

Document Type:¹

☒ Policy & Procedure ☐ Process Guideline

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☐ Plan ☐ System Description

Retired: _____

Revisions: 11/07/2019

Document Scope: (applies to Policy & Procedure only)

- The requirements herein apply only to the GCBH Central Office and its functions.
- ☒ The requirements herein apply, verbatim, to GCBH, its contractors, and its network providers².
- The requirements herein apply to both GCBH and its network providers². Additionally, network providers must have internal documents outlining their processes for implementing the requirements, insofar as they relate to actions for which network providers are responsible.

PURPOSE: To outline Greater Columbia Behavioral Health, LLC BH-ASO (GCBH BH-ASO) roles, responsibilities, and oversight of the delegation of the GCBH BH-ASO crisis line.

DEFINITIONS

- I. **Delegated entity:** Entity contracted with GCBH BH-ASO to answer calls on the crisis line and route them to the appropriate county.

POLICY

- A. GCBH BH-ASO is responsible for managing crisis services within its network area, but may choose to contract with a delegated entity to fulfil this requirement. GCBH BH-ASO and the delegated entity shall have a delegation agreement that is mutually agreed upon. GCBH BH-ASO shall provide oversight of the delegated activities.
- B. GCBH BH-ASO requires that the following standards be met in accordance with NCQA Standards:
 - a. All calls must be answered by a live voice within 30 seconds,
 - b. Calls must show a call abandonment rate within 5%.
- C. GCBH BH-ASO shall review at least semi-annually, reports from the delegated entity to ensure contract compliance and conformity to NCQA Standards.
- D. GCBH BH-ASO shall look for opportunities to improve performance in crisis line management through Performance Improvement Projects (PIPs).
 - a. GCBH BH-ASO shall work with the delegated entity to facilitate clinically appropriate approaches to utilizers of the crisis line.

PROCEDURE

1. Crisis line expectations

- a. The crisis line shall be staffed 24 hours a day, 7 days a week by the delegated entity.
- b. The crisis line phone number used for all GCBH BH-ASO counties is (888) 544-

9986.

- c. Crisis calls shall come in on the 800 number, be answered by delegated entity staff, and routed to the appropriate county crisis staff for immediate handling.
- d. Delegated entity staffing shall be sufficient to answer and route crisis line calls as required. Preparations and precautions shall be taken by the delegated entity to ensure that there is coverage despite potential delegated entity staff illness or staff loss.

2. Delegated activities: Roles and Responsibilities

a. Responsibilities of the ASO:

- i. GCBH BH-ASO shall provide oversight of the delegated activities, and shall review reports from the delegated entity regarding GCBH BH-ASO crisis calls answered by a live person within 30 seconds and abandonment rates, no less than semi-annually.
 - 1. GCBH BH-ASO may, in conjunction with the delegated entity, apply clinically appropriate steps to address crisis line misuse by individual callers. Such steps, under the oversight of the GCBH medical director and the delegated entities clinical leadership, may include limiting crisis line access.
- ii. GCBH BH-ASO shall enforce the contract requirements with the delegated entity.
- iii. GCBH BH-ASO shall set performance goals and monitor the delegated entity's progress towards meeting those goals.
- iv. GCBH BH-ASO shall evaluate at least annually the delegated entity's performance against NCQA Standards to include an audit of phone calls, policies and procedures, and reports.

b. Responsibilities of the delegated entity:

- i. The delegated entity shall answer the GCBH BH-ASO crisis line phones and transfer those calls to the appropriate GCBH BH-ASO RSA County crisis team;
- ii. The delegated entity shall strive to meet the NCQA Standards outlined in Policy section B above.
- iii. The delegated entity shall provide regular reports to GCBH BH-ASO, not less than semi-annually showing the GCBH BH-ASO call abandonment rate by month and the average time to answer the GCBH BH-ASO crisis line with a live voice by month,
- iv. The delegated entity shall work with GCBH BH-ASO on improving performance on crisis line measurables,
- v. The delegated entity shall adhere to the delegation agreement with GCBH BH-ASO.

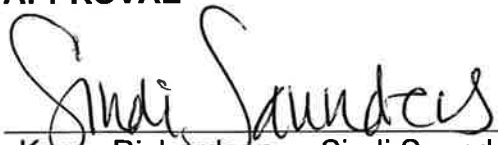
3. Oversight of the delegated activities

- a. Every January and July, the delegated entity shall send to the GCBH BH-ASO

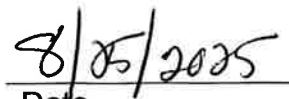
Quality Manager reports for the six months prior (July-December, January-June) indicating the designated entity's GCBH BH-ASO call abandonment rates and average time to answer the GCBH BH-ASO crisis line with a live voice.

- b. The reports reviewed semi-annually from the delegated entity shall include (at a minimum) the following content by month/year:
 - i. Total number of calls to the crisis center 800 number,
 - ii. Total number of calls answered,
 - iii. Number of calls answered with a live voice within 30 seconds,
 - iv. Percentage of calls answered with a live voice within 30 seconds by the delegated entity,
 - v. Average speed of answering the crisis phone,
 - vi. Abandonment rate of crisis calls.
 - c. GCBH BH-ASO shall review the reports and ensure that the NCQA Standards outlined in Policy Section B above are met.
 - d. If the delegated entity does not meet the standards, overall or in any month in the report, then a corrective action plan shall be submitted to GCBH BH-ASO by the delegated entity, indicating what steps will be taken to help improve that performance measure and meet the standard required.
 - e. If the delegated entity is not able to improve the performance measure, then GCBH BH-ASO may take additional actions as indicated in contract up to and including termination of the delegation agreement with the delegated entity.
 - f. GCBH BH-ASO shall review the delegated entity for phone call review and policies and procedures annually to ensure that contractual requirements and WACs/RCWs are being met.
4. Commitment to improvement
- a. GCBH BH-ASO shall look for opportunities for improvement in crisis line measurables as a part of its commitment to continuous progress.

APPROVAL



Karen Richardson or Sindi Saunders, Co-Directors



Date