

DBHR Agency Licensure Process

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Overview

- Common questions regarding the DBHR licensing process.
- Steps for agency licensure.
- Getting assistance in the agency licensure process.
- What does it all mean?
- How to utilize the WAC Tool.
- Policies and Procedures.
- Clinical Documents.
- What to do after being licensed.

Acronyms and What They Mean:

- BHA - Behavioral Health Administration
- DBHR - Division of Behavioral Health and Recovery
- DOH - Department of Health
- HCA - Health Care Authority
- WAC - Washington Administrative Code
- RCW - Revised Code of Washington
- RSN - Regional Support Network(s) (former)
- BHO - Behavioral Health Organizations (as of 4/1/2016)
- RSA - Regional Service Area

How does my agency become state licensed?

Process

- DOH and HCA, RSN/BHOs/RSA and how they interconnect with the DBHR agency licensure process.
- DBHR licensing timeline from beginning.
- State laws that affect the process.
- Assistance during the agency licensure process.



Transforming
Lives

How do I get started?

- The Licensing and Certification Section is part of DBHR. The section consists of three integrated teams - mental health disorders, substance use disorders and problem and pathological gambling.
- The mental health team has Mental Health Administrators. The substance use disorder team has Certification Specialists.
- One or more DBHR team members will be assigned to you, depending on the services you wish to provide.

What does the DBHR license cover?

- The DBHR Agency License is the “house” license for the whole agency and does not replace the individual licenses that providers/clinicians may have as employees of the agency.
- Providers who do not have their own licenses within their disciplines must have an **“agency affiliated registration”** connecting them to the agencies in which they are providing services (mental health services only).
- Substance use disorder (SUD) treatment providers **MUST** have either their Chemical Dependency Professional or CDP Trainee credentials. SUD agencies cannot use agency affiliate registration.
- More on this topic can be found on slide 14 and 16.

Where do I find the State Laws?



RCW: <http://apps.leg.wa.gov/rcw/>

WAC:
Chapter 388-877 (Behavioral Health Services Administrative Requirements) :
<http://apps.leg.wa.gov/wac/default.aspx?cite=388>

388-877A (Outpatient Mental Health):
<http://apps.leg.wa.gov/wac/default.aspx?cite=388-877A>

388-877B Substance Use Disorders (SUD): <http://apps.leg.wa.gov/wac/default.aspx?cite=388-877B>

388-877C Problem Gambling (PG): <http://apps.leg.wa.gov/wac/default.aspx?cite=388-877C>

388-865 Community Mental Health and Involuntary Treatment Programs:
<http://apps.leg.wa.gov/wac/default.aspx?cite=388-865>

Where can I find the required documents?

- All DBHR applications are found on the DSHS website:
<https://www.dshs.wa.gov/bha/division-behavioral-health-and-recovery/licensing-and-certification-behavioral-health-agencies>
- Fill out the DBHR agency application and submit it to the Provider Request Manager via U.S. mail or email to: DBHRProviderRequests@dshs.wa.gov
- Your request will be assigned to a DBHR Licensing and Certification team member who will contact you via email to provide the next steps in the process.

Where do I find other helpful documents for the licensing process?

<https://www.dshs.wa.gov/bha/division-behavioral-health-and-recovery/licensing-and-certification-behavioral-health-agencies>

At the same location you retrieved the DBHR agency license application you will see a tab for [helpful documents](#).

Tips when writing your Policies & Procedures

(example)

“Ensures” (describe how you ensure)

WAC 388-877-0500

Personnel—Agency policies and procedures.

Each agency licensed by the department to provide any behavioral health service must develop, implement, and maintain personnel policies and procedures. The policies and procedures must meet the minimum requirements of this chapter and include the following, as applicable

(1) **Hiring practices.** Identification of how the agency:

(a) **Ensures** all persons providing or supervising clinical services have an active registration, certification, or license granted by the department of health consistent with the services provided;

Tips for Policies & Procedures (continued)

“Description” (provide details)

WAC 388-877-0500

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(3) **Excluded provider list.** A [description of how](#) the agency conducts a review of the list of excluded individuals/entities (LEIE) searchable database (found on the Office of Inspector General, U.S. Department of Health and Human Services website at <http://oig.hhs.gov>) for each employee in contact with individuals receiving services, to include a procedure on how the agency ...

How do I access assistance?

We are here to assist you through the entire process!

Once the Provider Request Manager receives your request and it has been assigned to a DBHR Licensing/Certification Section team member, that team member **will:**

1. Provide you with a WAC Tool to **assist** in creating or updating your Policies and Procedures. (WAC changes occurred in 2013); and
2. **Review** your agency's policies and procedures.

Email is the most efficient method to receive and review your documents. This allows your DBHR reviewer to provide feedback directly in your documents, and return for your review in a shorter amount of time.

Personnel, Facility and Fees

- Now that your policies and procedures have been reviewed, revised and approved, your DBHR team member will request to review your clinical documents using the same process for feedback and revisions. This will come in the form of a submitted fictitious clinical chart for your DBHR team member to review your clinical documentation for WAC requirements.
- Once your clinical documents have been reviewed, revised and approved, your DBHR team member will send you a [personnel checklist](#) (only fill out what you know - we will review) and a [facility checklist](#) (see slide 14 for more information).
- We will set a date to do a [facility walk-through and personnel review](#) (have your personnel checklist ready). For SUD agencies there is no personnel review at the facility review.

Personnel, Facility and Fees (continued)

- Once the site review has occurred, send your license fee. DBHR will give you details about the fee and how to pay. ([MH services only](#))
- Once our finance department notifies the Provider Request Manager that the fee has been received, the Provider Request Manager will prepare your DBHR license.
- The application process can take from 60 to 90 days.

Got questions? Contact your DBHR team member.

Facility Review – things we look for:

Client Rights

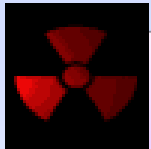
388-877-0600 & 388-877-0680
(0680 apply to Medicaid funded services)

- Posting and handouts of WAC rights to include Medicaid rights
- Rights for the visually impaired

Group Room Size



Evacuation Posters



Poisonous Chemicals

ADA Requirements



Medication Storage



(applies to MH service agencies that are certified for medication services)

- Inventory all medications every 3 months
- Keep food and beverages separate from medications
 - Dispose of outdated medications

What happens after the facility review?

Once your completed DBHR Agency License Application has been processed, the Provider Request Manager will send you an email with an electronic copy of your DBHR Agency License, which will have a list of the services you are certified to provide at the site (each site has its own license with a list of services authorized for that particular site).

Your DBHR team member will receive a copy of that email, and will send you and the Department of Health a “welcome confirmation” email to confirm completion. This will give DOH notice that you are a DBHR Licensed Agency.

For agencies who want to provide MH services, [this step is very important](#). It connects your agency to the Washington State database of licensed behavioral health agencies.

[After](#) this process is completed, your clinical staff will be able to apply for their Agency Affiliated Registration if they do not have another DOH license related to the field.

Now that my agency has a DBHR license, when do I have my first full review?



- Now that everything is completed, your agency will be licensed and placed on provisional status for the first year.
- Within your first year your DBHR team member will schedule your first full on-site DBHR review of the services your agency is certified to provide.
- This review will determine moving the agency from provisional status to standard status.
- Your DBHR team member will discuss the process of your first review during the scheduling process.
- If you have questions at any point after your official license date, [please contact your DBHR team member.](#)

What role does DOH have ?



- DOH provides clinicians working in Washington State their individual licenses based on their academic degrees (such as LICSW, LMHC, LMFT, MD, ARNP).
- At a minimum, once your agency is DBHR licensed, your providers **MUST** have a Counselor Agency Affiliated Registration (CAAR) if they do not have a current, active and good-standing license that pertains to the services provided at the agency.
- For example, you can't have a license in carpentry and be a therapist at a DBHR Licensed Behavioral Health Agency. You must have a CAAR. SUD treatment agencies must have CDPs or CDP Trainees.
- To apply for or renew a health professions license, visit <http://www.doh.wa.gov/LicensesPermitsandCertificates/ProfessionsNewReneworUpdate>
- For help with this process, contact DOH Credentialing Services at 360-236-4700

How does DOH recognize my unlicensed clinicians to my agency?

- Since DOH provides the individual licenses for providers, they will **NOT** give the agency information regarding details of an individual's DOH registration status.
- When your unlicensed providers apply for an Agency Affiliated CAAR (**MH service agencies only**), which connects them to your DBHR licensed agency, you must keep a record of the date the CAAR application was sent to DOH.
- For SUD services, a provider must have an active CDP or CDPT.
- Check status through the **DOH Provider Search**:
<https://fortress.wa.gov/doh/providercredentialsearch/SearchCriteria.aspx>

Rules for Agency Affiliated Counselors



<http://apps.leg.wa.gov/rcw/default.aspx?cite=18.19.210>

RCW 18.19.210

Agency affiliated counselors—Employment status—Duty to notify department.

(1)(a) An applicant for registration as an agency affiliated counselor who applies to the department within seven days of employment by an agency may work as an agency affiliated counselor for up to sixty days while the application is processed. The applicant must stop working on the sixtieth day of employment if the registration has not been granted for any reason.

(b) The applicant may not provide unsupervised counseling prior to completion of a criminal background check performed by either the employer or the secretary. For purposes of this subsection, "unsupervised" means the supervisor is not physically present at the location where the counseling occurs.

(2) Agency affiliated counselors shall notify the department if they are either no longer employed by the agency identified on their application or are now employed with another agency, or both. Agency affiliated counselors may not engage in the practice of counseling unless they are currently affiliated with an agency.

What role does Health Care Authority have?

<http://www.hca.wa.gov/Pages/index.aspx>

If you want to serve Medicaid/Apple Health or Medicare individuals, the HCA is available to answer your questions about the funding/reimbursement.

IMPORTANT - Your DBHR Agency License covers the whole agency and everyone served, no matter what the funding source is.

How do I find out about contracts?

For information about community behavioral health services contracts, contact your BHO administrator or your DBHR contact person.

* **Southwest WA** is a Regional Service Area, not a BHO (your DBHR contact person will give you more information).

- Do you get a BHO contract because you have a DBHR license? **No.**
- Must you have a DBHR license to qualify for a BHO contract? **Yes.**
- Does the change from RSN to BHO affect your DBHR agency license? **No.**

Thank you.
We look forward to collaborating with you!