

# Great Rivers Behavioral Health Administrative Services Organization

Policy Title:	<b>Administration of Policies &amp; Procedures</b>	Policy No. <b>1000.01</b>
Category:	Administrative	Date Adopted: 01/10/2020 Date Revised: 04/10/2020 Date Reviewed:
Reference:	Revised Code of Washington 71.34, 71.05, 71.24 Washington Administrative Code Washington State Health Care Authority (HCA) Contract with Great Rivers Behavioral Health Administrative Services Organization	

## POLICY:

- 1.1. Great Rivers Behavioral Health Administrative Services Organization (Great Rivers BH-ASO) will develop, implement, maintain, comply with, and monitor compliance with written policies and procedures related to all State and Federal regulations and contractual requirements.
- 1.2. Great Rivers BH-ASO will submit all policies and procedures to the Washington State Health Care Authority (HCA) for review upon request by HCA and any time there is a new policy and procedure or there is a substantive change to an existing policy and procedure.
- 1.3. Great Rives BH-ASO Governing Board is vested with the authority to review, modify, and adopt policies and procedures.
- 1.4. Great Rivers BH-ASO will provide all relevant policies and procedures to it providers and subcontractors.
- 1.5. All of Great Rivers BH-ASO policies and procedures will direct and guide Great Rivers BH-ASO's workforce, subcontractors, and any non-contracted providers' compliance with all applicable Federal, State, and contractual requirements.
- 1.6. Great Rivers BH-ASO's policies and procedures will fully articulate and operationalize the requirements of all contracts and regulations.
- 1.7. Great Rivers BH-ASO's policies and procedures will outline how Great Rivers BH-ASO maintains an effective training plan related to contractual and legal requirements. The policies and procedures will describe how Great Rivers BH-ASO maintains training records of the number of staff participating in training, including evidence of assessment of participant knowledge and satisfaction with the training.
- 1.8. Great Rivers BH-ASO's policies and procedures will include monitoring of compliance, prompt response to detected non-compliance, and effective corrective action.

## PROCEDURE:

- 2.1. Policy Development and Approval
  - 2.1.1. When Great Rivers BH-ASO determines the need for a new or revised policy and procedure:
    - 2.1.1.1. Great Rivers BH-ASO Chief Executive Director (CED), or designee (e.g. lead staff for the subject matter), will review contract language, applicable laws, and/or other relevant sources needed to write or update the policy and procedure.
    - 2.1.1.2. Great Rivers BH-ASO CED, or designee, will draft the new or revised policy and procedure and route the policy to the compliance

officer, or designee, for review and revision. Policies will be returned to the original writer for review and revision, when possible.

- 2.1.1.3. Prior to adoption by the Great Rives BH-ASO Governing Board, Great Rivers BH-ASO CED has final decision-making on all policy language.
- 2.1.1.4. Once the policy is pre-approved by the CED, or designee, Great Rivers BH-ASO's Compliance Officer, or designee, will format the policy and then prepare it for the Great Rivers BH-ASO Governing Board for adoption.
- 2.1.1.5. Great Rivers BH-ASO Governing Board requires policies needing adoption be submitted at least one week in advance of the scheduled governing board meeting.
- 2.1.1.6. Great Rivers BH-ASO's Compliance Officer, or designee, will compile the list of policies and any relevant changes, recommendation, or updates to be submitted with the policies.
- 2.1.1.7. The adopted date on the policy should match the date the policy was adopted by the governing board per the meeting minutes.
- 2.1.1.8. Once adopted by the Governing Board, the Governing Board Chair electronically signs each policy.
- 2.1.2. Policy changes or new policies require Governing Board approval.
- 2.1.3. Procedure changes require CED approval and do not require Governing Board approval. If revisions occur to the procedure, Great Rivers BH-ASO CED will notify the Great Rivers BH-ASO Advisory and Governing Board of the changes.
- 2.1.4. All policies are submitted to Great Rivers BH-ASO Advisory Board for review and feedback.
- 2.1.5. Should an audit of Great Rivers BH-ASO contain recommendations related to policies and procedures, Great Rivers BH-ASO CED, or designee, will prepare necessary revisions or additional policies as indicated in the audit findings. These policies and/or revisions will be presented to the Great Rivers BH-ASO Advisory and Governing Boards within three months of receipt of the final audit report.
- 2.1.6. If a policy is required as a part of a corrective active plan, draft policies may be submitted to the required authority pending final review by the Great Rivers BH-ASO Advisory Board and adoption of the Great Rivers BH-ASO Governing Board.
- 2.2. Policy Training and Distribution
  - 2.2.1. After the policy is adopted and signed by the Great Rivers BH-ASO Governing Board Chair:
    - 2.2.1.1. It will be saved on Great Rivers BH-ASO company drive in the Executed Policies folder.
    - 2.2.1.2. It will be posted to Great Rivers BH-ASO's website.
    - 2.2.1.3. Great Rivers BH-ASO CED, or designee, will notify contracted providers during all network meetings of new or revised policies.
    - 2.2.1.4. Great Rivers BH-ASO will provide training for certain policies and procedures, such as critical incident reporting, grievance reporting, and UM procedures, as needed, at least annually.
    - 2.2.1.5. Great Rivers BH-ASO may provide technical assistance on new policies or policy changes to a BHA, upon request.

2.2.1.6. Contracted Behavioral Health Agencies (BHAs) are responsible for updating agency policies and procedures to be consistent with Great Rivers BH-ASO's new or updated policies and procedures. BHAs are also responsible for training staff on new or updated policies and procedures.

2.3. Monitoring

2.3.1. All Great Rivers BH-ASO policies and procedures will be reviewed at least annually and revised as necessary.

2.3.2. Great Rivers BH-ASO Compliance Officer tracks all policies and procedures to ensure that new policy creation and updates are occurring timely. If non-compliance is detected, Great Rivers BH-ASO's Compliance Officer will notify the CED who will initiate a plan to bring the policy or policies into compliance. All corrections will be completed within 30 days, unless otherwise noted in the plan.

2.3.3. Great Rivers BH-ASO will monitor contracted BHA's policies and procedures at least annually, or as required by Great Rivers BH-ASO's contracts. Appropriate recommendations, findings, or corrective actions required will identified, when needed, through a corrective action plan (CAP). The CAP will be monitored at least quarterly until the BHA's policies and procedures are in compliance.

**ATTACHMENTS**

None

**POLICY SIGNATURE**

DocuSigned by:

*Edna J. Fund*

4/14/2020

Edna J. Fund, Chair

Date

Great Rivers BH-ASO Governing Board