

Endorsement Performance Payment Program

Background

Engrossed Second Substitute House bill 1134 ([E2SHB 1134](#)) passed in 2023 in response to the need for more accessible and effective behavioral health emergency services within our state. The establishment of the 988 Suicide & Crisis Lifeline moves towards improving behavioral health intervention and ensuring access to immediate support over the phone.

Within these provisions are the establishment a performance payment program. This performance payment program issues:

- Establishment grants as available to support mobile rapid response crisis teams and community-based crisis teams seeking to meet the elements necessary to become endorsed.
- Performance payments in the form of an enhanced case rate to mobile rapid response crisis teams and community-based crisis teams that have received an endorsement from the authority
- Supplemental performance payments which are optional and addition to the enhanced rate for teams that meet the response times outlined in [RCW 71.24.903\(10\)](#).

Do teams enroll in the enhanced rate?

All endorsed mobile rapid response crisis teams and community-based crisis teams will automatically receive an enhanced case rate while participating in the endorsement program. There is no separate enrollment for the enhanced rate. All endorsed teams will automatically receive the enhanced rate after successfully being issued an endorsement.

What are supplemental performance payments?

This is an optional payment provided to teams that have received an endorsement from HCA and are able to meet the time requirements outlined in [RCW 71.24.903 \(10\)](#). These payments are greater than the enhanced rate and are provided to teams quarterly for those that participate.

What are the eligibility criteria to receive supplemental performance payments?

To be eligible for supplemental performance payments you must have an active endorsement. Additionally, you must meet the time requirements at least 80% of the time as described in RCW 71.24.903 which are outlined below:

January 1, 2025 – December 31, 2026		
Urban	<i>Arrive within</i>	30 minutes
Suburban		40 minutes
Rural	<i>In route within</i>	15 minutes

January 1, 2027 +		
Urban	<i>Arrive within</i>	20 minutes
Suburban		30 minutes
Rural	<i>In route within</i>	10 minutes

How often will teams receive the supplemental performance payments?

Supplemental performance payments are issued on a quarterly basis by the BH-ASO after the authority has reviewed and certifies a team has met performance requirements.

What are the main differences between the enhanced case rate and the supplemental performance payments?

Enhanced Rate

There are no additional requirements for the enhanced rate outside of a team remaining in compliance with their endorsement. The enhanced rate is automatically provided to all teams after securing an endorsement.

Supplemental Performance Program

Supplemental performance payments are provided to endorsed teams who meet the statutory response time requirements outlined in RCW 71.24.903. This payment is optional but rewards teams who can respond to the most acute calls quickly. These payments are in addition to the enhanced rate, and only available to endorsed teams.

If an endorsed team is receiving the enhanced rate, are they also eligible to receive supplemental performance payments?

Yes, all endorsed teams are eligible to receive supplemental performance payments if they meet the time requirements in RCW 71.24.903. Teams are evaluated quarterly through monitoring requirements to confirm they have successfully met the response time requirement. If a team has met the time requirements they will be issued the additional payment on a quarterly basis.

Will a team's endorsement be revoked if they do not meet the time requirements in RCW 71.24.903?

No, the response time requirements outlined in RCW 71.24.903 only apply to the supplemental performance payments which is an optional payment for endorsed teams. It is not a requirement but an incentive for teams who choose to meet those time requirements.

Endorsed teams will not be penalized for not meeting the time requirements outlined in RCW 71.24.903, these are separate from a teams contracted response time requirements with their BH-ASO.