

**AMENDMENT TO MOLINA HEALTHCARE OF WASHINGTON, INC.  
ADMINISTRATIVE SERVICES AGREEMENT**

**THIS AMENDMENT TO THE ADMINISTRATIVE SERVICES AGREEMENT** (“Amendment”) is made and entered by and between Molina Healthcare of Washington, Inc. (“Health Plan”) and the Greater Columbia Behavioral Health, LLC, d/b/a– Greater Columbia Behavioral Health-Administrative Services Organization (“GCBH-ASO”).

**Whereas**, Health Plan and Provider entered into an Administrative Services Agreement (“Agreement”), effective January 1, 2019 and

**Whereas**, Health Plan and Provider hereby agree to amend the Agreement in accordance with the terms and conditions of this Amendment.

**Now therefore**, in consideration of the rights and obligations contained herein, the parties to this Amendment, intending to be legally bound, do hereby agree as follows:

1. Article 1, Definitions of the Agreement is amended with the following:
  - 1.6 **HCA Contracts**. “HCA Contracts” means MHW’s contracts with the Washington State Health Care Authority for Apple Health program, *including the Apple Health – Integrated Managed Care contract, the Apple Health – Integrated Managed Care – Behavioral Health Services wrap-around contract, and the Apple Health Expansion contract.*
2. Exhibit B (CRISIS STATEMENT OF WORK) of the Agreement is amended and attached hereto.
3. **Effective Date**. This Amendment shall become effective on July 1, 2024, and renew with and under the terms of the Agreement.
4. **Use of Defined Terms**. Terms utilized in this Amendment shall have the same meaning set forth in the definitions to the Agreement.
5. **Full Force and Effect**. Except as specifically amended by this Amendment, the Agreement shall continue in full force and effect.

This Amendment is in addition to, and does not replace or supersede, the Agreement between Health Plan and Provider filed with Health Plan. All conditions and provisions of the Agreement, except as specifically modified herein, shall remain binding. If there is any ambiguity or inconsistency between the documents not specifically addressed in this Amendment, the original Agreement shall be operative and enforced.

IN WITNESS WHEREOF, the parties hereto have executed this Amendment by their officers thereunto duly authorized.

**Greater Columbia Behavioral Health, LLC  
dba Greater Columbia Behavioral Health -  
Administrative Services Organization**

**Molina Healthcare of Washington, Inc.**

By: \_\_\_\_\_

By: \_\_\_\_\_

Its: \_\_\_\_\_

Its: Dyan Lal

Date: \_\_\_\_\_

Date: VP, Network Management and  
Operations

**EXHIBIT B**  
**CRISIS STATEMENT OF WORK**

GCBH-ASO shall provide the following Administrative Services to MHW under this Agreement:

**1. SERVICES**

- 1.1. GCBH-ASO will provide the BH- ASO services necessary and sufficient for MHW to fulfill its obligations for “Crisis Service” provision as outlined in the HCA Contract.
- 1.2. Per the HCA Contract, this Agreement may be subject to HCA review and approval. GCBH-ASO and MHW agree to renegotiate this Agreement in good faith if required by HCA.

**2. COVERED PROGRAMS**

- 2.1. GCBH-ASO’s services apply to MHW’s Members in the GCBH-ASO Washington Regional Service Area.

**3. COVERED CRISIS SERVICES**

- 3.1. GCBH-ASO shall provide the following Crisis Services under this Agreement. The services below align with those contractually obligated by the HCA Contracts.
- 3.2. Crisis Services (as specified in the HCA Contracts).
- 3.3. Per the HCA Contracts, crisis services shall be available twenty (24) hours per day, seven (7) days per week, three hundred sixty-five (365) days per year. This shall include availability of a 24/7 regional crisis hotline that provides screening and referral to MHW’s network of local providers, where applicable, and availability of a 24/7 mobile crisis outreach team. Individuals will be able to access crisis services without full completion of intake evaluations and/or other screening and assessment processes. Crisis service codes shall include:
  - 3.3.1. H0030
  - 3.3.2. H2011
  - 3.3.3. H2011 HA or HB
  - 3.3.4. H0038 HA or HB

The Parties recognize and agree that the above list of codes may need to be amended based on the Parties’ actual experience under the Agreement and therefore agree to meet and confer in good faith to discuss any changes that one Party requests.

- 3.4. In the event a MHW Member’s call is determined to be a non-crisis situation requiring some level of behavioral service or further evaluation, GCBH-ASO or its subcontractor will verify MHW eligibility and warm transfer the call directly to MHW’s 24/7 triage line.
- 3.5. Per the HCA Contracts, GCBH-ASO with input from its sub delegated providers shall collaborate with MHW to develop and implement strategies to coordinate care with community behavioral health providers for individuals with a history of frequent crisis system utilization.
- 3.6. For MHW members calling for crisis services who already receive WISE or PACT services, GCBH-ASO and/or its contractor will attempt to coordinate with existing case management support.
- 3.7. Per the HCA Contracts, GCBH-ASO will evaluate and monitor the performance of the crisis system and develop corrective action where needed. Examples of how this will occur may include, but are not limited to, the following:
  - 3.7.1. Comparison of current and historical (as of 01/01/2019) utilization.
  - 3.7.2. Analysis of member and provider feedback.

3.7.3. Participation in region-level discussions led by the ACH.

#### **4. IT IMPLEMENTATION**

4.1. Per the HCA Contracts, GCBH-ASO shall establish information systems to support data exchanges with the MHW, including, but not limited to eligibility interfaces, exchange of encounter data for crisis services paid for by GCBH-ASO, and sharing of care plans and mental health advance directive necessary to coordinate service delivery in accordance with applicable privacy laws, including HIPAA and 42 CFR Part 2.

4.1.1. For each transaction type noted above, GCBH-ASO will collaborate with the MHW to develop and obtain approval of all business requirement documents, conduct necessary end-to-end testing, and establish agreed upon service level agreements (SLAs); these of which will become an amendment to this Agreement.

4.1.2. Per the HCA Contracts and based upon the defined/agreed upon business requirements, and completed acceptance testing performed by the MHW, GCBH-ASO will submit complete, accurate and timely encounter data to plan in formats prescribed by HCA, and in accordance with deadlines that MHW must adhere to in order to avoid financial penalties imposed by HCA. MHW will provide GCBH-ASO with applicable file format and submission schedule information.

4.1.3. GCBH-ASO will collaborate with the MHW to develop business requirements, technical specifications, conduct end-end testing and obtain MHW's approval prior to moving any system changes into its production systems.

4.2. Per the HCA Contracts, MHW shall make provisions for the BH-ASO to access a Member's individual service plan (or care plan) on a 24/7 basis for clients receiving Behavioral Health services, where applicable.

#### **5. METRICS AND MONITORING**

5.1. GCBH-ASO will hold all of its subcontractors to the service level agreements and performance guarantees mandated by the HCA for handling of calls to the crisis line. GCBH-ASO will provide MHW with the service level targets as well as monthly reports of service level performance. GCBH-ASO will work with subcontractors to provide calls for audit upon MHW request.