

Behavioral Health Organizations: Facts for Partners

What are Behavioral Health Organizations (BHOs)?

As of April 1, 2016, BHOs will replace the Regional Support Networks (RSNs) across Washington State with the exception of Clark and Skamania counties. State law created BHOs to purchase and administer public mental health and substance use disorder treatment under managed care on a regional basis for people with Medicaid coverage. BHOs contract with the Department of Social and Health Services, Division of Behavioral Health and Recovery.

Until April 1, 2016, the 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** separate mental health benefits:

- **The first benefit** is for those who need short-term mental health treatment in a clinic. This service is managed by Apple Health through the Washington State Health Care Authority (HCA). To access **mental health** services 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.
- **The second benefit** is for those who need additional mental health services not covered by the Apple Health plan, **and** for those who need substance use disorder treatment services. This benefit is managed by the BHOs. A complete list of these services available from BHOs is provided below. To access these **additional mental health services or substance use disorder services** from BHOs, clients may:
 - Contact the BHO for their region directly.
 - Contact the BHO-contracted community mental health agency or substance use treatment outpatient provider directly.
 - Contact the 24-hour, free and confidential Washington Recovery Help Line at 1-866-789-1511 (TTY 1-206-461-3219), or go to www.waRecoveryHelpLine.org. They will be referred to a BHO that will connect them with a provider.

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 should receive.
- For **substance use disorders**, your client will receive an assessment and then be referred to treatment based on the American Society of Addiction Medicine (or 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:

The BHOs do not oversee mental health or substance use services under Medicare or for private insurance, however 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 mental health or substance use disorder services. In those counties, the Apple Health plans will contract with mental health and substance use disorder services. Your client should contact their Apple Health plan directly to request behavioral health treatment. If you have a question about services in Clark or Skamania county, 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 community mental health agencies and substance use providers to provide the full range of services identified in the Medicaid state plan, including but not limited to the following list of services. A more complete listing is available online: <https://www.dshs.wa.gov/bha/division-behavioral-health-and-recovery/medicaid-mental-health-benefits>.

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.



Behavioral Health Organization (BHO) Contacts for Services by BHOs and Counties For Services Beginning April 1, 2016

Greater Columbia BHO	Counties Served:	Asotin, Benton, Columbia, Franklin, Garfield, Kittitas, Klickitat, Walla Walla, Whitman, Yakima	
	Telephone:	1-509-735-8681 or 1-800-795-9296	
	Website:	http://www.gcbh.org/	
	Crisis Lines:	<u>Asotin County</u> 1-888-475-5665	<u>Kittitas County</u> 1-800-572-8122 or 1-509-925-4168
		<u>Benton County</u> 1-800-783-0544	<u>Klickitat County</u> 1-800-572-8122 or 1-509-773-5801
		<u>Columbia County</u> 1-866-382-1164	<u>Walla Walla County</u> 1-509-524-2999
<u>Franklin County</u> 1-800-783-0544		<u>Whitman County</u> 1-866-871-6385	
<u>Garfield County</u> 1-888-475-5665		<u>Yakima County</u> 1-800-572-8122 or 509-575-4200	
Ombuds:	1-509-783-7333 or 1-800-257-0660		
Great Rivers BHO	Counties Served:	Cowlitz, Grays Harbor, Lewis, Pacific, Wahkiakum	
	Telephone:	1-800-392-6298	
	Website:	http://www.grbho.org/	
	Crisis Lines:	<u>Cowlitz</u> 360-425-6064	<u>Grays Harbor</u> 1-800-685-6556
		<u>Lewis County</u> 1-800-559-6696	<u>Pacific County</u> 1-800-884-2298
		<u>Wahkiakum County</u> 1-800-635-5989	
Ombuds:	1-855-851-1038		
King County BHO	Counties Served:	King	
	Telephone:	1-800-790-8049	
	Website:	http://www.kingcounty.gov/healthservices/MentalHealth/Services/Outpatient.aspx	
	Crisis Lines:	1-866-427-4747	
	Ombuds:	1-206-477-0630 or 1-800-790-8049 (Press #3)	

North Central BHO	Counties Served:	Chelan, Douglas, Grant
	Telephone:	1-509-886-6318 or 1-877-563-3678
	Website:	http://www.cdrrsn.org/
	Crisis Lines:	1-800-852-2923 or 1-509-662-7105
	Ombuds:	1-800-346-4529
North Sound BHO	Counties Served:	Island, San Juan, Skagit, Snohomish, Whatcom
	Telephone:	1-360-416-7013 or 1-800-684-3555
	Website:	http://www.nsmha.org/
	Crisis Lines:	1-800-584-3578
	Ombuds:	1-888-336-6164 or 1-360-416-7004 (Ext. #1 or # 2)
OptumHealth – Pierce County BHO	Counties Served:	Pierce
	Telephone:	1-253-292-4200 or 1-866-673-6256
	Website:	https://www.optumhealthpiercersn.com/portal/server.pt
	Crisis Lines:	1-800-576-7764
	Ombuds:	1-253-302-5311 or 1-800-531-0508
Salish BHO	Counties Served:	Clallam, Jefferson, Kitsap
	Telephone:	1-360-337-7050 or 1-800-525-5637
	Website:	http://www.kitsapgov.com/hs/prsn/prsnmain.htm
	Crisis Lines:	<p><u>Clallam County</u></p> <p>East County: 1-360-452-4500 or 1-800-843-4793 West County 1-800-843-4793</p> <p><u>Jefferson County</u></p> <p>East County: 1-360-385-0321 or 1-877-410-4803 West County 1-800-843-4793</p> <p><u>Kitsap County</u></p> <p>1-360-479-3033 or 1-800-843-4793</p>
	Ombuds:	1-360-692-1582 or 1-888-377-8174
Spokane County Regional BHO	Counties Served:	Adams, Ferry, Lincoln, Okanogan, Pend Oreille, Spokane, Stevens
	Telephone:	1-509-477-5722 or 1-800-273-5864
	Website:	http://www.spokanecounty.org/mentalhealth/
	Crisis Lines:	509-838-4428
	Ombuds:	1-509-766-2568 ext. 314 or 1-800-346-4529 Ombuds for Spokane only: 1-509-477-4666
Thurston-Mason BHO	Counties Served:	Mason, Thurston
	Telephone:	1-360-867-2602 or 1-800-658-4105
	Website:	http://www.co.thurston.wa.us/health/ssrsn/index.html
	Crisis Lines:	<p><u>Mason County</u></p> <p>1-800-270-0041 or 1-360-754-1338</p> <p><u>Thurston County</u></p> <p>1-800-270-0041 or 1-360-754-1338</p>
	Ombuds:	1-360-867-2556 or 1-800-658-4105