTIVE BEHAVIOR DISORDERS	
314.01	Attention-Deficit/Hyperactivity Disorder, Combined type	B
314.00	Attention-Deficit/Hyperactivity Disorder, Predominantly Inattentive Type	B
314.01	Attention-Deficit/Hyperactivity Disorder, Predominantly Hyperactive-Impulsive Type	B
314.9	Attention-Deficit/Hyperactivity Disorder DOS	B
	DEMENTIA	
294.10	Dementia of the Alzheimer's Type, With Early Onset Without Behavioral Disturbance	B
294.11	Dementia of the Alzheimer's Type, With Early Onset With Behavioral Disturbance	B
294.10	Dementia of the Alzheimer's Type, With Late Onset Without Behavioral Disturbance	B
294.11	Dementia of the Alzheimer's Type, With Late Onset With Behavioral Disturbance	B
290.40	Vascular Dementia Uncomplicated	B
290.41	Vascular Dementia With Delirium	B
290.42	Vascular Dementia With Delusions	B
290.43	Vascular Dementia With Depressed Mood	B
294.10	Dementia Due to HIV Disease Without Behavioral Disturbance	B
294.11	Dementia Due to HIV Disease With Behavioral Disturbance	B
294.10	Dementia Due to Head Trauma Without Behavioral Disturbance	B
294.11	Dementia Due to Head Trauma With Behavioral Disturbance	B
294.10	Dementia Due to Parkinson's Disease Without Behavioral Disturbance	B
294.11	Dementia Due to Parkinson's Disease With Behavioral Disturbance	B
294.10	Dementia Due to Huntington's Disease Without Behavioral Disturbance	B
294.11	Dementia Due to Huntington's Disease With Behavioral Disturbance	B
294.10	Dementia Due to Pick's Disease Without Behavioral Disturbance	B
294.11	Dementia Due to Pick's Disease With Behavioral Disturbance	B
294.10	Dementia Due to Creutzfeldt-Jakob Disease Without Behavioral Disturbance	B
294.11	Dementia Due to Creutzfeldt-Jakob Disease With Behavioral Disturbance	B
294.10	Dementia Due to... (*Indicate the General Medical Condition not listed above)* Without Behavioral Disturbance	B
294.11	Dementia Due to... (*Indicate the General Medical Condition not listed above)* With Behavioral Disturbance	B
---.--	Substance-Induced Persisting Dementia (*refer to Substance-related Disorders for substance specific codes)*	B
---.--	Dementia Due to Multiple Etiologies	B
294.8	Dementia NOS	B
	OTHER COGNITIVE DISORDERS	
294.9	Cognitive Disorder NOS	B
	SCHIZOPHRENIA AND OTHER PSYCHOTIC DISORDERS	

DSM-IV-TR CODE	DSM-IV-TR DEFINITION	A = Covered B = Covered with Additional Criteria
295.30	Schizophrenia Paranoid Type	A
295.10	Schizophrenia Disorganized Type	A
295.20	Schizophrenia Catatonic Type	A
295.90	Schizophrenia Undifferentiated Type	A
295.60	Schizophrenia Residual Type	A
295.40	Schizophreniform Disorder	A
295.70	Schizoaffective Disorder	A
297.1	Delusional Disorder	A
298.8	Brief Psychotic Disorder	A
297.3	Shared Psychotic Disorder	A
293.81	Psychotic Disorder Due to *(Indicate the General Medical Condition)* With Delusions	A
293.82	Psychotic Disorder Due to *(Indicate the General Medical Condition)* With Hallucinations	A
298.9	Psychotic Disorder NOS	A
	MOOD DISORDERS **DEPRESSIVE DISORDERS**	
296.21	Major Depressive Disorder Single Episode, Mild	A
296.22	Major Depressive Disorder Single Episode, Moderate	A
296.23	Major Depressive Disorder Single Episode, Severe Without Psychotic Features	A
296.24	Major Depressive Disorder Single Episode, Severe With Psychotic Features	A
296.25	Major Depressive Disorder Single Episode, In Partial Remission	A
296.26	Major Depressive Disorder Single Episode, In Full Remission	A
296.20	Major Depressive Disorder Single Episode, Unspecified	A
296.31	Major Depressive Disorder Recurrent, Mild	A
296.32	Major Depressive Disorder Recurrent, Moderate	A
296.33	Major Depressive Disorder Recurrent, Severe Without Psychotic Features	A
296.34	Major Depressive Disorder Recurrent, Severe With Psychotic Features	A
296.35	Major Depressive Disorder Recurrent, In Partial Remission	A
296.36	Major Depressive Disorder Recurrent, In Full Remission	A
296.30	Major Depressive Disorder Recurrent, Unspecified	A
300.4	Dysthymic Disorder	B
311	Depressive Disorder NOS	B
	BIPOLAR DISORDERS	
296.01	Bipolar I Disorder Single Manic Episode, Mild	A
296.02	Bipolar I Disorder Single Manic Episode, Moderate	A
296.03	Bipolar I Disorder Single Manic Episode, Severe Without Psychotic Features	A
296.04	Bipolar I Disorder Single Manic Episode, Severe With Psychotic Features	A
296.05	Bipolar I Disorder Single Manic Episode, In Partial Remission	A
296.06	Bipolar I Disorder Single Manic Episode, In Full Remission	A
296.00	Bipolar I Disorder Single Manic Episode, Unspecified	A
296.40	Bipolar I Disorder Most Recent Episode Hypomanic	A
296.41	Bipolar I Disorder Most Recent Episode Manic, Mild	A
296.42	Bipolar I Disorder Most Recent Episode Manic, Moderate	A
296.43	Bipolar I Disorder Most Recent Episode Manic, Severe Without Psychotic Features	A
296.44	Bipolar I Disorder Most Recent Episode Manic, Severe With Psychotic Features	A
296.45	Bipolar I Disorder Most Recent Episode Manic, In Partial Remission	A
296.46	Bipolar I Disorder Most Recent Episode Manic, In Full Remission	A
296.40	Bipolar I Disorder Most Recent Episode Manic, Unspecified	A
296.61	Bipolar I Disorder Most Recent Episode Mixed, Mild	A

DSM-IV-TR CODE	DSM-IV-TR DEFINITION	A = Covered B = Covered with Additional Criteria
296.62	Bipolar I Disorder Most Recent Episode Mixed, Moderate	A
296.63	Bipolar I Disorder Most Recent Episode Mixed, Severe Without Psychotic Features	A
296.64	Bipolar I Disorder Most Recent Episode Mixed, Severe With Psychotic Features	A
296.65	Bipolar I Disorder Most Recent Episode Mixed, In Partial Remission	A
296.66	Bipolar I Disorder Most Recent Episode Mixed, In Full Remission	A
296.60	Bipolar I Disorder Most Recent Episode Mixed, Unspecified	A
296.51	Bipolar I Disorder Most Recent Episode Depressed, Mild	A
296.52	Bipolar I Disorder Most Recent Episode Depressed, Moderate	A
296.53	Bipolar I Disorder Most Recent Episode Depressed, Severe Without Psychotic Features	A
296.54	Bipolar I Disorder Most Recent Episode Depressed, Severe With Psychotic Features	A
296.55	Bipolar I Disorder Most Recent Episode Depressed, In Partial Remission	A
296.56	Bipolar I Disorder Most Recent Episode Depressed, In Full Remission	A
296.50	Bipolar I Disorder Most Recent Episode Depressed, Unspecified	A
296.7	Bipolar I Disorder Most Recent Episode Unspecified	A
296.89	Bipolar II Disorder	A
301.13	Cyclothymic Disorder	B
296.80	Bipolar Disorder NOS	A
296.90	Mood Disorder NOS	B
	ANXIETY DISORDERS	
300.01	Panic Disorder Without Agoraphobia	B
300.21	Panic Disorder With Agoraphobia	B
300.22	Agoraphobia Without History of Panic Disorder	B
300.29	Specific Phobia	B
300.23	Social Phobia	B
300.3	Obsessive-Compulsive Disorder	B
309.81	Posttraumatic Stress Disorder	A
308.3	Acute Stress Disorder	A
300.02	Generalized Anxiety Disorder	B
300.00	Anxiety Disorder NOS	B
	SOMATOFORM DISORDERS	
300.81	Somatization Disorder	B
300.82	Undifferentiated Somatoform Disorder	B
300.11	Conversion Disorder	B
307.80	Pain Disorder Associated With Psychological Factors	B
307.89	Pain Disorder Associated With Both Psychological Factors and a General Medical Condition	B
300.7	Hypochondriasis	B
300.7	Body Dysmorphic Disorder	B
300.82	Somatoform Disorder NOS	B
	FACTITIOUS DISORDERS	
300.16	Factitious Disorder With Predominantly Psychological Signs and Symptoms	B
300.19	Factitious Disorder With Predominantly Physical Signs and Symptoms	B
300.19	Factitious Disorder With Combined Psychological and Physical Signs and Symptoms	B
300.19	Factitious Disorder NOS	B
	DISSOCIATIVE DISORDERS	
300.12	Dissociative Amnesia	B
300.13	Dissociative Fugue	B
300.14	Dissociative Identity Disorder	B
300.6	Depersonalization Disorder	B

DSM-IV-TR CODE	DSM-IV-TR DEFINITION	A = Covered B = Covered with Additional Criteria
300.15	Dissociative Disorder NOS	B
	SEXUAL AND GENDER IDENTITY DISORDERS	
	EATING DISORDERS	
307.1	Anorexia Nervosa	B
307.51	Bulimia Nervosa	B
307.50	Eating Disorder NOS	B
	ADJUSTMENT DISORDERS	
309.0	Adjustment Disorder With Depressed Mood	B
309.24	Adjustment Disorder With Anxiety	B
309.28	Adjustment Disorder With Mixed Anxiety and Depressed Mood	B
309.3	Adjustment Disorder With Disturbance of Conduct	B
309.4	Adjustment Disorder With Mixed Disturbance of Emotions and Conduct	B
309.9	Adjustment Disorder Unspecified	B
	PERSONALITY DISORDERS	
301.0	Paranoid Personality Disorder	B
301.20	Schizoid Personality Disorder	B
301.22	Schizotypal Personality Disorder	B
301.7	Antisocial Personality Disorder	B
301.83	Borderline Personality Disorder	B
301.50	Histrionic Personality Disorder	B
301.81	Narcissistic Personality Disorder	B
301.82	Avoidant Personality Disorder	B
301.6	Dependent Personality Disorder	B
301.4	Obsessive-Compulsive Personality Disorder	B
301.9	Personality Disorder NOS	B

Additional Criteria for Diagnosis B

An individual with a "B" diagnosis must meet **at least one** of the following criteria to be considered for a level of care placement decision. Behaviors/symptoms must be the result of a mental illness.

* High Risk Behavior demonstrated during the previous ninety days – aggressive and/or dangerous, puts self or others at risk of harm, is at risk of grave disability, is at risk of psychiatric hospitalization or at risk of loss of current placement due to the symptoms of a mental illness
* Two or more hospital admissions due to a mental health diagnosis during the previous two years
* Psychiatric hospitalization or residential treatment due to a mental health diagnosis of more than six months duration in the previous year **OR** is currently being discharged from a psychiatric hospitalization
* Received public mental health treatment on an outpatient basis within the PIHP system during the previous ninety days and will deteriorate if services are not resumed (crisis intervention is not considered outpatient treatment).

Washington State Medicaid Program
Minimum Covered Diagnoses for Medicaid Children & Youth
1/1/06

Washington State defines acutely mentally ill, chronically mental ill adult, seriously disturbed person, and severely

emotionally disturbed child in RCW 71.24 and RCW 71.05. The following diagnoses are considered to further interpret the statute criteria in establishing eligibility under the Washington State Medicaid Program. Additional eligibility requirements must be met to qualify for outpatient mental health services. Minimum eligibility requirements for authorization of services for Medicaid Children and Youth are further defined in the Access to Care Standards.

Please note: *The following covered diagnoses must be considered for coverage.*

DSM-IV-TR CODE	DSM-IV-TR DEFINITION	A = Covered B = Covered with Additional Criteria
	ATTENTION-DEFICIT AND DISRUPTIVE BEHAVIOR DISORDERS	
314.01	Attention-Deficit/Hyperactivity Disorder, Combined type	B
314.00	Attention-Deficit/Hyperactivity Disorder, Predominantly Inattentive Type	B
314.01	Attention-Deficit/Hyperactivity Disorder, Predominantly Hyperactive-Impulsive Type	B
314.9	Attention-Deficit/Hyperactivity Disorder DOS	B
312.81	Conduct Disorder, Childhood-Onset Type	B
312.82	Conduct Disorder, Adolescent-Onset Type	B
312.89	Conduct Disorder, Unspecified Onset	B
313.81	Oppositional Defiant Disorder	B
312.9	Disruptive Behavior Disorder NOS	B
	OTHER DISORDERS OF INFANCY, CHILDHOOD, OR ADOLESCENCE	
309.21	Separation Anxiety Disorder	A
313.23	Selective Mutism	B
313.89	Reactive Attachment Disorder of Infancy or Early Childhood	B
307.3	Stereotypical Movement Disorder	B
313.9	Disorder of Infancy, Childhood, or Adolescence NOS	B
	SCHIZOPHRENIA AND OTHER PSYCHOTIC DISORDERS	
295.30	Schizophrenia Paranoid Type	A
295.10	Schizophrenia Disorganized Type	A
295.20	Schizophrenia Catatonic Type	A
295.90	Schizophrenia Undifferentiated Type	A
295.60	Schizophrenia Residual Type	A
295.40	Schizophreniform Disorder	A
295.70	Schizoaffective Disorder	A
297.1	Delusional Disorder	A
298.8	Brief Psychotic Disorder	A
297.3	Shared Psychotic Disorder	A
293.81	Psychotic Disorder Due to *(Indicate the General Medical Condition)* With Delusions	A
293.82	Psychotic Disorder Due to *(Indicate the General Medical Condition)* With Hallucinations	A
298.9	Psychotic Disorder NOS	A

	MOOD DISORDERS	
	DEPRESSIVE DISORDERS	
296.22	Major Depressive Disorder Single Episode, Moderate	A
296.23	Major Depressive Disorder Single Episode, Severe Without Psychotic Features	A
296.24	Major Depressive Disorder Single Episode, Severe With Psychotic Features	A
296.25	Major Depressive Disorder Single Episode, In Partial Remission	A
296.26	Major Depressive Disorder Single Episode, In Full Remission	A
296.20	Major Depressive Disorder Single Episode, Unspecified	A
296.31	Major Depressive Disorder Recurrent, Mild	A

296.32	Major Depressive Disorder Recurrent, Moderate	A
296.33	Major Depressive Disorder Recurrent, Severe Without Psychotic Features	A
296.34	Major Depressive Disorder Recurrent, Severe With Psychotic Features	A
296.35	Major Depressive Disorder Recurrent, In Partial Remission	A
296.36	Major Depressive Disorder Recurrent, In Full Remission	A
296.30	Major Depressive Disorder Recurrent, Unspecified	A
300.4	Dysthymic Disorder	A
311	Depressive Disorder NOS	A
	BIPOLAR DISORDERS	
296.01	Bipolar I Disorder Single Manic Episode, Mild	A
296.02	Bipolar I Disorder Single Manic Episode, Moderate	A
296.03	Bipolar I Disorder Single Manic Episode, Severe Without Psychotic Features	A
296.04	Bipolar I Disorder Single Manic Episode, Severe With Psychotic Features	A
296.05	Bipolar I Disorder Single Manic Episode, In Partial Remission	A
296.06	Bipolar I Disorder Single Manic Episode, In Full Remission	A
296.00	Bipolar I Disorder Single Manic Episode, Unspecified	A
296.40	Bipolar I Disorder Most Recent Episode Hypomanic	A
296.41	Bipolar I Disorder Most Recent Episode Manic, Mild	A
296.42	Bipolar I Disorder Most Recent Episode Manic, Moderate	A
296.43	Bipolar I Disorder Most Recent Episode Manic, Severe Without Psychotic Features	A
296.44	Bipolar I Disorder Most Recent Episode Manic, Severe With Psychotic Features	A
296.45	Bipolar I Disorder Most Recent Episode Manic, In Partial Remission	A
296.46	Bipolar I Disorder Most Recent Episode Manic, In Full Remission	A
296.40	Bipolar I Disorder Most Recent Episode Manic, Unspecified	A
296.61	Bipolar I Disorder Most Recent Episode Mixed, Mild	A
296.62	Bipolar I Disorder Most Recent Episode Mixed, Moderate	A
296.63	Bipolar I Disorder Most Recent Episode Mixed, Severe Without Psychotic Features	A
296.64	Bipolar I Disorder Most Recent Episode Mixed, Severe With Psychotic Features	A
296.65	Bipolar I Disorder Most Recent Episode Mixed, In Partial Remission	A
296.66	Bipolar I Disorder Most Recent Episode Mixed, In Full Remission	A
296.60	Bipolar I Disorder Most Recent Episode Mixed, Unspecified	A
296.51	Bipolar I Disorder Most Recent Episode Depressed, Mild	A
296.52	Bipolar I Disorder Most Recent Episode Depressed, Moderate	A
296.53	Bipolar I Disorder Most Recent Episode Depressed, Severe Without Psychotic Features	A
296.54	Bipolar I Disorder Most Recent Episode Depressed, Severe With Psychotic Features	A
296.55	Bipolar I Disorder Most Recent Episode Depressed, In Partial Remission	A
296.56	Bipolar I Disorder Most Recent Episode Depressed, In Full Remission	A
296.50	Bipolar I Disorder Most Recent Episode Depressed, Unspecified	A
296.7	Bipolar I Disorder Most Recent Episode Unspecified	A
296.89	Bipolar II Disorder	A
301.13	Cyclothymic Disorder	B
296.80	Bipolar Disorder NOS	A
296.90	Mood Disorder NOS	A
	ANXIETY DISORDERS	
300.01	Panic Disorder Without Agoraphobia	A
300.21	Panic Disorder With Agoraphobia	A
300.22	Agoraphobia Without History of Panic Disorder	A
300.29	Specific Phobia	B
300.23	Social Phobia	B
300.3	Obsessive-Compulsive Disorder	A
309.81	Posttraumatic Stress Disorder	A
308.3	Acute Stress Disorder	A
300.02	Generalized Anxiety Disorder	A

300.00	Anxiety Disorder NOS	A
	SOMATOFORM DISORDERS	
300.81	Somatization Disorder	B
300.82	Undifferentiated Somatoform Disorder	B
300.11	Conversion Disorder	B
307.80	Pain Disorder Associated With Psychological Factors	B
307.89	Pain Disorder Associated With Both Psychological Factors and a General Medical Condition	B
300.7	Hypochondriasis	B
300.7	Body Dysmorphic Disorder	B
300.82	Somatoform Disorder NOS	B
	FACTITIOUS DISORDERS	
300.16	Factitious Disorder With Predominantly Psychological Signs and Symptoms	B
300.19	Factitious Disorder With Predominantly Physical Signs and Symptoms	B
300.19	Factitious Disorder With Combined Psychological and Physical Signs and Symptoms	B
300.19	Factitious Disorder NOS	B
	DISSOCIATIVE DISORDERS	
300.12	Dissociative Amnesia	B
300.13	Dissociative Fugue	B
300.14	Dissociative Identity Disorder	B
300.6	Depersonalization Disorder	B
300.15	Dissociative Disorder NOS	B
	SEXUAL AND GENDER IDENTITY DISORDERS	
	EATING DISORDERS	
307.1	Anorexia Nervosa	B
307.51	Bulimia Nervosa	B
307.50	Eating Disorder NOS	B
	ADJUSTMENT DISORDERS	
309.0	Adjustment Disorder With Depressed Mood	B
309.24	Adjustment Disorder With Anxiety	B
309.28	Adjustment Disorder With Mixed Anxiety and Depressed Mood	B
309.3	Adjustment Disorder With Disturbance of Conduct	B
309.4	Adjustment Disorder With Mixed Disturbance of Emotions and Conduct	B
309.9	Adjustment Disorder Unspecified	B
	PERSONALITY DISORDERS	
301.0	Paranoid Personality Disorder	B
301.20	Schizoid Personality Disorder	B
301.22	Schizotypal Personality Disorder	B
301.7	Antisocial Personality Disorder	B
301.83	Borderline Personality Disorder	B
301.50	Histrionic Personality Disorder	B
301.81	Narcissistic Personality Disorder	B
301.82	Avoidant Personality Disorder	B
301.6	Dependent Personality Disorder	B
301.4	Obsessive-Compulsive Personality Disorder	B
301.9	Personality Disorder NOS	B

Additional Criteria for Diagnosis B

An individual with a "B" diagnosis must meet **at least one** of the following criteria to be considered for a level of care placement decision. Behaviors/symptoms must be the result of a mental illness.

[Please note: CGAS is generally not considered valid for children under the age of six. The DC03 may be

substituted. Children under six are exempted from Axis V scoring. Very young children in need of mental health care may not readily fit diagnostic criteria. The degree of functional impairment related to the symptoms of an emotional disorder or mental illness should determine eligibility. Functional impairment for very young children is described in the last bullet.]

- High Risk Behavior demonstrated during the previous ninety days – aggressive and/or dangerous, puts self or others at risk of harm, is at risk of severe functional deterioration, is at risk of hospitalization or at risk of loss of current placement due to mental illness or at risk of out of home placement due to the symptoms of an emotional disorder or mental illness
- At risk of escalating symptoms due to repeated physical or sexual abuse or neglect and there is significant impairment in the adult caregiver's ability to adequately address the child's needs.
- Two or more hospital admissions due to a mental health diagnosis during the previous two years
- Psychiatric hospitalization or residential treatment due to a mental health diagnosis of more than six months duration in the previous year **OR** is currently being discharged from a psychiatric hospitalization
- Received public mental health treatment on an outpatient basis within the PIHP system during the previous ninety days and will deteriorate if services are not resumed (crisis intervention is not considered outpatient treatment)
- <u>Child is under six years of age</u> and there is a severe emotional abnormality in the child's overall functioning as indicated by one of the following:
    1. Atypical behavioral patterns as a result of an emotional disorder or mental illness (odd disruptive or dangerous behavior which is aggressive, self injurious, or hypersexual; display of indiscriminate sociability/excessive familiarity with strangers).
    2. Atypical emotional response patterns as a result of an emotional disorder or mental illness which interferes with the child's functioning (e.g. inability to communicate emotional needs; inability to tolerate age-appropriate frustrations; lack of positive interest in adults and peers or a failure to initiate or respond to most social interaction; fearfulness or other distress that doesn't respond to comfort from caregivers).

End of Attachment A.III.d.

d. Excluded Populations: The following enrollees will be excluded from participation in the waiver:

1. _X_ Have Medicare coverage, except for purposes of Medicaid-only services (pure QMB, pure SLMB, expanded SLMB, qualified disables and working individuals[QDWI]);

2. ___ Have medical insurance other than Medicaid;

3. ___ are residing in a nursing facility;

4. _X_ are residing in an Intermediate Care Facility for the Mentally Retarded (ICF/MR);

5. ___ are enrolled in another Medicaid managed care program;

6. ___ have an eligibility period that is less than 3 months;

7. _X_ are in a poverty level eligibility category for pregnant women.

Women who are eligible for family planning services only have a S program code matched with either a P or a Z.

8. ___ are American Indian or Alaskan Native;

9. ___ participate in a home and community-based waiver;

10. __ receive services through the State's Title XXI CHIP program;

11.__ have an eligibility period that is only retroactive;

12. _X_are included under the State's definition of Special Needs Populations. Please ensure that any special populations excluded from the waiver in the eligibility categories in l. above are listed here (Please explain further in Section F. Special Populations if necessary);
   - i. ___ Children with special needs due to physical and/ or mental illnesses,
   - ii. ___ Older adults,
   - iii. ___ Foster care children,
   - iv. _X_ Homeless individuals *for whom no Medicaid reimbursement is received*,
   - v. ___ Individuals with serious and persistent mental illness and/or substance abuse,
   - vi. ___Non-elderly adults who are disabled or chronically ill with developmental or physical disability, or
   - vii. _X_Other (please list): *The following client groups are excluded from the capitation system and their mental health services are paid through other means:*

   - *Residents of state psychiatric hospitals;*
   - *Children in the Children's Long Term Inpatient Program;*
   - *Persons enrolled in the Program for All Inclusive Care for the Elderly (PACE) program; and*
   - *Persons enrolled in the Washington Medicaid Integration Partnership (WMIP) – WMIP enrollees may "opt out" of the program and continue to receive mental health services from the Regional Support Network.*

13. __ have other qualifications which the State may exclude enrollees from participating under the waiver program. Please explain those reasons below:

e. **Automated Data Processing:** Federal approval of this waiver request does not obviate the need for the State to comply with the Federal automated data processing systems approval requirements described in 42 CFR Part 433, Subpart C, 45 CFR Part 95, Subpart F, and Part 11 of the State Medicaid Manual.

f. **Independent Assessment:** The State will arrange for an Independent Assessment of the cost-effectiveness of the waiver and its impact on enrollee access to care of adequate quality. The Independent Assessment is required for at least the first two waiver periods. **This assessment is**

to be submitted to CMS at least 3 months prior to the end of the waiver period. [Please refer to SMM 2111 and CMS's "Independent Assessment: Guidance to States" for more information]. Please check one of the following:

1. ___ This is the first or second renewal of the waiver. An Independent Assessment has been completed and submitted to CMS as required.

2. _X_ Independent Assessments have been completed and submitted for the first two waiver periods. The State is requesting that it not be required to arrange for additional Independent Assessments unless CMS finds reasons to request additional evaluations as a result of this renewal request. In these instances, CMS will notify the State that an Independent Assessment is needed in the waiver approval letter.

IV. Program Impact

In the following informational sections, please complete the required information to describe your program.

a. Marketing including indirect MCO/PIHP/PAHP marketing (e.g., radio and TV advertising for the MCO/PIHP/PAHP in general) and direct MCO/PIHP/PAHP marketing (e.g., direct mail to Medicaid beneficiaries). *Information to Medicaid enrollees (i.e., member handbooks), is provided by DBHR as the Washington Public Mental Health Benefits Booklet For People Enrolled in Medicaid (MHBB) at http://www.dshs.wa.gov/dbhr/mhmedicaidbenefit.shtml. It is offered to every Medicaid Enrollee at Intake.*

Previous Waiver Period

1. ___ [Required for all elements checked in the previous waiver submittal] Please describe how often and through what means the State monitored compliance with its marketing requirements, as well as results of the monitoring. [Reference: items A.III.a.1-7 of 1999 initial preprint; as applicable in 1995 preprint, or items A.III.a Upcoming Waiver Period of 1999 Waiver Renewal preprint].

Upcoming Waiver Period Please describe the waiver program for the upcoming two-year period.

1._X_ The State does not permit direct or indirect MCO//PIHP/PAHP marketing (go to item "b. Enrollment/Disenrollment")
2.___ The State permits indirect MCO/PIHP/PAHP marketing (e.g., radio and TV advertising for the MCO/PIHP/PAHP in general). Please list types of indirect marketing permitted.
3.___ The State permits direct MCO/PIHP/PAHP marketing (e.g., direct mail to Medicaid beneficiaries). Please list types of direct marketing permitted.

Please describe the State's procedures regarding direct and indirect marketing by answering the following questions and/or referencing contract provisions or Requests for Proposals, if

applicable.

4.___ The State prohibits or limits MCOs/PIHPs/PAHPs from offering gifts or other incentives to potential enrollees. Please explain any limitation/prohibition and how the State monitors this:

5.___ The State permits MCOs/PIHP/PAHPs to pay their marketing representatives based on the number of new Medicaid enrollees he/she recruited into the plan. Please explain how the State monitors marketing to ensure it is not coercive or fraudulent:

6.___ The State requires MCO/PIHP/PAHP marketing materials to be translated into the languages listed below (If the State does not translate enrollee materials, please explain):

The State has chosen these languages because (check those that apply):

i. __ The languages comprise all prevalent languages in the MCO/PIHP/PAHP service area.

ii.__ The languages comprise all languages in the MCO/PIHP/PAHP service area spoken by approximately ___ percent or more of the population.

iii.__ Other (please explain):

7.___ The State requires MCO/PIHP/PAHP marketing materials to be translated into alternative formats for those with visual impairments.

8. **Required Marketing Elements**: Listed below is a description of requirements that the State must meet under the waiver program (items a through g). If an item is not checked, please explain why.

Marketing requirements do not apply for the following reasons:

- *The state provides an enrollment handbook to all eligible Medicaid clients.*
- *Enrollment in this waiver program is mandatory and automatic for Medicaid eligibles. There is no disenrollment.*
- *RSNs must serve all enrollees who meet medical necessity including Access to Care Standards*
- *There is a single PIHP for each geographical area.*

The State:

(a)__ Ensures that all marketing materials are prior approved by the State

(b)__ Ensures that marketing materials do not contain false or misleading information

(c)__ Consults with the Medical Care Advisory Committee (or subcommittee) in the review of marketing materials

(d)__ Ensures that the MCO/PIHP/PAHP distributes marketing materials to its entire service area

(e)__ Ensures that the MCO/PIHP/PAHP does not offer the sale of any other type of insurance product as an enticement to enrollment.

(f)___ Ensures that the MCO/PIHP/PAHP does not conduct directly or indirectly, door-to-door, telephonic, or other forms of "cold-call" marketing.

(g)__ Ensures that the MCO/PIHP/PAHP does not discriminate against individuals eligible to be covered under the contract on the basis of health status or need of health services.

b. Enrollment/Disenrollment:

Previous Waiver Period

1. [Required for all elements checked in the previous waiver submittal] Please provide a description of how often and through what means the State has monitored compliance with Enrollment/Disenrollment requirements. Please include the results from those monitoring efforts for the previous waiver period. (Reference items A.III.b of the 1999 initial preprint; items A.8, 9, 17(g-j), 20, and 22 of 1995 preprint; items A.III.b Upcoming Waiver Period of 9/23/99 Waiver Renewal).

Disenrollment has been waived for the community mental health program beginning in August 2003. The state has mandatory enrollment and does not operate an alternate fee-for-service system. All areas of the state are covered by the Waivered mental health managed care program.

Upcoming Waiver Period - Please describe the State's enrollment process for MCOs/PIHPs/PAHPs by checking the applicable items below.

1. ___ **Outreach:** The State conducts outreach to inform potential enrollees, providers, and other interested parties of the managed care program (e.g., media campaigns, subcontracting with community-based organizations or out stationed eligibility workers). Please describe the outreach process, and specify any special efforts made to reach and provide information to special populations included in the waiver program:

2.___ **Administration of Enrollment Process**:

(a)__ State staffs conduct the enrollment process.

(b)__ The State contracts with an independent contractor(s) (i.e., enrollment broker) to conduct the enrollment process and related activities. The State must request the authority in 1915(b)(2) in Section A.I.b.1. (Refer to Section 2105 of the State Medicaid Manual)

i. Broker name: ___________________
ii. Procurement method:
(A). ____Competitive
(B). ____Sole source
iii. Please list the functions that the contractor will perform:

(c)__ State allows MCOs/PIHPs/PAHPs to enroll beneficiaries. Please describe the process and the State's monitoring.

3. **Enrollment Requirement:** Enrollment in the program is:

(a)_X_ Mandatory for populations in Section A.III.c.

(b)__ Voluntary -- See Cost-effectiveness Section D introduction for instructions on inclusion of costs and enrollment numbers (please describe populations for whom it will be voluntary):

(c)___ Other (please describe):

4. **Enrollment:**

(a)__ The State will make counseling regarding their MCO/PIHP/PAHP choices prior to the selection of their plan available to potential enrollees. Please describe location and accessibility of sites for face-to-face meetings and availability of telephone access to enrollment selection counseling staff, the counseling process, and information provided to potential enrollees.

(b)__ Enrollment selection counselors will have information and training to assist special populations and persons with special health care needs in selecting appropriate MCO/PIHPs/PAHPs and providers based on their medical needs. Please describe.

(c)__ Enrollees will notify the State/enrollment broker of their choice of plan by:
i. ___ mail
ii.___ phone
iii.___ in person at ____
iv.___ other (please describe):

(d) **NA - mandatory enrollment** [Required] There will be an open enrollment period during which the MCO/PIHP/PAHP will accept individuals who are eligible to enroll. Please describe how long the open enrollment period is and how often beneficiaries are offered open enrollment. Please note if the open enrollment period is continuous (i.e., there is no enrollment lock-in period).

(e)__ Newly eligible beneficiaries will receive initial notification of the requirement to enroll into the program. Please describe the initial notification process.

(f)___ Mass enrollments are expected. Please describe the initial enrollment time frames or phase-in requirements:

(g)__ If a potential enrollee does not select a plan within the given time frame, the potential enrollee will be auto-assigned or default assigned to a plan.

i. Potential enrollees will have____days/month(s) to choose a plan.

ii. Please describe the auto-assignment process and/or algorithm. What factors are considered? Does the auto-assignment process assign persons with special health care needs to an MCO/PIHP/PAHP that includes their current provider or to an MCO/PIHP/PAHP that is capable of serving their particular needs?

(h)__ The State provides guaranteed eligibility of ____ months for all MCO enrollees under the State plan. How and at which point(s) in time are potential enrollees notified of this?

(i)__ The State allows otherwise mandated beneficiaries to request exemption from enrollment in an MCO/PIHP/PAHP. Please describe the circumstances under which an enrollee would be eligible for exemption from enrollment. In addition, please describe the exemption process:

5. **Disenrollment:**

(a)__ The State allows enrollees to disenroll from/transfer between MCOs/PIHPs/PAHPs.

i. ___ Enrollee submits request to State

ii. ___ Enrollee submits request to MCO/PIHP/PAHP. The plan may approve the request, or refer it to the State plan may not disapprove the request).

iii. ___ Enrollee must seek redress through MCO/PIHP/PAHP grievance procedure before determination will be made on disenrollment request

iv. ___ [Required] Regardless of whether plan or State makes determination, determination must be made no later than the first day of the second month following the month in which the enrollee or plan files the request. If determination is not made within this time frame, the request is deemed approved.

(b)_X_ The State does not allow enrollees to disenroll from the only available PIHP/PAHP.

(c)__ The State monitors and tracks disenrollments and transfers between MCOs/PIHPs/PAHPs. Please describe the tracking and analysis:

(d)__ The State has a lock-in period of ____ months (up to 12 months permitted). If so, the following are required:

i.___ MCO/PIHP/PAHP enrollees must be permitted to disenroll without cause within the first 90 days of each enrollment period with each MCO/PIHP/PAHP.

ii.___ MCO/PIHP/PAHP enrollees must be notified of their ability to disenroll or change MCOs/PIHPs/PAHPs at the end of their enrollment period at least 60 days before the end of that period.

iii.___ MCO/PIHP/PAHP enrollees who have the following good cause reasons

for disenrollment are allowed to disenroll during the lock-in period:

A. __ [Required] Enrollee moves out of plan area
B. __ [Required] Plan does not, because of moral or religious objections, cover the service the enrollee seeks
C. __ [Required] Enrollee needs related services; not all services available in network, and enrollee's provider determines that receiving services separately would subject enrollee to unnecessary risk
D. __ [Required] Poor quality of care
E. __ [Required] Lack of access to covered services
F. __ [Required] Lack of access to providers experienced in dealing with enrollee's health care needs
G. ___ Other: (please list)

iv. __ [Required] Ensure access to State fair hearing process for any enrollee dissatisfied with determination that there is not good cause for disenrollment.

(e)__ The State does not have a lock-in, and enrollees in MCOs/PIHPs/PAHPs are allowed to terminate or change their enrollment without cause at any time.

(f) __ [Optional] A beneficiary who is disenrolled from an MCO/PIHP/PAHP solely due to loss of eligibility for two months or less may be automatically re-enrolled with the same MCO/PIHP/PAHP.

6. **MCO/PIHP/PAHP Disenrollment of Enrollees**: If the State permits MCOs/PIHPs/PAHPs to request disenrollment of enrollees, please check items below that apply:

(a)__ [Required] The MCO/PIHP/PAHP can request to disenroll or transfer enrollment of an enrollee to another plan. If so, it is important that reasons for reassignment are not discriminatory in any way -- including adverse change in an enrollee's health status, utilization of medical services, diminished mental capacity, and non-compliant behavior for individuals with mental health and substance abuse diagnoses -- against the enrollee. Please describe the reasons for which the MCO/PIHP/PAHP can request reassignment of an enrollee:

(b)__ The State reviews and approves all MCO/PIHP/PAHP-initiated requests for enrollee transfers or disenrollments.

(c)__ If the reassignment is approved, the State notifies the enrollee in a direct and timely manner of the desire of the MCO/PIHP/PAHP to remove the enrollee from its membership.

(d)__ The enrollee remains a member of the MCO/PIHP/PAHP until another MCO/PIHP/PAHP is chosen or assigned.

c. Entity Type Or Specific Waiver Requirements

Upcoming Waiver Period -- Please describe the entity type or specific waiver requirements for the upcoming two-year period.

1. _X_ **Required MCO/PIHP/PAHP Elements:** MCOs/PIHPs/PAHPs will be required to comply with all applicable federal statutory and regulatory requirements, including those in Section 1903(m) and 1932 of the Act, and 42 CFR Parts 434 and 438 et seq. *Unless waived*

2. **Required Elements Relating to Waiver under Section 1915(b)(4):** If the State is requesting authority under Section 1915(b)(4) of the Social Security Act, please mark the items that the State is in compliance with:

3.

(a) _X_ The State believes that the requirements of section 1915(b)(4) of the Act are met for the following reasons:

i. _X_ Although the organization of the service delivery and payment mechanism for that service are different from the current system, the standards for access and quality of services are the same or more rigorous than those in your State's Medicaid State Plan.

Note: The state's current mental health system is administered via a managed care program; the standards for access and quality of services meet the same degree of rigor that is contained in the State's Medicaid State Plan.

ii. _X_ MCO/PIHP/PAHP must provide or arrange to provide for the full range of Medicaid services to be provided under the waiver.

iii. _X_ MCO/PIHP/PAHP must agree to accept as payment the reimbursement rate set by the State as payment in full.

iv. ___ Per 42 CFR 431.55(f)(2)(i), enrollees residing at a long term care facility are not subject to a restriction of freedom of choice based on this waiver authority unless the State arranges for reasonable and adequate enrollee transfer.

v. _X_ There are no restrictions that discriminate among classes of providers on grounds unrelated to their demonstrated effectiveness and efficiency in providing services.

3. The State has selected/will select the MCOs/PIHPs/PAHPs that will operate under the waiver in the following manner:

(a) The State has used/will use a competitive procurement process. Please describe.

(b)__ The State has used/will use an open cooperative procurement process in which any qualifying MCO/PIHP/PAHP may participate that complies with federal procurement requirements and 45 CFR Section 74.

(c) **X** The State has not used a competitive or open procurement process. Please explain how the State's selection process is consistent with federal procurement regulations, including 45 CFR Section 74.43 which requires States to conduct all procurement transactions in a manner to provide to the maximum extent practical, open and free competition.

4. **X** Per Section 1932(d) of the Act and 42 CFR 438.58, the State has conflict of interest safeguards with respect to its officers and employees who have responsibilities related to MCO/PIHP/PAHP contracts and the default enrollment process established for MCOs/PIHPs/PAHPs.

d. Services
Previous Waiver Period

1. **X** [Required for all elements checked in the previous waiver submittal] Please provide a description of how often and through what means the State has monitored compliance with service provision requirements. Please include the results from those monitoring efforts for the previous waiver period. [Reference: items A.III.d.2-6 of the 1999 initial preprint; items A.13, 14, 21 of the 1995 preprint, items A.III.d. Upcoming Waiver Period of 9/23/99 Waiver Renewal Preprint]

DBHR monitors services in a variety of ways:

- *Annual on-site monitoring activities conducted by our External Quality Review Organization, Accumentra Health;*
- *Annual site reviews by DBHR contract monitoring staff – these visits alternate between contract monitoring and certification updates on a yearly basis;*
- *Submission of contractually required reporting to Contract Monitoring staff by the PIHPs, including expenditure reports, encounter data, grievances and appeals;*
- *Meetings with stakeholders as described;*
- *Client satisfaction surveys.*

The 2009 EQRO report was submitted to CMS Region X in December, 2009 The report can be accessed at: http://www1.dshs.wa.gov/Mentalhealth/publications.shtml .

DBHR regularly conducts child and adult satisfaction surveys as well as provider surveys to assess the use of evidence based services. Results of current and past consumer and provider surveys may be found at http://depts.washington.edu/washinst/Reports/Reports.html.

In addition, DBHR regularly participates in performance management activities within a variety of levels of government within Washington State. This includes reporting and analytics of mental health performance data through the following forums:

- *Quarterly reporting for the Governor's Management, Accountability and Performance Office;*
- *Quarterly reporting to the Office of Financial Management's Performance Tracking System;*
- *Monthly reporting for the Department of Social and Health Services Executive Management Information System;*
- *Participation in a variety of studies through the DSHS Research and Data Analysis Division to analyze clients who use services from multiple DSHS programs.*

Upcoming Waiver Period -- Please describe the service-related requirements for the upcoming two year period.

1. _X__ Please list in Appendix D.2.S the Medicaid services MCOs/PIHPs/PAHPs will be responsible for delivering, prescribing, or referring. Instructions for this Appendix can be found in Section D. Cost Effectiveness, III. Instructions for Appendices.

2. **Emergency Services (Required)**. The State must ensure enrollees in MCOs/PIHPs/PAHPs have access to emergency services without prior authorization even if the emergency provider does not have a contractual relationship with the entity. "Emergency medical condition" means a medical condition manifesting itself by acute symptoms of sufficient severity (including severe pain) such that a prudent layperson, who possesses an average knowledge of health and medicine, could reasonably expect the absence of immediate medical attention to result in (i) placing the health of the individual (or, with respect to a pregnant woman, the health of the woman or her unborn child) in serious jeopardy, (ii) serious impairment to bodily functions, or (iii) serious dysfunction of any bodily organ or part.

   (a)__ The State has a more stringent definition of emergency medical condition for MCOs/PIHPs/PAHPs than the definition above. Please describe.

   The State takes the following required steps to ensure access to emergency services. If an item below is not checked, please explain.

   (b)__ The State ensures enrollee access to emergency services by requiring the MCO/PIHP/PAHP to provide adequate information to all enrollees regarding emergency service access (see Section H. Enrollee Information and Rights)

   (c)__ The State ensures enrollee access to emergency services by including in the contract with MCOs/PIHPs/PAHPs a requirement to cover and pay for the following: *Please note that this requirement for coverage does not stipulate how, or if, payment will be made. States may give MCOs/PIHPs/PAHPs the flexibility to develop their own payment mechanisms, e.g. separate fee for screen/evaluation*

and stabilization, bundled payment for both, etc.

i.___ For the screen/evaluation and all medically necessary emergency services when an enrollee is referred by the PCP or other plan representative to the emergency room, regardless of whether the prudent layperson definition was met,

ii.___ The screen/evaluation, when an absence of clinical emergency is determined, but the enrollee's presenting symptoms met the prudent layperson definition,

iii.___ Subsequent screening and treatment needed to diagnose the specific condition or stabilize the patient.

iv.___ Continued emergency services until the enrollee can be safely discharged or transferred,

v.___ Post-stabilization services which are pre-authorized by the MCO/PIHP/PAHP, or were not pre-authorized, but the MCO/PIHP/PAHP failed to respond to request for pre-authorization within one hour, or could not be contacted (Medicare+Choice guideline). Post-stabilization services remain covered until the MCO/PIHP/PAHP contacts the emergency room and takes responsibility for the enrollee.

(d) The State also assures the following additional requirements are met:

i.__ The MCO/PIHP/PAHP may not limit what constitutes an emergency medical condition on the basis of a list of diagnoses or symptoms;

ii. __ The MCO/PIHP/PAHP may not refuse to cover emergency services based on the provider not notifying the enrollee's PCP or plan of the enrollee's screening and treatment within 10 calendar days of presentation for emergency services;

iii. __ The attending emergency physician, or the provider actually treating the enrollee, is responsible for determining when the enrollee is sufficiently stabilized for transfer or discharge, and that determination is binding on the MCO/PIHP/PAHP.

(e) _X_ The MCO/PIHP/PAHP does not cover emergency services.

3. **Family Planning**: In accordance with 42 CFR 431.51(b), preauthorization by the enrollee's PCP (or other MCO/PIHP/PAHP staff), or requiring the use of participating providers for family planning services is prohibited under the waiver program.

(a)__ Enrollees are informed that family planning services will not be restricted under the waiver.

(b)__ Non-network family planning services are reimbursed in the following manner:

i.___ The MCO/PIHP/PAHP will be required to reimburse non-network family planning services

ii.___ The MCO/PIHP/PAHP will be required to pay for family planning services from network providers, and the State will pay for family planning services from non-network providers

iii.___The State will pay for all family planning services, provided by both network as well as non-network providers

iv.___ The State pays for non-network services and capitated rates were set accordingly.

v.___ Other (please explain):

(c) _X_ Family planning services are not included under the waiver.

4. **Other Services to Which Enrollee Can Self-Refer**: In addition to emergency care and family planning, the State requires MCOs/PIHPs/PAHPs to allow enrollees to self-refer (i.e. access without prior authorization) under the following circumstances or to the following services:

(a) ___ [Required for rural exception to choice]
- The service or type of provider is not available in the plan;
- for up to 60 days if provider is not part of the network but is the main source of care and is given opportunity to join network but declines;
- MCO/PIHP/PAHP or provider does not, because of moral or religious objections, provide a covered service; provider determines enrollee needs related service not available in network and receiving service separately would subject enrollee to unnecessary risk.

(b) ___ [Required if women's routine` and preventive care is a covered service] Female enrollees must have direct access to women's health specialist within the network for covered care related to women's routine and preventive care. (Please note whether self-referral is allowed only to network providers or also to non-network providers.)

(c) _X_ Other: (please identify)

Each PIHP has an integrated crisis system, which is accessible 24 hours/7days a week with responses from individuals, rather than recorded messages. This crisis system includes the following: crisis intervention; crisis respite; investigation and detention services; and evaluation and treatment services.

Crisis response services are provided in the following manner:

- *Toll free numbers that ensure access to crisis services, including people who may not have the funds to utilize a public pay phone. If these numbers are not toll free but accept collect charges it must be stated so in the public telephone directory. Services for non-English speaking and hearing impaired enrollees must also be in place.*
- *Enrollees have unrestricted access to the crisis response system, without establishing medical necessity for the first contact, and without reference to the enrollee's ongoing service coverage under a particular RSN.*
- *Triage with local hospitals to reduce unnecessary utilization of the Emergency Department (ED) through working agreements with local evaluation and treatment facilities. The agreements ensure that enrollees who request mental health services inappropriately from the ED are directed to the crisis response system. The agreements also establish how people served in the ED may be referred for Designated Mental Health Professional evaluation for possible involuntary treatment. While ED visits not resulting in admission are not covered by this waiver, inpatient services for enrollees admitted through the ED are covered provided the designated professional person for the consumer's county of residence has conducted a pre-admission certification and conditions of medical necessity are met.*

5. **_X_** **Monitoring Self-Referral Services**. The State places the following requirements on the MCO/PIHP/PAHP to track, coordinate, and monitor services to which an enrollee can self-refer:

PIHPs must report crisis services provided to the DBHR/CIS system. Crisis services are monitored by DBHR and the PIHPs on an ongoing basis. Additionally, the transition from crisis services to routine services is monitored to ensure compliance with Access to Care Standards. If a client accessing crisis response is already receiving services from the PIHP, Washington Administrative Code requires access to the client's individual service plan on a 24/7 basis.
As described above, crisis phone services must be available to Limited English Speaking clients, as well as American Indian/Alaska Natives (AI/AN).

6. **Federally Qualified Health Center** (FQHC) Services will be made available to enrollees under the waiver in the following manner (indicate one of the following, and if the State's methodology differs, please explain in detail below):

(a)__ The program is **voluntary**, and the enrollee can disenroll at any time if he or she desires access to FQHC services. The MCO/PIHP/PAHP is not required to provide FQHC services to the enrollee during the enrollment period.

(b) **_X_** The program is **mandatory** and the enrollee is guaranteed a choice of at least one MCO/PIHP/PAHP which has at least one FQHC as a participating provider. If the enrollee elects not to select the MCO/PIHP/PAHP that gives him or her access to

FQHC services, no FQHC services will be required to be furnished to the enrollee while the enrollee is enrolled with the MCO/PIHP/PAHP he or she selected. In any event, since reasonable access to FQHC services will be available under the waiver program, FQHC services outside the program will not be available.

Please explain how the State will guarantee all enrollees will have a choice of at least one MCO/PIHP/PAHP with a participating FQHC:

Currently there are FQHCs contracting for mental health services in the public mental health system and will continue participating in the waiver system if they so choose. The PIHPs are required to contract with at least one FQHC in their service area if the FQHC requests. The FQHC is accessed the same as any other CMHA in the RSN service area.

(c)__ The program is **mandatory** and the enrollee has the right to obtain FQHC services **outside** this waiver program through the regular Medicaid Program.

7. **EPSDT Services:** The State has coordinated and monitored EPSDT services under the waiver program as follows:

(a) **X** The State requires MCOs/PIHPs/PAHPs to report EPSDT screening data, including behavioral health data (e.g., detailed health and development history including physical and mental health assessments). Please describe the type and frequency of data required by the State.

The PIHPs are required to submit the data as they would for any child being served according to the requirements of the data dictionary attached as Attachment C.VI.b. There is a simple data flag if the child is referred in through an EPSDT screen. Of the 63,415 children served in the outpatient mental health system from April 1, 2007 through March 31, 2009, there were 14,706 unduplicated consumers flagged as being referred to mental health services through an EPSDT screen.

(b)__ EPSDT screens are covered under this waiver. Please list the State's EPSDT annual screening rates, including behavioral components, for previous waiver period. (Please note*: CMS requested that each State obtain a baseline of EPSDT and immunization data in the initial application. That baseline could have been the data reported in the CMS 416 report or it may be rates/measures more specific to the Medicaid managed care population. Those rates from the previous submission should be compared to the current rates and the reports listed here.) Please describe whether screening rates increased or decreased in the previous waiver period and which activities the State will undertake to improve the percentage of screens administered for enrollees under the waiver.

(c) __ Immunizations are covered under this waiver. Please list the State's immunization rates for previous waiver period. What activities will the State

initiate to improve immunization rates for enrollees under the waiver?

(d)__ Immunizations are covered under this waiver, and managed care providers are required to enroll in the Vaccines for Children Program. If not, please explain.

(e) **_X_** Mechanisms are in place to coordinate school services with those provided by the MCO/PIHP/PAHP. Please describe and clarify the aspects of school services that are coordinated including IEPs, IFSPs, special education requirements, and school-based or school-linked health centers (e.g., plan requirements for PCP cooperation or involvement in the development of the IEPs).

Regional Support Networks are required by contract to provide cross-system coordination for children, youth and the families who are receiving services through more than one DSHS services system. Coordination with other DSHS program areas is expected as part of treatment planning. The team may include key providers, the child/youth and family, schools and natural supports.

A copy of the IEP of those children/youth who have one is required as part of the clinical record for any child served in the mental health system (WAC 388-865-0425(7)(a). Participation with the child's school is expected and, as necessary or recommended, mental health services may be conducted in natural settings such as schools.

(f) **_X_** Mechanisms are in place to coordinate other aspects of EPSDT (e.g., dental, mental, Title V, etc) with those provided by the MCO/PIHP/PAHP. Please describe.

Children/youth who do not have a primary care provider and/or who have not had an EPSDT screen are provided information on how to obtain either or both. Any child/youth being treated in the mental health system who is in need to other healthcare services, such as a well child checkup, dental services, or substance abuse counseling are referred to the proper provider and/or the primary care provider. All CMHAs have developed working relationships with medical and other service providers in their communities.

Section B. ACCESS AND CAPACITY

A Section 1915(b) waiver program serves to improve an enrollee's access to quality medical services. A waiver must assure that services provided are of adequate amount, are provided within reasonable time frames, and are furnished within a reasonable distance from the residences of the enrollees in the program. Furthermore, the proposed waiver program must not substantially impair access to services and access to emergency and family planning services must not be restricted.

I. Timely Access Standards

Upcoming Waiver Period -- Please describe the State's availability standards for the upcoming waiver period.

a. **Availability Standards**: The State has established maximum distance and/or travel time requirements, given clients' normal means of transportation, for MCO/PIHP/PAHP enrollees' access to the following. Check any that apply (1-9). For each item checked, please describe the standard and answer monitoring questions in B.II.

1.___ PCPs (please describe your standard):

2.___ Specialists (please describe your standard):

3.___ Ancillary providers (please describe your standard):

4.___ Pharmacies (please describe your standard):

5.___ Hospitals (please describe your standard):

6.**_X_** Mental Health (please describe your standard):

The PIHPs ensure that when enrollees must travel to service sites, they are accessible per the following standards: 1) in rural areas, service sites are within a 30-minute commute time; 2) in large rural geographic areas service sites are accessible within a 90-minute commute time; 3) in urban areas, service sites are accessible by public transportation with the total trip, including transfers, scheduled not to exceed 90 minutes each way;

Travel standards do not apply: a) for clubhouse activities; b) when the enrollee chooses to use service sites that require travel beyond the travel standards; c) to psychiatric inpatient services including Evaluation & Treatment; d) under exceptional circumstances (e.g. inclement weather, hazardous road conditions due to accidents or road construction, public transportation shortages, delayed ferry service).

7.___ Substance Abuse Treatment Providers (please describe your standard):

8.___ Dental (please describe your standard):

9.___ Other providers (please describe your standard):

b. **Appointment Scheduling** (Appointment scheduling means the time before an enrollee can acquire an appointment with his or her provider for both urgent and routine visits.) The State has established standards for appointment scheduling for MCO/PIHP/PAHP enrollee's access to the following. Check any that apply (1-9). For each item checked, please describe the standard and answer monitoring questions in B.II.

1.___ PCPs (please describe your standard):

2.___ Specialists (please describe your standard):

3.___ Ancillary providers (please describe your standard):

4.___ Pharmacies (please describe your standard):

5.___ Hospitals (please describe your standard):

6._X_ Mental Health (please describe your standard):

A request for services is defined as the point in time when services are sought or applied for through a telephone call, walk-in, or written request for services from an enrollee or the person authorized to consent to treatment for that enrollee. Urgent and Emergent medically necessary mental health services (e.g. crisis services, stabilization services) may be accessed without intake evaluations and/or other screening and assessment processes.

The determination of eligibility for authorization to service shall be based on the Access to Care Standards. Authorization shall not take more than fourteen calendar days following initiation of an intake evaluation, unless the enrollee, CMHA, or PIHP requests an extension. An extension of up to 14 additional calendar days is possible upon request by the enrollee or the CMHA, or the PIHP justifies (to DBHR upon request) a need for additional information and how the extension is in the enrollee's interest.

The PIHP must have written policy and procedure to ensure consistent application of requests within the service area. The PIHP must monitor the use and pattern of extensions and apply corrective action where necessary. Urgent and emergent medically necessary mental health services (e.g. crisis mental health services, stabilization mental health services) may be accessed without full completion of intake evaluations and/or other screening and assessment processes

An intake evaluation appointment must be available and offered to every enrollee within 10 working days of the request for services.

A total of 28 calendar days from request for services to first routine services appointment offered will be the normal time period expected unless a 14-day extension to the authorization process is requested as described above.

Emergent mental health services occur within 2 hours of the request for services from any source.

Urgent mental health services occur within 24 hours of the request for services from any source.

The following are the contract definitions:

Emergent Care: *service provided for a person that, if not provided, would likely result in the need for hospital evaluation due to concerns of potential danger to self, others, or grave disability according to RCW 71.05.*

Urgent Care*: service provided for a person approaching a mental health crisis. If services are not received within 24 hours of the request, the person's situation is likely to deteriorate to the point that emergent care is necessary.*

Routine Care: *service provided for a person authorized to receive services as defined in the Access to Care Standards. Routine Care is designed to alleviate symptoms, to stabilize, sustain, and facilitate progress toward mental health on a non emergent and non urgent basis.*

7.___ Substance Abuse Treatment Providers (please describe your standard):

8.___ Dental (please describe your standard):

9.___ Urgent care (please describe your standard):

10.___Other providers (please describe your standard):

c. In-Office Waiting Times: The State has established standards for in-office waiting times for MCO/PIHP/PAHP enrollee's access to the following. Check any that apply (1-9). For each item checked, please describe the standard and answer monitoring questions in B.II.

1.___ PCPs (please describe your standard):

2.___ Specialists (please describe your standard):

3.___ Ancillary providers (please describe your standard):

4.___ Pharmacies (please describe your standard):

5.___ Hospitals (please describe your standard):

6.**_X_** Mental Health (please describe your standard):

For those services that do occur in the office, the wait time for a consumer should be minimal. There are times when it may be necessary and acceptable for a consumer to wait, however, a consumer should not have to wait over an hour beyond the scheduled appointment time.

7.___ Substance Abuse Treatment Providers (please describe your standard):

8.___ Dental (please describe your standard):

9.__ Other providers (please describe your standard):

II. Access and Availability Monitoring: Enrollee access to care will be monitored by the State, as part of each MCO/PIHP/PAHP's Quality Assessment and Performance Improvement program, annual external quality review (EQR), and (if applicable) Independent Assessments (IA).

Previous Waiver Period

a._X_ [Required for all elements checked in the previous waiver submittal] Please include the results from monitoring MCO/PIHP/PAHP access and availability in the previous two year period.

[item B.II in the 1999 initial preprint; items B.4, 5, and 6 in the 1995 preprint; item B.II Upcoming Waiver Period, 9/23/99 Waiver Renewal Preprint].

The statewide EQRO report for 2009 was sent to CMS, Region X, in December 2009.

Upcoming Waiver Period -- Check below any of the following (a-o) that the State will also utilize to monitor access: *Monitoring will take place using the three mandatory EQR protocols to the extent these issues are covered in the protocols*

a._X_ Measurement of access to services during and after a MCO/PIHP/PAHP's regular office hours to assure 24 hour accessibility, 7 days a week (e.g., PCPs' 24-hour accessibility will be monitored through random calls to PCPs during regular and after office hours).

It should be noted here that PCPs are not utilized in the community mental health system – random calls to Community Mental Health Agencies take the place of random calls to PCPs.

b._X_ Determination of enrollee knowledge on the use of managed care programs.

This is determined through involvement with the Office of Consumer Partnerships, National Alliance for the Mentally Ill, and the Mental Health Planning and Advisory Council.

c._X_ Ensure that services are provided in a culturally competent manner to all enrollees, and the MCO/PIHP/PAHP participates in any State efforts to promote the delivery of services in a culturally competent manner.

d.___ Review of access to emergency or family planning services without prior authorization

e._X_ Review of denials of referral requests

f.___ Review of the number and/or frequency of visits to emergency rooms, non-authorized visits to specialists, etc., for medical care.

g._X_ Periodic enrollee experience surveys (which includes questions concerning the enrollees' access to all services covered under the waiver) will be mailed to a sample of enrollees. Corrective actions taken on deficiencies found are also planned.

Individual RSNs will be compared against their own results and not statewide. They are expected to maintain or improve their results.

h.___ Measurement of enrollee requests for disenrollment from a MCO/PIHP/PAHP due to access issues

i._X_ Tracking of complaints/grievances concerning access issues.

j.___ Geographic Mapping detailing the provider network against beneficiary locations will be used to evaluation network adequacy. (Please explain)

k.___ Monitoring access to prescriptions on the State Plan Formulary, Durable Medical Equipment, and therapies.

l. During monitoring, the State will look for the following indications of access problems.

1.__ Long waiting periods to obtain services from a PCP.
2.__ Denial of referral requests when enrollees believe referrals to specialists are medically necessary.
3.__ Enrollee confusion about how to obtain services not covered under the waiver.
4.__ Lack of access to services after PCP's regular office hours.
5.___ Inappropriate visits to emergency rooms, non-authorized visits to specialists, etc., for medical care.
6.__ Lack of access to emergency or family planning services.
7.__ Frequent recipient requests to change a specific PCP.
8.__ Other indications (please describe):

m.__ Monitoring the provision and payment for transportation for beneficiaries to get to their outpatient, medically necessary mental health services.

n. __X__ Monitoring the provider network showing that there will be providers within the distance/travel times standards.

The PIHP shall ensure that when enrollees must travel to service sites, they are accessible per the following standards: 1) in rural areas, service sites are within a 30-minute commute time; 2) in large rural geographic areas service sites are accessible within a 90-minute commute time; 3) in urban areas, service sites are accessible by public transportation with the total trip, including transfers, scheduled not to exceed 90 minutes each way;

Travel standards do not apply: a) for clubhouse activities; b) when the enrollee chooses to use service sites that require travel beyond the travel standards; c) to psychiatric inpatient services including E & T; d) under exceptional circumstances (e.g. inclement weather, hazardous road conditions due to accidents or road construction, public transportation shortages, delayed ferry service).

o.__ The incentives, sanctions, and enforcement related to the access and availability standards above.

p.___ Other (please explain):

III. Capacity Standards

Previous Waiver Period

a. __X__ [Required] MCO/PIHP/PAHP Capacity Standards. The State ensured that the number of providers under the waiver remained adequate to assure access to all services covered under the contract. Please describe the results of this monitoring.

The PIHP currently contracts with licensed CMHAs for the provision of mental health services. DBHR is the licensor of CMHAs and also certifies inpatient beds for involuntary treatment. The number of CMHAs providing services has remained fairly consistent throughout the waiver since 1993. There have been some mergers or sales in the outpatient system but this has not reduced overall capacity.

Since each PIHP serves a specific geographic area, DBHR requires assurances from each PIHP that they will guarantee a sufficient number of service sites, both in and out of facility, to assure enrollees have convenient access to service locations as expressed in the availability standards. In addition, under the rehabilitation services options, most services, especially crisis services, are provided out of the facility (e.g., enrollee's residence or in other community settings that are comfortable to the enrollee).

The PIHP will continue to provide inpatient service through community psychiatric inpatient hospitals and will purchase service capacity for adults and children to ensure that services are as close to the enrollee's community as possible so long as it is clinically indicated. The contract with the PIHP stipulates that resource management of acute inpatient care shall be performed under the general oversight of a physician. A physician must review any denial of a request for voluntary inpatient authorization.

The state will allow the PIHPs to submit a regional plan for direct contracting with psychiatric hospital providers. Any contract between a PIHP and local hospital must contain the provision of collaboration for emergency admissions to non-contracted hospitals and the transfer of enrollees to contracted hospitals. The state allows exceptions to this, if the transfer would cause harm to the enrollee, or there is no psychiatric hospital unit within reasonable travel time of the residence of the immediate family member who helps with the personal needs of the enrollee. Each PIHP needs to ensure that Medicaid enrollees who have other insurance but have exhausted their benefits will receive continuity of care.

Any PIHP that develops a direct psychiatric hospital contract network will be required to develop a plan that ensures hospitals and physicians will be provided orientation to the prepaid inpatient health plan. All contracts between a PIHP and community hospital will have a grievance procedure for enrollees, which will be made available to them. If a PIHP develops a direct contract network, the state will require them to show that they have a capacity (combined in-network and out-of network providers) of at least 110% of their actual utilization for the prior year. The plan must be submitted to DBHR 90 days in advance for approval.

b._NA [Required if elements III.a.1 and III.a.2 were marked in the previous waiver submittal] The State has monitored to ensure that enrollment limits and open panels were adequate. Please describe the results of this monitoring.
Enrollment in the community mental health system is mandatory; however, DBHR monitors adequate availability of providers on an ongoing basis.

Upcoming Waiver Period -- Please describe the capacity standards for the upcoming two year period.

a. MCO/PIHP/PAHP Capacity Standards

1.___ The State has set enrollment limits for the MCO/PIHP/PAHPs. Please describe a) the enrollment limits and how each is determined and b) a description of how often and through what means the limits are monitored and changed.

2.___ The State monitors to ensure that there are adequate open panels within the MCO/PIHP/PAHP. Please describe how often and how the monitoring takes place.

3._X_ [Required] The State ensures that the number of providers under the waiver is adequate to assure access to all services covered under the contract. Please describe how the State will ensure that provider capacity will be adequate.

By contract, the PIHPs must ensure adequate capacity to serve the entire Medicaid population in their service area that has been determined to have a medical necessity for mental health services. The PIHPs are responsible for the resource and utilization management of the system and are required in contract to submit changes that result in reduced capacity to DBHR prior to the change. DBHR monitors grievance and satisfaction as elements of capacity.

b. PCP Capacity Standards

1.___ The State has set capacity standards for PCPs within the MCO/PIHP/PAHP expressed in the following terms (In the case of a PIHP/PAHP, a PCP may be defined as a case manager or gatekeeper):

i.___ PCP to enrollee ratio
ii.___ Maximum PCP capacity
iii.__ For PCP contracts with multiple plans, please describe any efforts the State is making to monitor unduplicated Medicaid enrollment capacity across plans

2._X_ The State ensures adequate geographic distribution of PCPs within MCO/PIHPs/PAHPs. Please explain.

Each RSN must ensure adequate capacity to serve the Medicaid population.

3._X_ The State designates the type of providers that can serve as PCPs. Please list these provider types.

Please Note: Mental Health services in the PIHP are not provided by PCPs, but by Mental Health Professionals, including: psychiatrists, psychologists, psychiatric nurses, or social workers.

c. Specialist Capacity Standards

1. _X_ The State has set capacity standards for specialty services. Please explain.

Mental health services are a specialty service. Services must be provided by or under the supervision of a mental health professional. WAC has additional requirements for mental health services for Children, Ethnic Minority, Geriatric and Disability Mental Health Specialists as described in 388-865-0150 and 388-865-405(5). By contract, the PIHP must comply with WAC and have the capacity and staff to meet the needs of the population.

2.___ The State requires particular specialist types to be included in the MCO/PIHP/PAHP network. Please identify these in the chart below, modifying the chart as necessary to reflect the specialists in your State's waiver. Please describe the standard if applicable, e.g. specialty to enrollee ratio. If specialists types are not involved in the MCO/PIHP/PAHP network, please describe how arrangements are made for enrollees to access these services (for waiver covered services only).

IV. Capacity Monitoring

Previous Waiver Period

a._X_ [Required for all elements checked in the previous waiver submittal] Please include the results from monitoring the MCO/PIHP/PAHP capacity in the previous two year period [item B.IV in the 1999 initial preprint; items A.15-16 in the 1995 preprint; item B.IV. Upcoming Waiver Period, 1999 Waiver Renewal Preprint].

DBHR continues to monitor the number of licensed CMHAs, grievance and fair hearing data and issues identified on the MHSIP satisfaction survey with regards to access, quality and appropriateness.

There are approximately 161 licensed and certified CMHAs contracting with the RSNs. The number is approximate because of multiple locations of various providers.

Upcoming Waiver Period --
Please indicate which of the following activities the State employs:

a._X_ Periodic comparison of the number and types of Medicaid providers before and after the waiver.

b.___ Measurement of referral rates to specialists.

c.___ Provider-to-enrollee ratios

d.___ Periodic MCO/PIHP/PAHP reports on provider network

e.___ Measurement of enrollee requests for disenrollment from a plan due to capacity issues

f._X_ Tracking of complaints/grievances concerning capacity issues

g.___ Geographic Mapping (please explain)

i.___ Tracking of termination rates of PCPs

j.___ Review of reasons for PCP termination

k. _X_ Consumer Experience Survey, including persons with special needs,

l.__ Other (Please explain):

V. Coordination and Continuity of Care Standards

Upcoming Waiver Period -- Check any of the following that the State requires of the MCO/PIHP/PAHP:

a.___ Primary Care and Coordination

(i)__ [Required] Implement procedures to deliver primary care to and coordinate health care service for all enrollees.
See (iv)
(ii)__ [Required] Ensure each enrollee has an ongoing source of primary care appropriate to his or her needs, and a person or entity who is primarily responsible for coordinating the enrollee's health care services.
See (iv)
(iii)___ [Required] Coordinate the services the MCO/PIHP/PAHP furnishes to the enrollee with services the enrollee receives from any other MCO/PIHP/PAHP.
See (iv)
(iv)__ [Required] Ensure that in the process of coordinating care, each enrollees' privacy is protected in accordance with the privacy requirements in 45 CFR parts 160 and 164 subparts A and E, to the extent that they are applicable.

(iv) _X_ The plan is a PIHP/PAHP, and the State has determined that based on the plan's scope of services, and how the State has organized the delivery system, that the PIHP/PAHP need not meet the primary care requirements of 42 CFR 438.208. Please explain.

Providers in the mental health system do not meet the definition of Primary Care Provider. The PIHPs are required to provide continuity of care between inpatient and outpatient mental health services and are also required to refer Medicaid enrollees to their physical health care provider when they are in need of physical health care. The PIHPs are also required to work in partnership with other Medicaid managed care programs within the state when appropriate and asked.

b.___ Additional services for enrollees with special health care needs.

(i) _X_ [Required] Identification. The state has a mechanism to identify persons with special health care needs to MCOs, PIHPs, and PAHPs, as those persons are defined by the State. Please describe.

In previous waiver periods, the State negotiated with CMS to all the State to define all Medicaid clients with serious mental illness or children with a serious emotional disturbance as special needs clients and to treat these clients accordingly when providing mental health services through the PIHP system.

(ii)_X_ [Required] Assessment. Each MCO/PIHP/PAHP will implement mechanisms, using appropriate *mental* health care professionals, to assess each enrollee identified by the state to identify any ongoing special conditions that require a course of treatment or regular care monitoring. Please describe.

All enrollees are provided an intake assessment upon request for services.

(iii)_X_ [Required] Treatment Plans. For enrollees with special health care needs who need a course of *mental health* treatment or regular care monitoring, the State requires the MCO/PIHP/PAHP to produce a treatment plan. If so, the treatment plan meets the following requirements:

1. **_X_** Developed by enrollees' primary care provider with enrollee participation, and in consultation with any specialists care for the enrollee

   It should be noted that in the context of Managed Mental Health services, the Mental Health Professional takes the place of the Primary Care Provider in developing a treatment plan. The treatment plan is developed collaboratively with the consumer and other people identified by the consumer as his or her support system. The treatment plan is developed within thirty days of starting community support services. The service plan should be in language and terminology that is easily understood by consumers and their family, and include goals that are measurable.

2. **_X_** Approved by the MCO/PIHP/PAHP in a timely manner (if approval required by plan)

3. **_X_** In accord with any applicable state quality assurance and utilization review standards.

(iv)**_X_** [Required] Direct access to specialists. If treatment plan or regular care monitoring is needed, MCO/PIHP/PAHP has a mechanism in place to allow enrollees to directly access specialists as appropriate for enrollee's condition and identified needs.

In a mental health managed care program, all enrollees are considered to have special health care needs and have access to needed specialty services. PIHPs are required to coordinate care with other Medicaid managed care systems and with allied social service systems upon request. Please see description of coordination of services.

(iv) **X** The plan is a PIHP/PAHP, and the State has determined that based on the plan's scope of services, and how the State has organized the delivery system, the PIHP/PAHP need not meet the requirements for additional services for enrollees with special health care needs in 42 CFR 438.208.

VI. Coordination and Continuity of Care Monitoring

Previous Waiver Period

a. X [Required for all elements checked in the previous waiver submittal] Please include the results from monitoring continuity and coordination of care in the previous two year period [item B.VI in the 1999 initial preprint; Section B (as applicable) in 1995 preprint; item B.VI. Upcoming Waiver Period, 1999 Renewal Waiver Preprint.].

The DBHR and Recovery Mental Health L&C Unit, through licensing review, monitors both the onsite contract monitoring of the PIHP and that treatment plans are being developed with the participation of the consumer and their natural support system. The team looks for quotes of both the consumer and those whom they have identified as being an integral part of their treatment. DBHR requires the plan to be written in language easily understood by consumers. When reviewing treatment plans, the team looks for abbreviations, overly complicated clinical descriptions, etc. The team also reviews for coordination of services when required (Protocols for children and older adults) and consultation with children, geriatric, ethnic minority and disabled mental health specialists.

Currently the MHSIP survey monitors satisfaction with participation in treatment and treatment planning. Please see the survey results on the web at http://depts.washington.edu/washinst/.

c. X [Required for all elements checked in the previous waiver submittal if this is a PIHP/PAHP mental health, substance abuse, or developmentally disabled population waiver] Please describe the State's efforts during the previous waiver period to ensure that primary care providers in FFS, PCCM or MCO programs and PIHP/PAHP providers were educated about how to detect MH/SA problems for both children and adults and where to refer consumers once the problems were identified. Please describe the requirements for coordination between FFS, PCCM, or MCO providers and PIHP/PAHP providers. Please describe how this issue was addressed in the PIHP/PAHP program.

Providers in the mental health, medical and chemical dependency fields are required to conduct the Global Appraisal of Individual Needs – Short Screener (GAIN-SS) – a self reporting tool designed to assist in the comprehensive screening for substance abuse and mental illness.

The RSNs work with both Healthy Options providers and other physicians around children, adults, and older adults with regards to mental illness, pharmacy and cross-system care. These contractors and sub-contractors work closely together and do cross-system training on access/referral to services, symptoms, reactions, and integrated planning.

Additionally, effective in July of 2009, the former Mental Health Division and Division of Alcohol and Substance Abuse merged to form the Division of Behavioral Health and Recovery (DBHR), integrating mental health and chemical dependency treatment services.

d. __X__ [Required if this is a PIHP/PAHP mental health, substance abuse, or developmentally disabled population waiver] Please describe how pharmacy services prescribed to program enrollees were monitored in this waiver program.

Medication management and medication monitoring is provided through CMHAs. These services include the prescribing and/or administering and reviewing of medications and their side effects. This service is rendered face-to-face by a person licensed to perform such services. Service may be provided in consultation with collateral, primary therapists, and/or case managers, but includes only minimal psychotherapy. Medication monitoring is face to face cueing, observing, and encouraging a Medicaid enrolled individual to take medications as prescribed. This service also includes reporting back to persons licensed to perform medication management services for the direct benefit of the Medicaid enrolled individual.

As part of the case record review DBHR staff looks at prescriptions to ensure the medications are prescribed by a qualified physician or an ARNP with prescriptive authority and that the prescriptions are reviewed/monitored on at least a three month cycle. Monitoring would/could include side effects, lab tests, etc. The team also notes in the case record review the results of medication monitoring, compliance and positive outcomes noted.

The DBHR Licensing team also reviews medication storage at the CMHA as part of the ADA/federal requirement walk around per WAC 388-865-0458.

Upcoming Waiver Period -- Please describe how standards for continuity and coordination of care will be monitored in the upcoming two year period.

a. How often and through what means does the State monitor the coordination and continuity standards checked above in Item B.V?

This will continue to be monitored at the minimum annually through the use of the required EQRO protocols and DBHR on-site contract licensing and monitoring.

b. Specify below which providers are excluded from the capitated waiver and how the State explicitly requires the MCO/PIHP/PAHP to coordinate health care services with them:

1.___ Mental Health Providers (please describe how the State ensures coordination exists):

2.__X__ Substance Abuse Providers (please describe how the State ensures coordination exists):

3. __X__ Local Health Departments (please describe how the State ensures coordination exists):

4. __X__ Dental Providers (please describe how the State ensures coordination exists):

5. __X__ Transportation Providers (please describe how the State ensures coordination exists):

6. __X__ HCBS (1915c) Service (please describe how the State ensures coordination exists):

7. __X__ Developmental Disabilities (please describe how the State ensures coordination exists):

8. __X__ Title V Providers (please describe how the State ensures coordination exists):

9. ___ Women, Infants and Children (WIC) program

10. __X__ Indian Health Services providers

11. __ FQHCs and RHCs not included in the program's networks

12. __X__ Other (please describe):

RSNs have working partnerships with a variety of other community services to provide coordinated care for their shared consumers. The RSNs and CMHAs are required to participate in multi-system coordination efforts whenever possible. They are required to refer consumers to alternate or additional services that the CMHA or the consumer's individual Mental Health Care Provider believes the consumer needs to complete or aid in the recovery process. ADSA, as part of the umbrella agency of DSHS, monitors coordination efforts through meetings with other divisions within the Department, through our work with the Indian Policy Advisory Committee, and stakeholder meetings with both the Office of the Superintendent of Public Instruction and the Department of Health.

RSN contracts have the following coordination requirements:
The Contractor must participate in the coordination of mental health services with other systems of care when clinically indicated. The Contractor must:

- *Maintain DBHR approved service protocols developed with the DSHS Children's Administration and DSHS Aging and Disability Services Administration.*
- *Maintain the existing working Agreement with the DSHS Juvenile Rehabilitation Administration (JRA) addressing the coordination of services for enrollees that are released from JRA facilities.*
- *Maintain the relationship between the Contractor and Healthy Option plans in the service area through a Memorandum of Understanding.*
- *Maintain the relationship between the Contractor and the DSHS Division of Vocational Rehabilitation (DVR) office in the service area.*
- *Comply with published directives from DBHR when the Contractor or its subcontractors are unable to resolve local disputes with other service systems (Healthy Options, other DSHS administrations as provided by DBHR) regarding service or cost responsibilities.*

RSNs are additionally required to collaborate with tribal mental health providers to ensure coordination of services, and appropriate placement of tribal consumers in inpatient treatment if necessary. RSNs also coordinate with tribal mental health systems to ensure appropriate discharge planning from inpatient treatment facilities', and are required to provide crisis services.

Section C. QUALITY OF CARE AND SERVICES

A Section 1915(b) Waiver program may not substantially impair enrollee access to medically necessary services of adequate quality. In addition, MCOs, PIHPs, and PAHPs must meet certain statutory or regulatory requirements addressing quality of health care. This section of the waiver submittal will document how the State has monitored and plans to meet these requirements.

I. Elements of State Quality Strategies: -- This section provides the State the opportunity to describe the specifications it has implemented to ensure the delivery of quality services. To the extent appropriate, the specifications address quality considerations and activities for special needs populations.

Previous Waiver Period

a.___ Summarize the results of or include as an attachment reports from the External Quality Review Organization, results from performance improvement projects, and other monitoring reports from the previous waiver period. Describe any follow-up done/planned to address study findings [item C.I.c in 1999 initial preprint; item B.2 in 1995 preprint, item C.1 Upcoming Waiver Period, 1999 Waver Renewal Preprint].

The 2009 EQRO report was submitted to CMS Region X in December 2009.

b.___ Intermediate sanctions were imposed during the previous waiver period. Please describe.

Upcoming Waiver Period -- Please check any of the items below that the State requires.

a._X_ [Required] The State has a written strategy for assessing and improving the quality of managed care services offered by all MCOs and PIHPs. Please indicate if the strategy has already been submitted to CMS. If not, please attach a copy (Attachment C.1.a).
The state has a CMS approved quality strategy in place, which was submitted in June, 2007. The Health Care Authority (HCA) and the Aging and Disability Services Administration (ADSA) are currently in the process of developing an integrated quality strategy for health and behavioral health, with an anticipated completion date of September 2012.

b._X_ [Required] The State must obtain the input of recipients and other stakeholders in the development of the strategy and make the strategy available for public comment before adopting it in final.

c._X_ [Required] The State must conduct periodic reviews to evaluate the effectiveness of the strategy and update the strategy as needed.

d._X_ [Required] The State must arrange for an annual, independent, external review of the quality

outcomes and timeliness of, and access to the services delivered under each MCO and PIHP contract. Note: EQR for PIHPs is required beginning 8/14/03.

1. Please specify the name of the entity: *Accumentra Health*
   The entity type is:

   (a) _X_ A Peer Review Organization (PRO);
   (b) ____ A private accreditation organization approved by CMS;
   (c) ____ A PRO-like entity approved by CMS.

4. Please describe the scope of work for the External Quality Review Organization (EQRO):

   RSN-specific portion of the statewide EQRO RFP has identified mental health services issues such as

   - *conducting a monitoring review to determine PIHP compliance with Standards;*
   - *annual validation of PIHP Performance Improvement Projects (PIPs) and Performance Measures (PMs); Encounter Data Validation Study for PIHPs;*
   - *completion of an Information System Capability Assessment (ISCA);*
   - *conduct two activities designed to provide performance measure data, in 2008 conduct a clinical records review to assess quality of care and in 2009 conduct a study of quality management activities and report how the PIHP uses collected data, monitors results and service verification to strengthen its ongoing quality management program. The assessment will include the degree to which mental health services:*
     - *are driven by and incorporate enrollee and family voice;*
     - *are culturally and linguistically competent;*
     - *are age appropriate;*
     - *are provided in the least restrictive environment;*
     - *assist enrollees' progress towards recovery and resiliency; and*
     - *promote continuity in service and integration with other formal/informal systems and settings.*

e._X_ The State includes required internal quality assessment and performance improvement (QAPI) standards in its contracts with MCOs and PIHPs.

f.__ The State monitors, on a continuous basis, MCO/PIHP adherence to the State standards, through the following mechanisms (check all that apply):

1.__ Reviews and approves each MCO's/PIHP's written QAPI. Such review shall take place prior to the State's execution of the contract with the MCO/PIHP.

2._X_ [Required] Reviews the impact and effectiveness of each MCO's/PIHP's written QAPI at least annually.

3._X_ Conducts monitoring activities using (check all that apply):

(a) __X__ State Medicaid agency personnel

(b)__ Other State government personnel (please specify):

(c) __X__ A non-State agency contractor (please specify): *Accumentra Health*

4.__ Other (please specify):

g. **NA for PIHP**[Required] The State has established intermediate sanctions that it may impose.

h. __X__ [Required] The State has standards in the State QAPI, at least as stringent as those required in 42 CFR 438 Subpart D for access to care, structure and operations, and measurement and improvement .

II. Access Standards

Coverage and Authorization of Services

Previous Waiver Period

a. __X__ [Required for all elements checked in the previous waiver submittal] Please provide results from the State's monitoring efforts for compliance in the area of coverage and authorization of services for the previous waiver period, including a summary of any issues/trends identified in the areas of authorization of services and under/over utilization [items C.II.a-e in 1999 initial preprint; relevant sections of the 1995 preprint, item C.II Upcoming Waiver Period, 1999 Waiver Renewal Preprint].

PIHPs are required to provide services comparable in scope and intensity to the state plan rehabilitation services and community inpatient services for adults and children. PIHPs must also ensure system capacity to provide a full range of mental health services to meet the individual enrollee's needs in a way that allows for seamless coordination and continuity of mental health services that create the least amount of disruption in the enrollee's life and supports recovery and reintegration to their community.

DBHR monitors services in a variety of ways. In addition to the annual on-site monitoring activities of the EQRO and DBHR contract monitoring staff, there are the meetings with stakeholders as described, additional monitoring through the Information System, monitoring of complaints and grievances, and satisfaction surveys.

The 2009 EQRO report was submitted to CMS Region X in December 2009. The report can be accessed at: http://www1.dshs.wa.gov/Mentalhealth/publications.shtml.

A performance Indicator report may be found at http:www.mhd-pi.com/layout.asp?.

DBHR regularly conducts child and adult satisfaction surveys as well as provider surveys to assess the use of evidence based services. Results of current and past consumer and provider surveys may be found at http://depts.washington.edu/washinst/Reports/Reports.html.

Upcoming Waiver Period -- Please check any of the following processes and procedures that the State requires to ensure that MCOs, PIHPs, and/or PAHPs meet coverage and authorization requirements.

Contracts with MCOs, PIHPs, and PAHPs:

a. __X__ [Required] Identify, define and specify the amount, duration and scope of each service offered, differentiating those services that may be available to special needs populations only, as appropriate. Note: These services may not be furnished in an amount, duration, and scope that is less than the amount, duration, and scope for the same services under the State Plan.

b. __X__ [Required] Require that the MCO, PIHP, or PAHP may not arbitrarily deny or reduce the amount, duration, or scope of a required service solely because of the diagnosis, type of illness, or condition;

c. __X__ [Required] Include a definition of "medically necessary services". This definition can be no more restrictive than that used in the State Plan. Please list that specification or definition:

***"Medical necessity"** or **"medically necessary"** - A term for describing a requested service which is reasonably calculated to prevent, diagnose, correct, cure, alleviate or prevent the worsening of conditions in the recipient that endanger life, or cause suffering or pain, or result in illness or infirmity, or threaten to cause or aggravate a handicap, or cause a physical deformity or malfunction, and there is no other equally effective, more conservative or substantially less costly course of treatment available or suitable for the person requesting service. "Course of treatment" may include mere observation or, where appropriate, no treatment at all.*

Additionally, the individual must be determined to: 1) have a mental illness covered by Washington State for public mental health services; 2) the individual's impairment(s) and corresponding need(s) must be the result of a mental illness; 3) the intervention is deemed to be reasonably necessary to improve, stabilize or prevent deterioration of functioning resulting from the presence of a mental illness; 4) the individual is expected to benefit from the intervention; and 5) any other formal or informal system or support cannot address the individual's unmet need.

d. __X__ [Required] Include written policies and procedures for the processing of requests for initial and continuing authorizations of services.

e. __X__ [Required] Require that the MCO, PIHP, and PAHP have in effect mechanisms to ensure consistent application of review criteria for authorization decisions.

f. __X__ [Required] Require that the MCO,PIHP, and PAHP consult with the requesting provider when appropriate.

g._X__[Required] Require that any decision to deny a service authorization request or to authorize a service in an amount, duration, or scope, that is less than requested, be made by a health care professional who has appropriate clinical expertise in treating the enrollee's condition or disease.

h.**_X__**[Required] Require that, for standard authorization decisions, notice is provided as expeditiously as the enrollee's health condition requires and within State-established timeframes that may not exceed 14 calendar days. The timeframe may be extended up to an additional 14 days if the enrollee or provider requests an extension or if the MCO, PIHP, and PAHP justifies a need for additional information and how the extension is in the enrollee's interest.

i.**_X__** [Required] Require that the MCO,PIHP, or PIHP make an expedited authorization decision no later than 3 working days after receipt of the request for service. The timeframe may be extended up to 14 days if the enrollee *or the MHCP* requests an extension or if the MCO, PIHP, or PAHP justifies a need for additional information and how the extension is in the enrollee's interest.

Mental health access standards are more stringent than this requirement. They are 2 hours for emergent, 24 hours for urgent and 14 days for routine.

j.___ Other (please describe):

III. Structure and Operation Standards

Provider Selection

Previous Waiver Period

[Required for all related items checked in previous waiver request] Please provide results from the State's monitoring efforts for compliance in the area of selection and retention of providers for the previous waiver period.

DBHR has not noted any significant problem around retention or selection of Mental Health Professionals in the CMHA's.

Upcoming Waiver Period

The State must establish a uniform credentialing and recredentialing policy that each MCO, PIHP, and PAHP must follow. Please check any of the following processes or procedures that the State includes in its policy.

a._X_ [Required] Each MCO, PIHP, PAHP must develop and implement a documented process for selection and retention of providers.

b._X_ [Required] Each MCO, PIHP, PAHP must not discriminate against particular providers that serve high-risk populations or specialize in conditions that require costly treatment solely on the basis of the population served or condition treated.

c.____ Each MCO, PIHP, PAHP must have an initial credentialing process for physicians and other licensed health care professionals including members of physician groups that is based on a written application and site visits as appropriate, as well as primary source verification of licensure, disciplinary status, and eligibility for payment under Medicaid.

d.___ Each MCO, PIHP, PAHP must have a recredentialing process for physicians and other licensed health care professionals including members of physician groups that is accomplished within the time frames set by the State, and through a process that updates information obtained through the following (check all that apply):

1.___ Initial credentialing

2.___ Performance indicators, including those obtained through the following (check all that apply):
(a) _X_ The quality assessment and performance improvement program;
(b) _X_ The utilization management system;
(c) _X_ The grievance system;
(d) _X_ Enrollee satisfaction surveys *are conducted annually by DBHR and issued separately by DBHR and not the PIHPs or the CMHAs.*
(e) _X_ Other MCO/PIHP/PAHP activities as specified by the State.

e.___ Determine, and redetermine at specified intervals, appropriate licensing/ accreditation for each institutional provider or supplier. Please describe any licensing/accreditation intervals required by the State ___________________________

f.___ Have an initial and recredentialing process for providers other than individual practitioners (e.g., home health agencies) to ensure that they are and remain in compliance with any Federal or State requirements (e.g., licensure).

g.___ Notify licensing and/or disciplinary bodies or other appropriate authorities when suspensions or terminations of providers take place because of quality deficiencies.

h. _X_ Other (please describe):

The PIHPs only contract with Licensed Community Mental Health Agencies for the provision of state plan services.

IV. Subcontractual Relationships and Delegation

Previous Waiver Period

[Required for all elements checked in the previous waiver submittal] Please provide results from the State's monitoring efforts for compliance in the area of delegation for the previous waiver period [items C.IV.a-i in 1999 initial preprint; relevant sections of the 1995 preprint, item C.IV Upcoming Waiver period, 1999 Waiver Renewal Preprint].

The EQRO reviewed samples of model subcontracts from each of the 13 RSNs and found them to generally be in compliance with requirements. If the samples were found to contain deficiencies the RSNs were required to submit corrective action plans and amend their subcontracts.

Upcoming Waiver Period

Please check any of the processes and procedures from the following list that the State uses to ensure that contracting MCOs, PIHPs, and PAHPs oversee and are accountable for any delegated functions.

Where any functions are delegated by MCOs, PIHPs, or PAHPs, the State Medicaid Agency:

a.___ Reviews and approves (check all that apply):

1.___ All subcontracts with individual providers or groups

2.___ All model subcontracts and addendum

3.___ All subcontracted reimbursement rates

4.___ Other (please describe):

b._X_ [Required] Monitors to ensure that MCOs, PIHPs, and PAHPs have evaluated the entity's ability to perform the delegated activities prior to delegation.

c._X_ [Required] Requires agreements to be in writing and to specify the delegated activities.

d._X_ [Required] Requires agreements to specify reporting requirements.

e._X_ [Required] Requires written agreements to provide for revocation of the delegation or other remedies for inadequate performance.

f._X_ [Required] Ensures that MCOs, PIHPs, and PAHPs monitor the performance of the entity on an ongoing basis.

g._X_ [Required] Monitors to ensures that MCOs, PIHPs, and PAHPs formally review the entity's performance according to a periodic schedule established by the State.

h._X_ [Required] Ensures that MCOs, PIHPs, and PAHPs retain the right to approve, suspend or terminate any provider when they delegate selection of providers to another entity.

i.__X_ [Required] Requires MCOs, PIHPs, and PAHPs to take corrective action if any deficiencies or areas for improvement are identified.

j.___ Other (please explain):

V. Measurement and Improvement Standards

Practice Guidelines

Previous Waiver Period

[Required for all elements checked in the previous waiver submittal] Please provide results from the State's monitoring efforts to determine the level of compliance in the area of practice guidelines for the previous waiver period [items C.V.a-h in 1999 initial preprint; relevant sections of the 1995 preprint].

In the last five years, much work has been done to research and identify practice guidelines and evidence-based practices and their value to service recipients and the provider field. The EQRO monitored practice guidelines in 2005 and found it was new concept to the majority of the PIHPs.

The 2006 EQRO review showed much improvement from the previous two years. At least two practice guidelines and/or evidence based practices (EBPs) had been adopted by all 13 PIHPs. The majority of PIHPs have moved beyond locally developed guidelines to nationally validated guidelines and EBPs.

The 2009 EQRO found that eight (8) RSNs fully met the standard for Practice Guidelines; three (3) RSNs substantially met the standard and one RSN partially met the standard. Nine of the 12 RSNs used clinical record review to monitor contracted providers' implementation of their practice guidelines.

Upcoming Waiver Period - Please check any of the processes and procedures from the following list that the State requires to ensure that MCOs, PIHPs, and PAHPs adopt and disseminate practice guidelines.

a._X_ [Required] Guidelines are based on valid and reliable clinical evidence or a consensus of health care professionals in the particular field.

b._X_ [Required] Guidelines consider the needs of the MCO's, PIHP's or PAHP's enrollees.

c._X_[Required] Guidelines are developed in consultation with contracting *mental* health professionals.

d._X_ [Required] Guidelines are reviewed and updated periodically.

e._X_ [Required] Guidelines are disseminated to all affected providers and, upon request to enrollees and potential enrollees.

f._X_ [Required] Guidelines are applied in decisions with respect to utilization management, enrollee education, coverage of services, and other relevant areas.

g._X_ Other (please explain): *EBPs may be used when the practice guideline standards (above) are met.*

Quality Assessment and Performance Improvement (QAPI)

Previous Waiver Period

a. **_X_** [Required for all elements checked in the previous waiver submittal] Please provide results from the State's monitoring efforts to determine the level of compliance in the area of QAPI for the previous waiver period [items C.VII.a-u in 1999 initial preprint; relevant sections in the 1995 preprint, item C.VII Upcoming Waiver Period, 1999 Waiver Renewal Preprint]. Please break down monitoring results by subpopulations if available.

The QAPI compliance areas are included in the EQRO report submitted to CMS in December 2009.

b. _X_ The State or its MCOs and PIHPs conducted performance improvement projects that achieve, through on-going measurement and intervention, demonstrable and sustained improvement in significant aspects of clinical care and non-clinical services that can be expected to have a beneficial effect on health outcomes and enrollee satisfaction. Please list and submit findings from the projects completed in the previous two year period.

All PIHPs are evaluated on two sets of performance improvement measurements included in their contract: core performance measures and regional performance measures. The core performance measures are established statewide and required of all PIHPs. For these measures, the state calculates the baseline, defines the measurement, establishes the annual improvement target, and provides the quarterly and annual reports to each PIHP. Regional performance measures are developed, calculated, tracked and reported by the PIHP. They are responsible to collect and manage the data necessary to support the measurement activities, including establishing the baseline, determining demonstrable improvement target, tracking change in performance over time, and reporting the annual findings to the state. The aim of the regional performance measurement is to allow the PIHP to develop a quantitative, regional understanding of the healthcare and service delivery system, to establish meaningful and relevant measures unique to its population and geographic service area, to maximize the collection of data at the local level, and to foster innovation and partnership between the PIHP and network providers.

The current core performance measures are made up of 3 service provision measures and 2 data quality measures. The service provision measures are:

- *A routine outpatient service must be offered to a Medicaid client within seven (7) days of discharge from a psychiatric inpatient hospital or Evaluation and Treatment (E&T) facility. This is calculated as a percentage of discharges from community psychiatric inpatient hospitals and E&Ts with a routine outpatient service within seven (7) days, divided by the total number of discharges from community psychiatric inpatient hospitals and E&Ts.*

- *Time from a request for service to a routine service offered shall be within 28 days. This is calculated as a percentage of Medicaid clients who received a routine service within 28 days of the service request, divided by the total number of Medicaid clients who requested, authorized and received routine services.*

- *Time from a service request to an intake service shall be within 14 days. This is calculated as a percentage of Medicaid clients who received an intake service within 14 days of the service request, divided by the total number of Medicaid clients who requested services and received intake services.*

The data quality measures are:
Consumer Periodics (made up of various outcome measures such as employment status, housing, whether the client is in school part or full time, etc) are required to be submitted to the state per contract. A timeliness of submission measure is calculated as a percentage of the number of Consumer Periodics that are successfully submitted within 60 days, divided by the total number of Consumer Periodics submitted in the reporting period.

Outpatient encounters are also required to besubmitted to the state within 60 days of the close of the month in which the services were provided (i.e., service month). This measure is calculated as a percentage of the number of outpatient encounters successfully submitted within 60 days after the services month, divided by the total number of outpatient encounters in the reporting period.

For regional performance measures, PIHPs are required to develop a minimum of three (3) measures. These are chosen by the PIHP but cannot be the same as the core performance measures nor currently calculated statewide or optional indicators from the Performance Improvement Project (PIP) by the PIHP. Regional measures cannot not be deleted or modified, once the baseline and target have been established by the PIHP. Measures are to be chosen based on local relevance, clinical consensus, and research evidence and with input from each PIHP's local Mental Health Advisory Board. The state encourages PIHPs to develop their measures that reflect these areas:

- *Access and Availability*
- *Care Coordination and Continuity*
- *Effectiveness of Care*
- *Quality of Care*
- *Hope, Recovery, and Resiliency*
- *Empowerment and Shared Decision Making*
- *Self Direction*
- *Cultural Competency*
- *Health and Safety Measures*
- *Consumer Health Status and Functioning*
- *Community Integration and Peer Support*
- *Quality of Life and Outcomes*

- *Promising and Evidence-Based Practices*
- *Provider effectiveness and satisfaction*
- *Integrated Programs and Systems Integration*

Each PIHP must submit their measures for state review by a particular date. They also must calculate the baseline measurement and submit their calculation methodology to the state for review. PIHPs must submit annual improvement targets and a performance report to the state for review and acceptance.

In addition to these core contract measures, the state collects data on a variety of other performance indicators to meet SAMHSA requirements for reporting of Uniform Reporting System and National Outcome Measures and reports on these additional indicators are available to State and PIHP staff through a web based reporting system.

The results of the PIPs conducted by the PIHPs are included in the EQRO report submitted to CMS in December, 2009.

The state and the PIHP have been participating with SAMHSA, CMHS, as part of the data infrastructure grant. The report may be found at http://www1.dshs.wa.gov/mentalhealth .

Upcoming Waiver Period- The State must require that each MCO and PIHP have an ongoing QAPI for the services it furnishes to its enrollees.

a.**_X_**_[Required] The State must review, at least annually, the impact and effectiveness of each MCO's and PIHP's QAPI. This review includes:
QAPI compliance areas are in the EQRO report submitted to CMS in December, 2009.

1._**X**_The MCO's and PIHP's performance on the standard measures on which it is required to report.

Through the participation of the state with SAMHSA on the data infrastructure grant there will be data shown for each of the 13 RSNs. As it is with the states and the data infrastructure grant the RSNs will be measured against themselves and not against each other.

2.___ The results of each MCO's and PIHP's performance improvement projects.

b. ___Please check any of the following processes and procedures that the State includes as a requirement for MCO and PIHP QAPIs

Each MCO and PIHP must have:

1 X A policy making body which oversees the QAPI

2.___ A designated senior official responsible for program administration and documentation of Quality Improvement committee activities.

3 X Active participation by providers and consumers

4 X Ongoing communication and collaboration among the Quality Improvement policy making body and other functional areas of the organization.

5.___ Other (please describe):

c.__X_[Required] Each MCO and PIHP must have in effect mechanisms to detect both underutilization and overutilization of services. Please describe these mechanisms:

The PIHP must have documented procedures to identify at the RSN level over and under utilization and shall monitor for over-utilization and under-utilization of services and ensure that resource management and utilization management activities are not structured in such a way as to provide incentives for any individual or entity to deny, limit, or discontinue medically necessary mental health services to any enrollee. Care management focuses on access, referrals, oversight of care coordination, utilization review, resource management, risk management, and quality improvement. These activities must be performed by a Mental Health Professional.

d. **_X_** [Required] Each MCO and PIHP must have in effect mechanisms to assess the quality and appropriateness of care furnished to enrollees with special health care needs**.** Please describe these mechanisms:

Please see our response to special health care needs above.

e._X__[Required] Each MCO and PIHP must measure and report to the State its performance, using standard measures required by the State. Please list or attach the standard measures currently required.

Please see Attachment C.VI.b. - Data Dictionary and the Performance Indicator Report which may be found on HRSA's website which is http://www1.dshs.wa.gov/mentalhealth .

Performance Improvement Projects

f.__X_ [Required] Each MCO and PIHP must conduct performance improvement projects that are designed to achieve, through ongoing measurement and intervention, significant, sustained over time, in clinical care and nonclinical care areas that are expected to have a favorable effect on health outcomes and enrollee satisfaction.

g_X_ Each performance improvement project must be completed in a reasonable time period so as to generally allow information on the success of performance improvement projects in the aggregate to produce new information on quality of care every year.

h._X_[Required] Each MCO and PIHP must report the status and results of each project to the State as requested.

Please list or attach the projects currently planned for each year of the waiver period either at a state or plan-level. Please describe the types of issues that are included in clinical (e.g., acute/chronic conditions, high-volume/high-risk services) and non-clinical (e.g., complaints, appeals, cultural competence, accessibility) focus areas as defined by the State.

Following is a list of clinical and nonclinical PIPs currently being conducted, by RSN:

CCRSN: Clark County RSN

Clinical: Employment Outcomes for Adult Consumers
Nonclinical: Timeliness of Access to Outpatient Services

CDRSN: Chelan Douglas RSN

Clinical: Metabolic Syndrome Screening and Intervention
Nonclinical: Improved Delivery of Non-Crisis Outpatient Appointments After Psychiatric Hospitalization

GCBH: Greater Columbia Behavioral Health

Clinical: Impact of Implementing the PACT Model on the Use of Inpatient Treatment
Nonclinical: Improved Delivery of Non-Crisis Outpatient Appointments after Psychiatric Hospitalization

GHRSN: Grays Harbor RSN

Clinical: Improving Treatment Outcomes for Adults Diagnosed with a New Episode of Major Depressive Disorder
Nonclinical: Improved Delivery of Non-Crisis Outpatient Appointments after Psychiatric Hospitalization

KCRSN: King County RSN

Clinical: Metabolic Syndrome Screening and Intervention
Nonclinical: Improved Delivery of Non-Crisis Outpatient Appointments after Psychiatric Hospitalization

NCWRSN: North Central Washington RSN

Clinical: Improved Delivery of Non-Crisis Outpatient Appointments after Psychiatric Hospitalization
Nonclinical: Improved Access to Services – Intakes Provided within 14 Days of a Service Request

NSMHA: North Sound Mental Health Administration

Clinical: Decrease in the Days to First Prescriber Appointment After Request for Service
Nonclinical: Improved Delivery of Non-Crisis Outpatient Appointments after Psychiatric Hospitalization

PRSN: Peninsula RSN

Clinical: Metabolic Syndrome Screening and Intervention
Nonclinical: Improved Delivery of Non-Crisis Outpatient Appointments after Psychiatric Hospitalization

SCRSN: Spokane County RSN

Clinical: Implementing an Evidence-Based Practice
Nonclinical: Reduced Errors in Service Encounter Reporting Through Consistent Interpretation of Reporting Guidelines

SWRSN: South West RSN

Clinical: Using Assertive Community Treatment to Decrease Consumer Hospital Utilization
Nonclinical: Improved Delivery of Non-Crisis Outpatient Appointments after Psychiatric Hospitalization

TMRSN: Thurston-Mason RSN

Clinical: Multisystemic Therapy
Nonclinical: Improved Rates of Medicaid Adults Seen for a Non-Crisis Outpatient Appointment within 7 Days of Discharge from a Psychiatric Inpatient Level of Care

TRSN: Timberlands RSN

Clinical: Not Submitted
Nonclinical: Improving Coordination of Care with Primary Care Providers

Because the OptumHealth (Pierce County) RSN officially began serving Pierce County in July of 2009, they have not yet been reviewed to monitor Performance Improvement Projects. OptumHealth will be reviewed in 2010 to ensure compliance with contract requirements around PIPs.

Monitoring & Implementing Improvement Strategies: All RSNs are required to develop and implement a quality improvement plan to improve or sustain the indicator and make this plan available to DBHR for review and monitoring

i. __X__ [Required] Each MCO and PIHP must measure performance using objective quality indicators.

j. __X__ [Required] Each MCO and PIHP must implement system interventions to achieve improvement in quality.

k. __X__ [Required] Each MCO and PIHP must formally evaluate the effectiveness of the interventions.

l. __X__ Each MCO and PIHP must correct significant systemic problems that come to its attention

through internal surveillance, complaints, or other mechanisms.

m. __X__ MCOs or PIHPs are allowed to collaborate with one another on projects, subject to the approval of the State Medicaid agency.

n.___ Each MCO and PIHP must select topics for projects through continuous data collection and analysis by the organization of comprehensive aspects of patient care and member services.

o.___ Each MCO and PIHP must select topics in a way that takes into account the prevalence of a condition among, or need for a specific service by, the organization's enrollees; enrollee demographic characteristics and health risks; and the interest of consumers in the aspect of care or services to be addressed.

p.___ Each MCO and PIHP must provide opportunities for enrollees to participate in the selection of project topics and the formulation of project goals.

q.___ Each MCO and PIHP must establish a baseline measure of performance on each indicator, measure changes in performance, and continue measurement of at least one year after a desired level of performance is achieved.

r.___ Each MCO and PIHP must use a sampling methodology that ensures that results are accurate and reflective of the MCO's or PIHP's enrolled Medicaid population.

s.___ Each MCO and PIHP must use benchmarks levels of performance which are either determined in advance by the State Medicaid agency or by the organization.

t.___ Each MCO and PIHP must ensure that improvement is reasonably attributable to interventions undertaken by the organization (has face validity).

u.___ Other (please describe):

VI. Mental Health Information Systems

Previous Waiver Period

[Required for all elements checked in the previous waiver submittal] Please provide results from the State's monitoring efforts for compliance in the area of health information systems for the previous waiver period [items C.VI.a-i in 1999 initial preprint; relevant sections of the 1995 preprint].

The RSNs now submit data within acceptable standards. The Information System Data and Evaluation Committee (ISDEC) continues to meet and facilitate data quality improvements. DBHR and the RSNs are now HIPAA compliant and use standard transactions and national code sets for encounter reporting.

Upcoming Waiver Period

Please check any of the processes and procedures from the following list that the State requires to ensure that contracting MCOs and PIHPs maintain a health information system that collects, analyzes,

integrates, and reports data and can achieve the objectives of the Medicaid Program.

The State requires that MCO and PIHP systems:

a._X_ [Required] Provide information on:

1._X_Utilization;

2._X_ Grievances and appeals;

3.___ Disenrollment for reasons other than loss of Medicaid eligibility.

b._X_[Required] Collect data on enrollee and provider characteristics as specified by the State. *The Data dictionary is available on request.*

c._X_ Collect data on services furnished to enrollees through an encounter data system or such other methods approved by the State (please describe). The MCO/PIHP is capable of (please check all that apply):

Please see the data dictionary above

1._X_ [Required] Recording sufficient patient data to identify the provider who delivered services to Medicaid enrollees

2._X_ [Required] Verifying whether services reimbursed by Medicaid were actually furnished to enrollees by providers and subcontractors

3._X_ [Required] Verifying the accuracy and timeliness of data

4._X_[Required] Screening data for completeness, logic and consistency

5._X_ [Required] Collecting service information in standardized formats to the extent feasible and appropriate

6.___ Other (please describe):

d.___ Provide periodic numeric data and/or narrative reports describing clinical and related information for the Medicaid enrolled population in the following areas (check all that apply):

1.___ Health services (please specify frequency and provide a description of the data and/or content of the reports)

2.___ Outcomes of health care (please specify frequency and provide a description of the data and/or content of the reports)

3.___ Encounter Data (please specify frequency and provide a description of the data and/or content of

the reports)

4.___ Other (please describe and please specify frequency and provide a description of the data and/or content of the reports)

e.__X_ Maintain health information systems sufficient to support initial and ongoing operation, and that collect, integrate, analyze and report data necessary to implement its QAPI.

f._X_ Ensure that information and data received from providers are accurate, timely and complete.

g._X_ Allow the State agency to monitor the performance of MCOs/PIHPs using systematic, ongoing collection and analysis of valid and reliable data.

h.___ Ensure that each provider furnishing services to enrollees maintains an enrollee health record in accordance with standards established by the organization that take into account professional standards.

i.__X_ Please provide a description of the current status of the State's encounter data system, including timeliness of reporting, accuracy, completeness and usability of data provided to the State by MCOs/PIHPs.

State contracts with PIHPs require encounters to be submitted to the state within 60 days of the close of the month in which the services were provided (i.e., service month). A performance measure in the contract requires that PIHPs achieve a compliance rate of 95% for timeliness of submission within 60 days. A report on the compliance rate is provided to management and to each PIHP quarterly. This report also tracks numbers of encounters submitted, to provide an indication of any deviation from typical submission rates and to flag any PIHPs that have not submitted any encounters in a given time frame.

As encounters are processed into the database, edits in the database manage accuracy and completeness, in part by rejecting encounters that do not contain acceptable values such as procedure codes, date of service, client identifier, duration of service, location where service was provided, and procedure code modifiers as required by the state plan. The PIHP contract also requires that any rejected encounters be corrected and resubmitted within 30 days of original submission.

The external quality review organization coordinates with the state for encounter validation activities that provide a level of oversight regarding completeness and accuracy of encounter reporting. As well, the encounter validation activities provide a level of oversight about the degree of match between encounters that are recorded in client's medical record and those reported in the information system.

In 2010, PIHP encounter data reporting is transitioning from a custom database to a new MMIS system, known as Provider One. This new system will shift PIHP encounter data reporting from the current information system and will integrate information in ProviderOne for all services provided to Medicaid clients. This will ultimately improve efforts to analyze and report on service utilization and facilitate efforts to improve integration of care. It will also enhance our ability to measure the impact of services and/or policy changes, and allow better risk profiling and enhanced quality improvement activities.

However, additional non-encounter data reported by the PIHPs, used for performance and outcome

measures, is not planned to be reported through Provider One but will continue to be reported to the custom database. This will necessitate a significant redesign and reformatting. A project team is implementing infrastructure changes and the creation of linkages and programming to regenerate the existing structure so that encounters and associated client data can be matched for use in reporting.

The state hosts bi-monthly meetings with PIHP IT and Quality Managers, along with provider representatives, to discuss data quality issues, review monitoring reports, provide technical specifications to meet contract requirements for encounter submission and to improve encounter data quality. The group is also an advisory body to review and suggest changes to all technical documents such as data dictionaries, encounter reporting guides that provide guidance for encounter reporting to the state.

j.__X_ The State uses information collected from MCOs/PIHPs as a tool to monitor and evaluate MCOs/PIHPs (i.e. report cards). Please describe.

Information collected from PIHPs includes both encounters and other performance and outcome data at the client level. Since the data reporting requirements for PIHPs is the same in the PIHP contract as it is for the block grant contract, we are able to apply the same data quality processes to a larger data set. That data is used for internal management reports, for decision support and planning purposes and for executive and legislative reports on system performance. Further, this data is used by the umbrella social service agency, the Department of Social and Health Services' (the Agency) Research and Data Analysis Division, to provide research and policy reports on treatment, performance and outcome trends. This division can link the clients served by the PIHP to other department services such as chemical dependency treatment, state cash assistance, all medical services paid for by Medicaid, including prescriptions for medications, emergency room visits, etc, to provide more comprehensive views and analysis of what services clients are getting.

PIHP-supplied data is also used for to provide reports through a web-based ad hoc reporting system that provides a number of developed reports that can be run with various parameters of age groups, state geographic regions, ethnicities etc to provide specific reports of interest. This system is available to internal staff, PIHP staff as well as their subcontractors, upon vetting a request for a login. This year a subset of these reports will also be available to the general public, to provide a broader stakeholder group with access to performance and outcome data.

Much of the data collected in both the PIHP and the block grant contracts is used to report to CMS via the URS/NOMS reporting tables, specifically based on the client funding.

During the past year the Agency has integrated the mental health and chemical dependency divisions into one "behavioral health" division. Much of this data is also being used in the on-going planning process of integrated treatment goals for clients and to inform the funding and contracting directions to provide better care.

Administrative data sets are provided to external contractors such as actuarial firms, for rate setting activities, to a quality review organization (EQRO) to provide an independent encounter validation review and for other advisory activities.

k.___ The State uses information collected from MCOs/PIHPs as a tool to educate beneficiaries on their options (i.e. comparison charts to be used by beneficiaries in the selection of MCOs/PHPs and/or providers). Please describe.

l.___ Other (please describe):

Section D – Cost-Effectiveness

Cost Effectiveness Information and appendices are provided in a separate document.

Section E. FRAUD AND ABUSE
States must promote the prevention, detection, and reporting of fraud and abuse in managed care by ensuring both the State and the MCOs/PIHPs/PAHPs have certain provisions in place.

Previous Waiver Period

a. [Required for all elements checked in the previous waiver submittal] Please provide summary results from all fraud and abuse monitoring activities, including a summary of any analysis and corrective action taken, for the previous waiver period. [Reference: items E.I-II of 1999 initial preprint; relevant sections of 1995 preprint, item E.I Upcoming Waiver Period, 1999 Waiver Renewal Preprint)]

The State Auditor monitors and reported no findings of Fraud and Abuse. The EQRO found no evidence of fraud and abuse in their reviews.

Upcoming Waiver Period -- Please check all items below which apply, and describe any other measures the State takes.

I. State Mechanisms

a._X__ The State has systems to avoid duplicate payments (e.g., denial of claims for services which are the responsibility of the MCO/PIHP/PAHP, by the State's claims processing system).

b.___ The State has a system for reporting costs for non-capitation payments made in addition to capitation payments (e.g., where State offered reinsurance or a stop/loss limit results in FFS costs for enrollees exceeding specified limits)

c._X_ The State has in place a formal plan for preventing, detecting, pursuing, and reporting fraud and abuse in the managed care program in this waiver, which identifies the staff, systems, and other resources devoted to this effort. Please attach the fraud and abuse plan.

The State auditor monitors for fraud and abuse. These reports have been submitted to CMS over the course of the waiver. There have been no findings.

d._X_ The State has a specific process for informing MCOs/PIHPs/PAHPs of fraud and abuse requirements under this waiver. If so, please describe.

The contract with the PIHP includes the marked terms from II. b. below.

e.___ Other (please describe):

II. MCO/PIHP/PAHP Fraud Provisions

a._X_ [Required for MCOs/PIHPs if State payments based on data submitted by MCO/PIHP, e.g. encounter data] MCO/PIHP must certify data as follows:

(i) data is accurate, complete, and truthful based on best knowledge, information, and belief

(ii) certification is made by plan CEO, CFO, or individual delegated to sign for, and reports to, plan CEO or CFO

(iii) certification is submitted concurrently with data

b._X__[Required for MCO/PIHPs]The State requires MCOs/PIHPs to have an internal plan for preventing, detecting, and pursuing fraud and abuse. Plan includes:

(i)_X_Written polices that articulate commitment to comply with all applicable Federal and State laws

(ii)_X_Designation of compliance officer and committee

(iii)_X__Effective training and education for compliance officer and plan employees

(iv)_X_ Enforcement of standards through well-publicized disciplinary guidelines

(v)_X_ Provision for internal monitoring and auditing

(vi)_X_ Provision for prompt response to detected offence, and corrective action initiative related to MCO/PIHP contract

c. _X_ [Required for MCOs/PIHPs/PAHPs] The plan is prohibited from having affiliations with an individual who was, or is debarred, suspended, or otherwise excluded from participating in procurement activities under the Federal Acquisition Regulation.

d. _X_ The State requires MCOs/PIHPs/PAHPs to report suspected fraud and cooperate with State (including Medicaid Fraud Control Unit) investigations.

Section F. SPECIAL POPULATIONS

States may wish to refer to the October 1998 CMS document entitled "Key Approaches To The Use of Managed Care Systems For Persons With Special Health Care Needs" as guidance for efforts to ensure access and availability of services for persons with special needs. To a certain extent, key elements of that guide have been incorporated into this waiver application form.

I. General Provisions for Special Populations

Previous Waiver Period

a. [Required for all elements of applicable sections checked in the previous waiver

submittal] Please provide results from all monitoring efforts for each subpopulation noted in the previous waiver, including a summary of any analysis and corrective action taken, to determine the level of compliance with State requirements in the area of special populations for the previous waiver period [items F.I.a-g of the 1999 initial preprint; as applicable in 1995 preprint, item F.I. Upcoming Waiver Period, 1999 Renewal Waiver Preprint].

b. Please describe the transition plan for situations where an enrollee with special health care needs will be assigned to a new provider when the current provider is not included in the provider network under the waiver.

Upcoming Waiver Period -- Please check all items that apply to the State.

a._X_ The State has a specific definition of "special populations" or "populations with special health care needs." The definition should include populations beyond those who are SSI or SSI-related, if appropriate, such as persons with serious and persistent mental illness, and should specify whether they include adults and/or children. Some examples include: Children with special needs due to physical and/ or mental illnesses, Older adults (over 65), Foster care children, Homeless individuals (with Medicaid), Individuals with serious and persistent mental illness and/or substance abuse, Non-elderly adults who are disabled or chronically ill with developmental or physical disability, or other. Please describe.

For the purpose of this waiver, "populations with special health care needs" is defined as Medicaid clients with serious and persistent mental illness.

b._X_ There are special populations included in this waiver program. Please list the populations.

Per CMS definition, Children, adults and older adults with mental illness or serious emotional disturbance.

c._X_ The State has developed and implemented processes to collaborate and coordinate with, on an ongoing basis, agencies that serve special needs consumers, advocates for special needs populations, special needs beneficiaries and their families. If checked, please briefly describe.

The PIHP contract includes the requirement for cross-system coordination for all children who are involved in multiple system. These plans are developed by the RSN in collaboration with their local or regional system partners, approved and signed by the respective regional administrator.
Treatment plans reflect this coordination, which involves intersystem collaboration with key DSHS agencies involved with the client and family as well as school, CLIP, family partners, etc. For children this requirement includes EPSDT coordination with any DSHS child serving agency, with whom a child/youth is involved, including a process for participation by the agency in the development of a cross-system Individual Service Plan when indicated under EPSDT.

RSN Allied System Coordination Plans must be developed with each of the following programs:

- *Aging and Disability Services Administration (ADSA) (this includes Developmental Disability Services for adults and children)*
- *Chemical Dependency and Substance Abuse services*
- *Children's Administration*
- *Community Health Clinics, Federally Qualified Health Centers (FQHCs), and Healthy Options Plans*
- *Criminal Justice (courts, jails, law enforcement, public defender, Department of Corrections)*
- *Division of Vocational Rehabilitation*
- *Juvenile Rehabilitation Administration*

Each region is allowed to develop their own format, but must adhere to the following required elements. These plans are updated as needed according to contract and/or request by one or more systems due to internal and/or community changes. These agreements provide a foundation for coordinating effective treatment planning and case management.

The RSN Contract Allied System Coordination Agreement must contain all of the following elements:

- *Clarification of roles and responsibilities of the allied systems in serving multi-system consumers.*
- *Processes for the sharing of information related to eligibility, access and authorization.*
- *Identification of needed local resources, including initiatives to address those needs.*
- *A process for facilitation of community reintegration from out-of-home placements (e.g. State hospitals, Children's Long- term Inpatient facilities, Juvenile Rehabilitation Administration facilities, foster care, nursing homes, acute inpatient settings) for consumers of all ages.*
- *A process or format to address disputes related to service or payment responsibility.*
- *A process to evaluate progress in cross-system coordination and integration of services.*

d.___ The State has programs/services in place which coordinate and offer additional resources and processes to ensure coordination of care among:

1.___ Other systems of care (Please specify, e.g. Medicare, HRSA Title V grants, Ryan White CARE Act, SAMHSA Mental Health and Substance Abuse Block Grant Funds)
2.___ State/local funding sources
3.___ Other (please describe):

e.___ The State has in place a process for ongoing monitoring of its listed special populations by special needs subpopulation included in the waiver in the following areas:

1.___ Access to services (please describe):
2.___ Quality of Care (please describe):
3.___ Coordination of care (please describe):
4.___ Enrollee satisfaction (please describe):
5.___ Other (please describe):

f._X__ The State has standards or efforts under way regarding a location's physical Americans with Disabilities Act (ADA) access compliance for enrollees with physical disabilities. Please briefly describe these efforts, and how often compliance is monitored.

DBHR licensing and cerification team reviews new (provisional license) agencies for ADA compliance. They request the latest self-assessment for ADA compliance and look for any corrective actions. If they are county or RSN contractors, DBHR licensing and cerification staff requests their latest review activities on this issue. If the agency can't provide documentation of ADA evaluation, DBHR licensing and certification staff look about to see if there are any major access barriers (disabled parking, rails in bathrooms, wheel chair accessible, etc.).

g._X__ The State has specific performance measures and performance improvement projects for the populations with special health care needs. Please identify the measures and improvement projects by each population. Please list or attach the standard performance indicators and performance improvement projects:

Please see the Division of Behavioral Health and Recovery website at http://www1.dshs.wa.gov/mentalhealth and the WIMIRT website http://depts.washington.edu/washinst.

II. State Requirements for MCOs/PIHPs/PAHPs

Previous Waiver Period

a. [Required for all elements checked in the previous waiver submittal] Please provide results from all monitoring efforts for each subpopulation noted in the previous waiver, including a summary of any analysis and corrective action taken, to determine the level of compliance with State requirements in the area of special populations for the previous waiver period [items F.II.a-h of the 1999 initial preprint; as applicable in 1995 preprint, item F.II. Upcoming Waiver Period, 1999 Renewal Waiver Preprint].

Upcoming Waiver Period Please check all the items that apply to the State or MCO/PIHP/PAHP.

a.___ The State has required care coordination/case management services the MCO/PIHP/PAHP shall provide for individuals with special health care needs. Please describe by population.

b.___ As part of its criteria for contracting with an MCO/PIHP/PAHP, the State assesses the MCO/PIHP/PAHP's skill and experience level in accommodating people with special needs. Please describe by population.

c.___ The State requires MCOs/PIHPs/PAHPs to either contract or create arrangements with providers who have traditionally served people with special needs, for example, Ryan White providers and agencies which provide care to homeless individuals. If checked, please describe by population.

d.___ The State has provisions in contracts with MCOs/PIHPs/PAHPs that allow beneficiaries who utilize specialists frequently for their health care to be allowed to maintain these types of specialists as PCPs. If not checked, please explain by population.

e.___ The State collects or requires MCOs/PIHPs/PAHPs to collect population-specific data for special populations. Please describe by population.

f.___ The State requires MCOs/PIHPs/PAHPs that enroll people with special health care needs to provide special services, have unique medical necessity definitions and/or have unique service authorization policies and procedures.

1. Please note any services marked in Appendix D.2.S that are for special needs populations only by population.

2. Please note any unique definitions of "medically necessary services" for special needs populations by population.

3. Please note any unique written policies and procedures for service authorizations for special needs populations by population. For example, are MCOs required to coordinate referrals and authorizations of services with the State's Title V agency for any special needs children who qualify for Title V assistance?

g.___ The State requires MCOs/PIHPs/PAHPs to identify individuals with complex or serious medical conditions in the following ways:

1.___ An initial and/or ongoing assessment of those conditions
2.___ The identification of medical procedures to address and/or monitor the conditions.
3.___ A treatment plan appropriate to those conditions that specifies an adequate number of direct access visits to specialists to accommodate implementation of the treatment plan.
4.___ Other (please describe):

h.___ The State specifies requirements of the MCO/PIHPs/PAHPs for the special populations in the waiver that differ from those requirements described in previous sections and earlier in this section of the application. Please describe by population.

Section G. APPEALS, GRIEVANCES, AND FAIR HEARINGS
MCOs/PIHPs are required to have an internal grievance procedure approved in writing by the State agency, providing for prompt resolution of issues, and assuring participation of individuals with authority to order corrective action. The procedure allows an enrollee or a provider on behalf of an enrollee to challenge the denial of coverage of, or payment for services as required by 1932(b)(4) of the Act.

States, MCOs, PIHPs, and PAHPs are required to provide Medicaid enrollees with access to the State hearing process as required under 42 CFR 431 Subpart E, including:

- *Informing Medicaid enrollees about their hearing rights in a manner that assures notice at the time of an action;*
- *Ensuring that enrollees may request continuation of benefits during a course of treatment during an appeal or reinstatement of services if the State takes action without the advance notice and as required in accordance with State Policy on hearings. The state must also inform enrollees of the procedures by which benefits can be continued or reinstated; and*
- *Other requirements for fair hearings found in 42 CFR 431 Subpart E.*

I. Definitions (MCO/PIHP):

Upcoming Waiver Period --

a.__X_ [Required]The definition of action in the case of an MCO/PIHP means:

- ✓ Denial or limited authorization of a requested service, including the type or level of service;
- ✓ The reduction, suspension, or termination of a previously authorized service;
- ✓ The denial, in whole or in part, of a payment for a service;
- ✓ The failure to provide services in a timely manner;
- ✓ The failure to act within timeframes required by 42 CFR 438.408(b);
- ✓ For a resident of a rural area with only one MCO, the denial of a Medicaid enrollee's request to exercise his or her right, under §438.52(b)(2)(ii), to obtain services outside the network.

b._X_ Appeal means a request for a review of an action.

c._X_ Grievance means an expression of dissatisfaction about any matter other than an action.

b. Please describe any special processes that the State has for persons with special needs.

II. Grievance Systems Requirements (MCO/PIHP):

Previous Waiver Period

a. [Required for all elements checked in the previous waiver submittal] Please provide results from the State's monitoring efforts, including a summary of any analysis and corrective action taken with respect to appeals, grievances and fair hearings for the previous waiver period [items G.II.a and G.II.b of the 1999 initial preprint; as applicable in 1995 preprint, item G.II 1999 Upcoming Waiver Renewal Preprint]. Also, please provide summary information on the types of appeals, grievances or fair hearings during the previous two-year period following this addendum. Please note how access and quality of care concerns were addressed in the State's Quality Strategy.

DBHR has monitored grievance and fair hearings for the last several years. The current template and instructions for use in reporting complaints (not included in the table below), grievances and fair hearings was implemented in October, 2001. Data for adults and for children were combined on a one page summary report, to be submitted to DBHR. In addition to reports of cases and occurrences of various types (e.g. dignity and respect), RSNs are expected to report the corresponding resolutions to the occurrences of types of grievances and fair hearings.

RSNs vary in their ability to conduct analyses of raw data. Some of them have incorporated use of complaint data into their ongoing quality monitoring and management processes.

The PIHPs have gained a better understanding of their responsibility when a denial of service is initiated due to an enrolled consumer not meeting the definition of medical necessity for service.

b. Please mark any of the following that apply:

1.___ A hotline was maintained which handles any type of inquiry, complaint, or problem.

2._X_ Following this section is a list or chart of the number and types of complaints and/or (not required per BBA and CMS) grievances handled during the waiver period.

October 2007 through September 2008

Adult (21 Yrs. and over)	**PIHP Grievances**	**Fair Hearings**
Access to Outpatient	5	0
Dignity and Respect	6	0
Quality/ Appropriateness	4	1
Phone calls not returned	1	0
Service -- Intensity, Not Available, Coordination	5	6
Consumer Rights	9	3
Physicians & Medications	1	0
Financial & Admin Svs	0	0

Children (0-20 Yrs.)	**PIHP Grievances**	**Fair Hearing**
Access to Outpatient	0	0
Dignity and Respect	0	0
Quality/ Appropriateness	0	0
Phone calls not returned	0	0
Service -- Intensity, Not Available, Coordination	0	0
Consumer Rights	0	0
Physicians & Medications	3	0
Financial & Admin Svs	0	0

Transportation	0	0
Emergency Services	0	1
Access to Inpatient	1	0
Violation of Confidentiality	0	0
Participation in Treatment	3	1
Other	2	1
Total	**37**	**13**

Transportation	0	0
Emergency Services	0	0
Access to Inpatient	0	0
Violation of Confidentiality	0	0
Participation in Treatment	0	0
Other	0	0
Total	**3**	**0**

October 2008 through September 2009

Adult (21 Yrs. and over)	**PIHP Grievances**	**Fair Hearings**
Access to Outpatient	5	0
Dignity and Respect	6	0
Quality/ Appropriateness	4	1
Phone calls not returned	1	0
Service -- Intensity, Not Available, Coordination	5	6
Consumer Rights	9	3
Physicians & Medications	1	0
Financial & Admin Svs	0	0
Transportation	0	0
Emergency Services	0	1
Access to Inpatient	1	0
Violation of Confidentiality	0	0
Participation in Treatment	3	1
Other	2	1
Total	**37**	**13**

Children (0-20 Yrs.)	**PIHP Grievances**	**Fair Hearing**
Access to Outpatient	0	0
Dignity and Respect	0	0
Quality/ Appropriateness	0	0
Phone calls not returned	0	0
Service -- Intensity, Not Available, Coordination	0	0
Consumer Rights	0	0
Physicians & Medications	3	0
Financial & Admin Svs	0	0
Transportation	0	0
Emergency Services	0	0
Access to Inpatient	0	0
Violation of Confidentiality	0	0
Participation in Treatment	0	0
Other	0	0
Total	**3**	**0**

3. **X** There is consumer involvement in the grievance process. Please describe.
Consumers have the right to seek the services of Ombuds. Ombuds are required to be consumers or past consumers of mental health or family members of consumers of mental health. Consumers may also use other representation if they choose.

Upcoming Waiver Period -- Please check requirements in effect for MCO/PIHP grievance

processes.

a. Required Appeals, Grievances, and Fair Hearings Elements for MCOs/PIHPs:

1. **X** MCO/PIHPs have a system in place for enrollees that include a grievance process, an appeals process, and access to the State's fair hearing process.

2. **X** An MCO/PIHP enrollee can request a State fair hearing under the State's Fair Hearing process. The State permits
   (A)__ direct access without first exhausting the MCO/PIHP grievance process

   (B) **X** exhaustion of MCO/PIHP grievance process before a State fair hearing can be accessed. With regard to specific mental health grievance, the state requires the consumer to exhaust grievances at the lowest level possible; first at the community mental health agency, then the PIHP level and then fair hearing with a maximum time frame for resolution of 30 days at each level.

   Per DSHS rules a consumer may access a fair hearing at any time for issues with regard to DSHS rules.

3. **X** Enrollees are informed about their State fair hearing rights at the time of Medicaid eligibility determination and at the time of any action as defined in 42 C.F.R. 431 Subpart E.

4. **X** The state specifies a time frame that is no less than 20 days and does not exceed 90 days from the date of action for the enrollee to request an appeal or fair hearing. Specify the time frame *20 days.*

5. **X** [Optional] The State has time frames for resolution of grievances. Specify the time frame set by the State *90 days.*

The regional support network must have in place a system for reviewing and resolving consumer grievances. The process must comply with WAC 388-865-0255 or its successor.

6. **X** The MCO/PIHP issues a written notice of all actions. Notices meet the requirements of 42 CFR 438.404 for language, format, content, and timing.

7. **X** The MCO/PIHP acknowledges receipt of each appeal and grievance when received and explains to the enrollee the process to be followed in resolving his or her issue. If the State has a time frame for MCOs/PHPs to acknowledge complaints and grievances, please specify: *Initial acknowledgement may be by telephone, with written acknowledgement within five working days of receipt of the appeal or grievance.*

8. **X** The MCO/PIHP gives enrollees assistance completing forms or other assistance necessary in filing appeals or grievances (or as appeals and grievances are being resolved).

9. _X_ The MCO/PIHP ensures individuals who make decisions were not involved in previous levels of decision making.

10. _X_ The MCO/PIHP ensures individuals who make decisions are health care professionals who have appropriate clinical expertise in treating the enrollee's condition or disease.

11. _X_ The MCO/PIHP ensures the special requirements for appeal, i.e. on oral inquiries, reasonable opportunity to present evidence; ability to examine case file, and inclusion of parties to appeal in 42 CFR 438.406(b) are met.

12. _X_ Timeframes for resolution:

    (a) _X_ Grievances are *investigated and* resolved within _30__ days (may not exceed 90 days from date of receipt by MCO/PIHP)

    (b) _X_ Standard appeals are resolved in 45_ days (may not exceed 45 days from date of receipt by MCO/PIHP).

    (c) _X_ Expedited appeals are resolved in _3_ days (may be no more than 3 working days from date of receipt by MCO/PIHP, unless extended).

13. _X_ Timeframes for resolution may be extended for up to 14 calendar days if it meets the requirements of 42 CFR 438.408(c).

14. _X_ The MCO/PIHP notifies the enrollee in writing of the appeals decision and, if not favorable to the enrollee, the right to request a State fair hearing, including rights to continuation of benefits. The format and content of the notice meet the requirements of 42 CFR 438.408(d)-(e).

15. _X_ The MCO/PIHP complies with the requirements on availability of and parties to State fair hearings in 42 CFR 438.408(f).

16. _X_ The MCO/PIHP maintains an expedited review process for appeals when it is determined that the standard resolution timeframe could seriously jeopardize the enrollee's life, health, or ability to attain, maintain, or regain maximum function. This includes the prohibitions on punitive actions, and action following denial of request for expedited resolution in 42 CFR 438.410.

17. _X_ The MCO/PIHP informs the enrollee of any applicable mechanism for resolving the issue external to the MCO's/PIHP's own processes (e.g. independent state review mechanism).

18. _X_ MCOs/PIHPs maintain a log of all appeals and grievances and their resolution.

19. _X_ The State reviews information on each MCO/PIHP's appeals as art of the State quality strategy.

20. _X_ The State and/or MCO/PIHP have ombuds programs to assist enrollees in the appeals, grievance, and fair hearing process.

21.___Other (please specify):

III. PAHP Requirements

1.__ [Optional] PAHPs have an internal grievance system. Please describe.

2.__ [Required] PAHP enrollees have access to the State fair hearing process.

Section H. ENROLLEE INFORMATION AND RIGHTS

This section describes the process for informing enrollees and potential enrollees about the waiver program, and protecting their rights once enrolled. Marketing materials (e.g., billboards, direct mail, television and radio advertising) are addressed above in Section A (see A.IV.a).

I. Information – Understandable; Language; Format

Previous Waiver Period

a. [Required] Please provide copies of the brochure and informational materials for potential enrollees explaining the program and ~~how to enroll~~ *mandatory enrollment*.

The Washington Public Mental Health Benefits Booklet For People Enrolled in Medicaid (MHBB) is available and kept updated at http://www.dshs.wa.gov/dbhr/mhmedicaidbenefit.shtml.

Upcoming Waiver Period -- This section describes how the State ensures information about the waiver program is understandable to enrollees and potential enrollees. Please check all the items that apply to the State or MCO/PIHP/PAHP. Items that are required have "[Required]" in front of them. Checking a required item affirms the State's intent to comply. If the State does not check a required item, please explain why.

a. _X_ [Required] The State will ensure that materials provided to potential enrollees and enrollees by the State, the enrollment broker, and the MCO/PIHP/PAHP are in a manner and format that may be easily understandable.

DBHR makes the above information available at the first point of approval of Medicaid eligibility - the Community Service Office (CSO), including the list of relevant contact information for both the state and the RSN. Additionally, in the letter from DSHS received by each new Medicaid enrollee there is a paragraph explaining their mental health benefit and how to access mental health services. That section reads: "Mental illness affects many of us at some time in our lives. As a part of your Medicaid

coverage, you can get mental health services such as: case management; therapy; medication management; hospitalization or crisis services, should you need them. Look in the phone book for crisis service numbers. Other mental health services are available to you through a Regional Support Network. Ask your worker how to contact them."

This information is again available through the Community Mental Health Agencies, the RSN offices, through the Involuntary Detention process if this is an enrollee's first contact with the mental health system, on the Division of Behavioral Health and Recovery's website and/or by calling HCA's medical information line, a toll fee number.

b. __X__ Potential enrollee and enrollee materials will be translated into the prevalent languages listed below (If the State does not require written materials be translated, please explain):

The State defines prevalent non-English languages as: (check any that apply):

1.__ Spoken by significant number of potential enrollees and enrollees.

2.__X__ *The languages spoken by approximately 5% percent or more of the potential enrollee/enrollee population which is currently limited to Spanish.*

3.__X__ Other (please explain):

The Department of Social and Health Services, the single state agency, identifies and translates the benefit booklet into the following languages.

Cambodian, Chinese, Korean, Laotian, Russian, Somali, Spanish, Vietnamese

c. __X__ [Required] Oral translation services are available to all potential enrollees and-enrollees, regardless of language.

d. __X__ [Required] The State will have a mechanism in place to help enrollees and potential enrollees understand the managed care program. Please describe.

The State has produced the required informational materials for consumers and conducts surveys of consumers and stakeholders to determine to their knowledge of managed care.

e. __X__ [Required] Each MCO/PIHP will have a mechanism in place to help potential enrollees and enrollees understand the requirements and benefits of the plan. Please describe.

The State has produced the required informational materials for consumers. The PIHP is required to have more specific information with regard to authorization of services and level of care information and it must be in an easily understood format for consumers.

f. __X__ The State's and MCO/PIHP/PAHP information materials are available *when requested* in alternative formats that takes into consideration the special needs of those, for

example, with visual impairments.

II. Potential Enrollee Information

Not applicable under this waiver - all Medicaid eligible are enrolled.

Upcoming Waiver Period -- This section describes the types of information given to enrollees and potential enrollees. Please check all that apply. Items that are required have "[Required]" in front of them. Checking a required item affirms the State's intent to comply. If a required item is not check, please explain why.

a.___[Required] Timing. The State or its contractor will provide the required information:

(i) at the time the potential enrollee becomes eligible to enrollee in a voluntary program, or is first required to enrollee in a mandatory program.

(ii) Within a timeframe that enables the potential enrollee to use the information in choosing among available MCOs/PIHPs/PAHPs.

b. **Content** The State and/or its enrollment broker provides the following information to potential enrollees.

1.___ Every new enrollee will be given a brief in-person presentation describing how to appropriately access services under the managed care system and advising them of enrollees' rights and responsibilities

2.___ An initial notification letter

3.___ A form for enrollment in the waiver program and selection of a plan

4.___ Comparative information about plans

5.___ Information on how to obtain counseling on choice of MCOs/PHPs

6.___ A new Medicaid card which includes the plan's name and telephone number or a sticker noting the plan and/or PCP's name and telephone number to be attached to the original Medicaid card (please specify which method);

7.__ A health risk assessment form to identify conditions requiring immediate attention.

8.__ [Required] General information about:
(i)__Basic features of managed care;
(ii)__Which populations are excluded from enrollment, subject to mandatory enrollment; or eligible for voluntary enrollment
(iii)__MCO/PIHP/PAHP responsibilities for coordination of care

9.__ [Required] Specific information about each MCO/PIHP/PAHP (a summary may be provided, but State must provide detailed information upon request):

(i)__Benefits covered
(ii)__Cost sharing (if any)
(iii)__Service area

(iv)__ Names, locations, telephone numbers of, and non-English language(s) spoken by contracted providers, and identification of providers not accepting new patients (at a minimum: primary care physicians, specialists, and hospitals)
(v)__ Benefits available under state plan but not covered contract, including how and where to obtain; cost sharing; and how transportation provided. For counseling/referral service that MCO/PIHP/PAHP does not provide, State must provide information.

10.__ Other items (please explain):

III. Enrollee Information

a. The State has designated the following as responsible for providing required information to enrollees:

(i)**_X_** the State or its contractor
(ii)__ the MCO/PIHP/PAHP

b.__ [Required] Timing. The State, its contractor, or the MCO/PIHP/PAHP must provide the information to enrollees as follows:

1.**_X_**For new enrollees, all required information within a reasonable time after the MCO/PIHP/PAHP receives notice of beneficiary's enrollment.

2**._X_** For existing enrollees:

(A) State must notify of disenrollment rights at least annually, and if there is a lock-in, by no less than 60 days before the start of each enrollment period. N/A
(B) Notify all enrollees of right to request and obtain required information at least once a year.
(C) Provide written notice of any significant change in required information
(D) MCO/PIHP/PAHP will make a good faith effort to give written notice of termination of contracted provider within 15 days after receipt of termination notice, to each enrollee who received primary care from, or was seen on regular basis by, terminated provider.

(c)_X_[Required] Content: The State, its contractor, or the MCO/PIHP/PAHP will provide the following information to all enrollees:

(i)**_X_**Benefits covered

(ii)**_X_**Cost sharing
(iii)**_X_**Individual provider information -- name, location, telephone, non-English languages, not accepting new patients (for MCO, PIHP, PAHP must include at a minimum PCPs, specialists, hospitals)
(iv)**_X_**Benefits available under state plan but not covered under contract, including conscience clause
(v)**_X_**Restrictions on freedom of choice within network
(vi)**_X_**Enrollee rights and protections
(vii)**_X_**Procedures for obtaining benefits
(viii)**_X_**Extent to which benefits may be obtained out of network (including family planning)
(ix)**_X_**Which and how after hours and emergency care are provided including

- Definition of emergency medical condition, emergency services, and post-stabilization services
- No prior authorization for emergency services
- Procedure for obtaining emergency services
- Location of emergency settings
- Right to use any hospital for emergency care

(x)__Post-stabilization rules
(xi)__Referral for specialty care
(xii)__[Optional] PAHP grievances procedures if available (if PAHP makes available, need to describe to enrollees)
(xiii)_x State fair hearing rights

- Right to hearing
- Method for obtaining hearing
- Rules governing representation at hearing

(xiv) **X** MCO/PIHP grievance, appeal, and fair hearing procedures and timeframes, including:

- Right to file grievances and appeals
- Requirements and timeframes for filing grievance or appeal
- Availability of assistance in filing process
- Toll-free number to file grievance or appeal by phone
- Continuation of benefits, including
  - Right to have benefit continued during appeal or fair hearing
  - Enrollee may have to pay for cost of continued services if decision is adverse to enrollee
- Any appeal rights State makes available to provider

(xv)**_X_** Advance directives for psychiatric care
(xvi)**_X_**Physician incentive plan information upon request
(xvii)**_X_**Information on structure/operation of plan, upon request

IV. Enrollee Rights:

Upcoming Waiver Period -- Please check any of the processes and procedures in the following list the State requires to ensure that contracting MCOs/PIHPs/PAHPs protect enrollee rights. The State requires:

a._X_ [Required] MCOs/PIHPs to have written policies with respect to enrollee rights.

b._X_ [Required] Ensure staff and affiliated providers take those rights into account when furnishing services to enrollees

c._X_ [Required] Ensure compliance with any applicable Federal and State laws that pertain to enrollee rights (such as Civil Rights Act, Age Discrimination Act, Rehabilitation Act, and Americans with Disabilities Act)

d._X_ [Required] The State will assure that each enrollee has the following rights:
(i)_X_ Receive information on their managed care plan
(ii)_X_ Be treated with respect, consideration of dignity and privacy
(iii)_X_ Receive information on treatment options
(iv)_X_ Participate in decisions regarding care, including right to refuse treatment
(v)_X_ Be free from any form of restraint or seclusion used as means of coercion, discipline, convenience, retaliation
(vi)_X_ If privacy rules apply, request and receive copy of medical record and request amendments
(vii)_X_ Be furnished health care services in accordance with access and quality standards.

e._X_ [Required] The State will assure that each enrollee is free to exercise his or her rights, and that the exercise of those rights does not adversely affect the way the MCO/PIHP/PAHP or its providers treat the enrollee.

f.__ Other (please describe):

V. Monitoring Compliance with Enrollee Information and Enrollee Rights

Previous Waiver Period

a. [Required for all elements checked in the previous waiver submittal] Please include the results from monitoring MCO/PIHP/PAHP enrollee information and rights in the previous two year period, including a summary of any analysis and corrective action taken [items H.IV.a-d of 1999 initial preprint; item A.22 of 1995 preprint, item H.IV. Upcoming Waiver Period, 1999 Waiver Renewal Preprint].

Enrollee information is disseminated by the State in the MHBB. Compliance with enrollee rights regulations is monitored both by internal DBHR monitoring and certification staff and by the contracted External Quality Review Organization. Findings are addressed via corrective action plans.

Upcoming Waiver Period -- Please check any of the processes and procedures the State uses to monitor compliance with its requirements for enrollee information and rights.

a.___ The State tracks disenrollments and reasons for disenrollments or requires MCOs/PIHPs/PAHPs to track disenrollments and reasons for disenrollments and to submit a summary to the State on at least an annual basis.

b.___ The State will approve enrollee information prior to its release by the MCO/PIHP/PAHP.

c.___ The State will monitor MCO/PIHP/PAHP enrollee materials for compliance in the following manner (please describe):

d._X_ The State will monitor the MCO/PIHP/PAHPs compliance with the enrollee rights provisions in the following manner (please describe):

DBHR will continue to monitor using the mandatory protocols.