

Behavioral Health Organizations How to Refer Someone to Medicaid-Funded Treatment Services

What are Behavioral Health Organizations (BHOs)?

On April 1, 2016, BHOs will replace Regional Support Networks (RSNs) across Washington State, except in Clark and Skamania counties. State law created BHOs to purchase and administer mental health and substance use disorder treatment through managed care organizations, for people with Medicaid coverage. There is one BHO in each of nine regions. BHOs contract with the Department of Social and Health Services, Division of Behavioral Health and Recovery.

Until then, RSNs will continue to manage mental health services, and County Substance Use Coordinators will continue to manage outpatient substance use disorder services.

How do people with Medicaid coverage access mental health and/or substance use disorder treatment through BHOs or other sources?

Washington Medicaid enrollees have access to **two** types of benefits:

- 1. Through HCA/Apple Health:** This benefit is for those who need **lower intensity mental health treatment only**. This service is managed by Apple Health through the Washington State Health Care Authority (HCA). To access this service through Apple Health plans:
 - If your client is already enrolled in an Apple Health managed care plan, they may contact their plan directly.
 - If your client is **not** enrolled in an Apple Health managed care plan, or they don't know how to reach their plan, they can call the HCA at 1-800-562-3022 for help with finding a mental health provider that accepts Medicaid insurance.
- 2. Through DSHS/BHOs:** This benefit is for those who need **higher intensity mental health services** not covered by their Apple Health plan, **and** for those who need treatment for **substance use**. DSHS contracts with BHOs (see pages 4-5). To access these services, clients may:
 - Contact the [BHO for their region](#) directly.
 - Contact a BHO-contracted treatment agency directly.
 - Contact the 24-hour, free and confidential Washington Recovery Help Line at 1-866-789-1511 (TTY 1-206-461-3219), or visit www.waRecoveryHelpLine.org. They will be referred to a BHO that will connect them with a provider.

How do American Indians and Alaska Natives access Medicaid covered substance use disorder treatment services?

- The State will assign to the fee-for-service program for SUD services all individuals who self-identify as AI/AN when they:
 - Apply or recertify for Medicaid; or
 - Submit a subsequent change in www.wahealthplanfinder.org; or

- Contact the HCA Medical Customer Service Center.
- Medicaid-enrolled AI/ANs will be able to request SUD treatment services from any SUD provider enrolled with Medicaid as a fee-for-service provider.
- In the fee-for-service program, these services do not require BHO or State authorization. SUD providers must continue to meet all requirements of their state-issued license or certification in order to maintain their status as a Medicaid fee-for-service provider.
- DSHS will pay for the treatment services provided for Medicaid-eligible AI/ANs who are in treatment on March 31, 2016 through the course of their current treatment episode.
- Services provided for AI/AN individuals who are not eligible for Medicaid and are in treatment on March 31, 2016, will be paid for by the BHO for up to sixty calendar days or until the individual no longer meets American Society of Addiction Medicine (ASAM) criteria for the service.

The only exception is for Medicaid-eligible residents in the Southwest Region (Clark and Skamania Counties):

- In the Southwest Region, AI/AN residents who are Medicaid-eligible will have SUD coverage through the two Managed Care Organizations (MCOs) under contract with the Health Care Authority.

What should my client expect if they contact their BHO?

Your client will be referred to a community mental health agency or substance use provider for an assessment to determine their need for treatment and the best treatment setting:

- For **mental health** services, your client will receive an intake assessment to determine whether they meet Access to Care Standards and what type of treatment they need.
- For **substance use services**, your client will receive an assessment and then be referred to treatment based on the American Society of Addiction Medicine (ASAM) criteria. This will determine the level of care to best meet their needs.

What if my client doesn't meet the Access to Care Standards?

If a client does not meet the mental health Access to Care Standards, they may be referred to their Apple Health plan for mental health treatment.

What if my client does not qualify for Medicaid?

Crisis services are available to everyone within the BHO's region, regardless of insurance coverage. Crisis services do not require an intake assessment prior to receiving services.

- **Mental Health Treatment:** While BHOs do not oversee mental health or substance use services under Medicare or for private insurance, some community mental health agencies may accept this coverage. The availability of non-Medicaid public mental health services varies between BHOs. Contact your BHO to determine what is offered in your area.
- **Substance Use Disorder Treatment:** Some publicly-funded treatment for substance use disorders is covered by resources other than Medicaid. Contact your BHO to determine what may available to your client.

What if my client lives in Clark or Skamania County?

Medicaid beneficiaries who live in Clark or Skamania county will **not** have a BHO to administer their behavioral health services. In these counties, the Apple Health plans will contract for services. Your client should contact their Apple Health plan directly to request treatment. For more information call Apple Health Customer Service at 1-800-562-3022.

For more information about addiction treatment and mental health services funded by DSHS, visit <https://www.dshs.wa.gov/mental-health-and-addiction-services>. Questions about BHOs and integrating mental health and substance use disorder services may be emailed to BHOTransition@dshs.wa.gov.

What services do BHOs provide?

BHOs contract with local treatment providers for the full range of services identified in the Medicaid state plan. A complete listing is available online: <https://www.dshs.wa.gov/bha/division-behavioral-health-and-recovery/behavioral-health-benefits-book>.

Substance Use Disorder services from BHOs may include:

- **Assessment** – An interview by a health provider to decide the services you need.
- **Brief Intervention and Referral to Treatment** – Time limited, to reduce problem use.
- **Withdrawal Management (Detoxification)** – Help with decreasing your use of alcohol or other drugs over time, until it is safe to stop using. (This service does not include hospital treatment.)
- **Outpatient Treatment** - Individual and group counseling sessions in your community.
- **Intensive Outpatient Treatment** – More frequent individual and group counseling sessions.
- **Inpatient Residential Treatment** – A comprehensive program of individual counseling, group counseling, and education, provided in a 24 hour-a-day supervised facility.
- **Opiate Substitution Treatment Services** – Provides outpatient assessment and treatment for opiate dependency. Includes approved medication and counseling.
- **Case Management** – Help with finding medical, social, education, and other services.

Mental Health Services from BHOs may include:

- **Intake Evaluation** - Identifies your needs and goals, and helps you and your mental health care provider to recommend other services and plan treatment.
- **Individual Treatment Services** - Counseling and/or other activities designed to meet your goals in your service plan.
- **Medication Management** - Licensed staff prescribing medicine and talking to you about side effects.
- **Medication Monitoring** - Services to check on how your medication is working and to help you to take it correctly.
- **Crisis Services** – 24 hour services intended to stabilize you if you are in crisis, provided in a location that is best suited to meet your needs. You do not need an intake evaluation before this service.
- **Group Treatment Services** – Counseling with others who have similar challenges.
- **Peer Support** – Help with navigating the public mental health system and reaching your recovery goals, provided by a trained person who is in recovery from mental illness.
- **Brief Intervention and Treatment** - Short term counseling that is focused on a specific problem.
- **Family Treatment** - Family centered counseling to help build stronger relationships and solve problems.