

Greater Columbia Behavioral Health Regional Support Network

Mental Health Service **BENEFIT HANDBOOK**

**A Guide to Mental Health Services within Greater Columbia
Behavioral Health**



**Greater Columbia Behavioral Health Regional Office
101 N. Edison
Kennewick, WA 99336
509-735-8681 or 1-800-795-9296
Fax: 509-783-4165**

**Hearing Impaired
Call the Telecommunication Relay Service at 1-800-833-6384 or dial 711**

This benefit book gives information about publicly funded mental health services; who is eligible for services and how to get services.

Contact Information

Greater Columbia Behavioral Health

101 N. Edison Street
Kennewick, WA 99336
509-735-8681 or 1-800-795-9296
Fax: 509-783-4165
Website: www.gcbh.org
Monday - Friday
8:00 a.m. - 5:00 p.m.

Hearing Impaired

Call the Telecommunication
Relay Service at 1-800-833-6384 or dial 711

Ombuds Service

Mental Health Ombuds Inc.
2810 W Clearwater Ave, Suite 103
Kennewick, WA 99336
(509) 783-7333 or 1-800-257-0660

The Mental Health Division

1115 Washington Street/P.O. Box 45320
Olympia, Washington 98504-5320
Front Desk: (360) 902-8070/1-888-713-6010
FAX: (360) 902-0809 or 902-7691
Office of Consumer Affairs: 1-800-446-0259
Website: www.dshs.wa.gov/mentalhealth

This handbook is available in
alternative formats.

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Contact List for Crisis Services

For a crisis that is not life-threatening call the 24-hour crisis line, listed below, in your county:

(Dial 911 for a life-threatening emergency.)

COUNTY	PROVIDER AGENCY	TELEPHONE NUMBERS
Asotin	Quality Behavioral Health	(509) 758-3341 1-888-475-5665
Benton & Franklin	Benton & Franklin Counties Crisis Response Unit	(509) 783-0500
Columbia	Blue Mountain Counseling	(509) 382-1164 1-866-382-1164
Garfield	Garfield County Human Services	(509) 843-3791 1-888-475-5665
Kittitas	Central Washington Comprehensive Mental Health	(509) 925-4168
Klickitat	Central Washington Comprehensive Mental Health	Weekdays: (509) 493-3400 Afterhours: 1-800-572-8122
Skamania	Skamania County Counseling Services	(509) 427-3850
Walla Walla	Walla Walla County Crisis Response Unit	((509) 524-2999
Whitman	Palouse River Counseling Services	1-866-871-6385
Yakima	Central Washington Comprehensive Mental Health	Weekdays: (509) 575-4200 Afterhours: 1-800-572-8122

For additional information or assistance, contact the GCBH Care Coordinators, Vonie Aeschliman or Jackie Davidson, at 509-735-8681 or 1-800-795-9296.

Greater Columbia Behavioral Health (GCBH) Regional Support Network

What is GCBH?

Greater Columbia Behavioral Health is one of 12 Regional Support Networks (RSNs) in Washington State. RSNs manage the publicly funded mental health system. Greater Columbia Behavioral Health has a network of community mental health provider agencies located in Asotin, Benton, Columbia, Franklin, Garfield, Kittitas, Klickitat, Skamania, Walla Walla, Whitman and Yakima Counties. For provider agencies in your area, please see the listing starting on page 15 of this handbook.

What does GCBH do?

- GCBH monitors and helps manage mental health services available through its provider network. GCBH determines whether you are eligible for mental health services based on medical necessity and Access to Care Standards. Contact GCBH for Access to Care Standards or visit our website at www.gcbh.org.

What does my provider do?

- Evaluates what services you need.
- Sets up a treatment plan with you that is based on you and/or your family's unique needs and strengths.
- Provides services to you.

Who is eligible for GCBH services?

- Medicaid enrollees based on medical necessity and Access to Care Standards.
- Non-Medicaid people may also be eligible for services depending on provider resource availability.
- Medicaid and Non-Medicaid people needing crisis mental health services.

What is the GCBH Regional Office contact information?

Greater Columbia Behavioral Health
101 N. Edison
Kennewick, WA 99336
(509) 735-8681
1-800-795-9296
www.gcbh.org

How do I apply for Medicaid Benefits?

Contact the Department of Social and Health Service (DSHS) Community Service Office (CSO) in your area.

Access to Mental Health Treatment

How do I access mental health services?

- Call the GCBH Regional Office for provider contact information.
- Visit or contact a provider for an initial evaluation. Provider contact information is on page 15.
 - ⇒ The provider will make an appointment to evaluate your service needs.
 - ⇒ GCBH will provide an authorization decision based on the evaluation, medical necessity and the Access to Care Standards.
- If services are authorized, the provider will schedule an appointment to provide services.

How quickly are services provided?

- Once services are requested, an intake assessment is scheduled within 14 calendar days.
- Once services are authorized, a routine services appointment is scheduled within 28 calendar days from the request for services.
- Crisis mental health services are available 7 days a week, 24 hours a day. See page 4 for 24 hour crisis line contact information.
 - ⇒ Emergent care occurs within 2 hours of your request.
 - * Emergent Care means services provided for a person, that, if not provided, would likely result in the need for crisis intervention or hospital evaluation due to concerns of potential danger to self, others, or grave disability according to RCW 71.05.
 - ⇒ Urgent care occurs within 24 hours of your request.
 - * Urgent Care means a service to be provided to persons 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.

What if I do not have Medicaid:

If you are not eligible for Medicaid, you may qualify for State funded services depending upon provider resource availability.

How do I make, change or cancel an appointment with my provider?

- To make an appointment, contact your provider. Provider contact information is on page 15.
- To change or cancel an appointment, contact your provider at least 24 hours before your appointment.

Access to Mental Health Treatment continued...

Is transportation provided?

Transportation may be provided if you have Medicaid; contact your provider, your local Community Services Office or the Medical Assistance Customer Service Center at 1-800-562-3022 for more information. ***For a life-threatening emergency, dial 911.***

How do I change my provider agency?

If you are unhappy with the services that are being provided:

- Talk it over with your provider;
- Contact the Ombuds Service, see page 2; or
- Contact GCBH, see page 2.

How do I change my Mental Health Primary Care Provider?

Per Washington Administrative Code (WAC) 388-865-0345 you have the right to change your Mental Health Primary Care Provider during the first 90 days of service and once during a twelve-month period. To change your Mental Health Primary Care Provider:

- Talk it over with your provider;
- Contact the Ombuds Service, see page 2; or
- Contact GCBH, see page 2.

What should I do if I move?

If you move, your provider may change.

- Contact your provider and let them know where you are moving to.
- If you move to a new service area, your provider will contact the RSN and let them know you will be moving into their service area. Your records may be released to your new provider with your permission.

What if I need services while I am away from the GCBH Region?

If you have a mental health crisis emergency while away from your GCBH provider, contact your provider's crisis number on page 4 or for a life-threatening emergency dial 911.

How do I get information in a language other than English or in an alternative format?

Translation services are provided free of charge. Your provider can give you written information in another language or alternative format. Oral interpretation services are also available. Contact GCBH or the Ombuds Service if your requests for interpreter services or translated information are not being met.

Services Available

What Mental Health services are available to me if I have Medicaid?

Medicaid enrolled individuals are entitled to access Crisis, Freestanding Evaluation & Treatment, Stabilization and Rehabilitation Case Management services prior to an intake evaluation.

Other services available include:

- Brief Intervention Treatment
- Day Support
- Family Treatment
- Group Treatment
- High Intensity Treatment
- Individual Treatment
- Medication Management
- Medication Monitoring
- Mental Health Services provided in Residential Settings
- Peer Support
- Psychological Assessment
- Special Population Evaluation
- Stabilization Services
- Therapeutic Psychoeducation
- Respite Care
- Supported Employment
- Mental Health Clubhouse
- Inpatient

You may not be authorized for all available services. For service definitions, please contact your provider, GCBH or the Ombuds Service.

What Mental Health services are available to me if I do not have Medicaid?

Non-Medicaid individuals can access Crisis, Stabilization, Inpatient, Freestanding Evaluation & Treatment and Ancillary Costs services.

Outpatient and Residential Services may be provided depending on provider resource availability.

For service definitions, please contact your provider, GCBH or the Ombuds Service.

Services Available continued...

How is my treatment paid for?

- ♦ Your provider does a financial screening, this will determine whether or not you are asked to help pay for your services.
- ♦ Medicaid enrollees are not billed for authorized services.
- ♦ Medicaid enrollees may be asked to pay for non-authorized services.
- ♦ Medicaid enrollees may be asked to pay for services if you received services from a provider not in the provider listing starting on page 15.
- ♦ GCBH does not pay for prescription medications, but they may be available through other Medicaid benefits.
 - ♦ If you are not eligible for Medicaid, you may be asked to help pay for services based on your ability to pay.

What if I have other insurance?

During your financial screening tell your provider if you have any health insurance, including Medicaid and/or Medicare. It will help with services and payment.

Who do I call for more detailed information about services and payment?

Contact your provider, GCBH or the Ombuds Service.

Reporting Fraud & Abuse

What is Fraud & Abuse?

Fraud means an intentional deception or misrepresentation made by a person with the knowledge that the deception could result in some unauthorized benefit to himself or some other person and includes any act that constitutes fraud under applicable federal or State law.

Abuse means provider actions that are inconsistent with sound fiscal, business, or medical practices and result in an unnecessary cost to the Medicaid program, or in reimbursement for services that are not medically necessary or that fail to meet professionally recognized standards for health care.

Examples of Fraud or Abuse are:

- ◆ Persons getting DSHS benefits that they are not eligible for;
- ◆ Persons misusing their DSHS coupon;
- ◆ Providers acting in a way that is incorrect according to established business or medical practice; or
- ◆ Providers causing unnecessary cost to the system.

How do I report Fraud & Abuse?

Call GCBH, the Ombuds Service or the Mental Health Division.

Advance Directive

What is an Advance Directive?

An advance directive is a document expressing an individual's treatment preferences in the event they experience symptoms of mental illness that would otherwise prevent them from making such decisions.

Contact your provider, the Ombuds Service, GCBH or the Mental Health Division for more information.

How do I voice a concern regarding my Advance Directive?

Contact your provider, the Ombuds Service, GCBH or the Mental health Division Compliance Section at 1-888-713-6010.

Your Rights & Responsibilities

You will be given a copy of your rights when you enroll in Medicaid. Please read them and ask any questions you may have.

You have the right to:

- Be treated with respect and dignity.
- Have your privacy protected.
- Develop a plan of care and services which meets your unique needs.
- Participate in decisions regarding your mental health care.
- Receive services in an easily accessible location.
- Request information about names, locations, phone numbers and languages for local agencies.
- Receive the amount and duration of services you need.
- Request information about the structure and operation of GCBH.
- Services within 2 hours for emergent care and 24 hours for urgent care.
- Receive age and culturally appropriate services.
- Be provided a certified interpreter and translated material at no cost to you.
- Understand available treatment options and alternatives.
- Refuse any proposed treatment consistent with requirements in the Involuntary Treatment Act.
- Receive care which does not discriminate against you, and is sensitive to your gender, race, national origin, language, age, disability, and sexual orientation.
- Be free of any sexual exploitation or harassment.
- Receive an explanation of all medications prescribed and possible side effects.
- Make an advance directive, which states your choices and preferences for mental health care.
- Receive quality services that are medically necessary.
- A second opinion from a community mental health agency (CMHA) within the Service Area. If an additional CMHA is not currently available within the network, the Contractor must provide or pay for a second opinion provided by a CMHA outside the network at no cost to the Enrollee. The CMHA providing the second opinion must be currently contracted with an RSN to provide mental health services to Enrollees. The appointment for a second opinion must occur within 30 days of the request. The Enrollee may request to postpone the second the second opinion to a date later than 30 days.
- File a grievance with your agency or GCBH.
- Receive timely and adequate Medicaid covered mental health services from an agency not contracted with the RSN, if an RSN agency cannot provide them. Such “out of network” services are available only until an RSN agency can provide them.

Your Rights & Responsibilities continued...

- Choose a participating mental health care provider or choose one for your child who is under thirteen years of age.
- Change mental health care providers during the first thirty days of enrollment with the mental health prepaid health plan/RSN and once during a 12 month period for any reason.
- File a request for an administrative (fair) hearing or appeal.
- Receive age and culturally appropriate services.
- Request and receive a copy of your medical records, at a reasonable fee, and ask for changes.
- Be free from retaliation.
- Be free from any form of restraint or seclusion used as a means of coercion or discipline.
- Confidentiality.
- Be informed that research concerning consumers whose cost of care is publicly funded must be done in accordance with all applicable laws, including DSHS rules on the protection of human research subjects.
- Discuss a concern with the Ombuds Service, GCBH, or provider if you believe your rights have been violated. If you discuss a concern or file a grievance or an appeal, you must be free of any act of retaliation. The Ombuds may, at your request, assist you in resolving your concerns.
- Appeal any denial, termination, suspension or reduction of service as the result of a GCBH Notice of Action and to continue to receive services at least until your appeal is heard by an Administrative (Fair) Hearing Judge.

You have the responsibility to:

- Provide the information needed for your care.
- Understand your mental health.
- Follow the plans for care that you have agreed to with your doctor, nurse, therapist and/or case manager.

Ombuds

How can the GCBH Ombuds Service help me?

The Ombuds Service is available to help you resolve concerns, file a grievance or appeal. The Ombuds Service will make every effort to work with you to resolve your concerns on an informal basis. By working with the Ombuds Service, concerns are often resolved quickly.

If you have questions or are not happy with your services, you can also contact your provider or GCBH.

What is an appeal and how do I file one?

An appeal is a disagreement with a decision GCBH made about your Medicaid mental health services such as suspension, reduction or termination of services that results in a Notice of Action. When you receive a Notice of Action, you have the right to appeal. The Notice of Action will tell you about the decision, why it was made, and how to file an appeal.

In most cases you will have 20 days to file an appeal from the date you receive a Notice of Action.

Appeals must be resolved 45 days from receipt of notice.

For more information regarding a Notice of Action, appeals and timelines, contact your provider, the Ombuds Service or GCBH.

If you file an appeal, the quality of your care will not suffer.

What is a grievance and how do I file one?

A grievance is an expression of dissatisfaction about any matter other than an action (which is addressed by filing an appeal), such as; your rights have been violated or you have been abused or mistreated by staff or a provider.

Filing a grievance means a written expression of dissatisfaction that is mailed or delivered to your provider or GCBH. You can ask provider staff or the Ombuds Service to help you in filing a grievance.

You have six (6) months from the date of the occurrence to file a grievance.

Grievances must be resolved within 30 days from the statement of grievance.

For more information regarding grievances and timelines, contact your provider, the Ombuds Service or GCBH.

If you file a grievance, the quality of your care will not suffer.

Ombuds continued...

What is an Administrative (Fair) Hearing and how do I file one?

A Fair Hearing is a formal hearing conducted by the Office of Administrative Hearings. You can file a Fair Hearing for the following reasons:

- You believe there has been a violation of a DSHS rule;
- GCBH or your provider has violated timelines of a grievance or an appeal; or
- You do not agree with the provider's or GCBH's resolution of your appeal or grievance.

You can ask provider staff, the Ombuds Service or representation of your choice to help you in filing a Fair Hearing. You can also contact the Office of Administrative Hearings at 1-800-583-8271.

If you choose to request a Fair Hearing, the request must be filed within 20 days from the date of the notice regarding the outcome of an appeal or a grievance.

The Fair Hearing process must be completed within 90 days of the date an appeal or grievance was initially filed, excluding any time taken by you to file for a Fair Hearing following receipt of the notice of disposition of and an appeal or grievance.

For more information regarding a Fair Hearing and timelines, contact your provider, the Ombuds Service or GCBH.

If you file a Fair Hearing, the quality of your care will not suffer.

Participating GCBH Community Mental Health Providers

Benton/Franklin Counties Crisis Response Unit

2635 W. Deschutes Avenue, Kennewick, WA 99336*
509-783-0500

Alternative languages available: Spanish

Blue Mountain Counseling

221 E. Washington, Dayton, WA 99328*
509-382-1164

Catholic Family & Child Service

5301 Tieton Drive, Suite C, Yakima, WA 98908
509-965-7100

Alternative languages available: Spanish

Catholic Family & Child Service

2139 Van Giesen, Richland, WA 99353
509-946-4645

Central Washington Comprehensive Mental Health

402 S. 4th Avenue, Yakima, WA 98907*
509-575-4084

Alternative languages available: Spanish

Central Washington Comprehensive Mental Health - Ellensburg*

220 W. 4th Avenue, Ellensburg, WA 98926
509-925-9861

Central Washington Comprehensive Mental Health - Sunnyside

1319 Saul Road S., Sunnyside, WA 98944
509-837-2089

Central Washington Comprehensive Mental Health - Goldendale*

112 W. Main Street, Goldendale, WA 98620
509-773-5801

Central Washington Comprehensive Mental Health - White Salmon*

251 Rhine Village Drive, White Salmon, WA 98672
509-493-3400

Participating GCBH Community Mental Health Providers

Garfield County Human Services

856 W. Main Street, Pomeroy, WA 99347*
509-843-3791

Lourdes Counseling Center

1175 Carondelet Drive, Richland, WA 99352
509-943-9104

Alternative languages available: Fijian, Hindi, Meman, Punjabi, Spanish, Urdu

Lutheran Community Services Northwest

3321 W. Kennewick Avenue, Suite 150, Kennewick, WA 99336
509-735-6446

Nueva Esperanza Community Counseling Center - La Clinica

720 W. Court Street, Suite 8, Pasco, WA 99301
509-545-6506

Alternative languages available: Spanish, Toisan

Palouse River Counseling Center

340 N.E. Maple, Pullman, WA 99163*
509-334-1133

Quality Behavioral Health

900 7th Street, Clarkston, WA 99403*
509-758-3341

Skamania County Counseling Center

P.O. Box 790/683 S.W. Rock Creek Drive, Stevenson, WA 98648*
509-427-3850

Walla Walla County Department of Human Services

310 W. Poplar, Walla Walla, WA 99362*
509-522-3278

Alternative languages available: Spanish

Yakima Valley Farmworkers

Behavioral Health Services

918 E. Mead Avenue, Yakima, WA 98903
509-453-1344

Alternative languages available: Spanish

**Providing 24-hour emergency crisis services. For crisis telephone numbers, refer to page 4.*

Some of the Signs of Mental Illness

The signs of a mental illness differ among adults, teens, older children and younger children. Teens may also experience some of the same signs as adults. The list below is not complete and is not expected to be used as a diagnostic or clinical tool. If you or a family member are experiencing problems or have other signs or symptoms that are concerning you, contact a mental health provider (listed on pages 15-16).

In adults:

- Confused thinking.
- Prolonged depression (sadness or irritability).
- Feelings of extreme highs and lows.
- Excessive fears, worries and anxieties.
- Social withdrawal.
- Dramatic changes in eating or sleeping habits.
- Strong feelings of anger.
- Delusions or hallucinations.
- Growing inability to cope with daily problems or activities.
- Suicidal thoughts.
- Denial of obvious problems.
- Numerous unexplained physical ailments.
- Substance abuse.

In older children, teens and pre-adolescents:

- Substance abuse.
- Inability to cope with problems and daily activities.
- Change in sleeping and/or eating habits.
- Excessive complaints of physical ailments.
- Defiance of authority, truancy, theft, and/or vandalism.
- Intense fear of weight gain.
- Prolonged negative mood, often accompanied by poor appetite or thoughts of death.
- Frequent outbursts of anger.

In younger children:

- Changes in school performance.
- Poor grades despite strong efforts.
- Excessive worry or anxiety (i.e. refusing to go to bed or school).
- Hyperactivity.
- Persistent nightmares.
- Persistent disobedience or aggression.
- Frequent temper tantrums.

Greater Columbia Behavioral Health Member Government & Provider Map

