GREATER COLUMBIA BEHAVIORAL HEALTH, LLC. BH-ASO

Enrollee Rights & Information Requirements

No: CA401

Document Type:[1]	X Policy & Procedure	___ Process Guideline	Adopted:	1/1/2019
			Last Reviewed:	11/03/2026
	___ Plan	___ System Description	Retired:	_____

Revisions: 01/29/2020, 7/29/2020, 11/3/2026

Document Scope: (applies to Policy & Procedure only)

- The requirements herein apply only to the GCBH BH-ASO Central Office and its functions.
- X The requirements herein apply, verbatim, to GCBH BH-ASO and its network providers[2].
- The requirements herein apply to both GCBH BH-ASO and its network providers[2]. 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 define requirements for communicating the individual's rights established by WAC 246-341-0600, RCW 71.24, 42 CFR 438.100, and the Washington State Health Care Authority, and other important information regarding the behavioral health services available to individuals, as included in the member handbook.

DEFINITIONS

I. Behavioral Health Agency (BHA): An agency licensed by the State of Washington to provide mental health and/or substance use disorder treatment and is subcontracted under the State BHO/ASO Program Agreement to provide services.

II. Behavioral Health Services: Mental health and/or substance use disorder treatment services provided by a Behavioral Health Agency (BHA) licensed by the State of Washington to provide these services.

III. Individual: A person who has applied for, is eligible for or has received behavioral health services from a Greater Columbia Behavioral Health (GCBH BH-ASO) network provider. For a child under the age of thirteen, or for a child thirteen or older whose parents or legal guardians are involved in the treatment plan, the definition of individual includes parents or legal guardians.

IV. Cultural Competence: The ability to recognize and respond to health-related beliefs and cultural values, disease incidence and prevalence, and treatment efficacy. Examples of cultural competent care include striving to overcome cultural, language, and communications barriers, providing an environment in which individuals from diverse cultural backgrounds feel comfortable discussing their cultural health beliefs and practices in the context of negotiating treatment options, encouraging individuals to express their spiritual beliefs and cultural practices, and being familiar with and respectful of various traditional healing systems and beliefs and, where appropriate, integrating these approaches into treatment plans.

POLICY

A. GCBH BH-ASO complies with State and Federal laws pertaining to privacy, non-discrimination and all other rights in the "Statement of Enrollee Rights" included in this policy.

[1]See definitions of document types in AD100, "Development, Approval & Review of Formal GCBH BH-ASO Documents"
[2]"Network Provider" – An organization with which GCBH BH-ASO is contracted for the provision of direct services.

B. Medicaid enrollees are informed that the *Washington Medicaid Behavioral Health Benefits Booklet* produced by the Health Care Authority is available at intake, any time upon request, and on the GCBH BH-ASO website.

C. Conspicuously marked translations of individual rights are posted in readily accessible public areas at all GCBH BH-ASO provider agencies, accompanied by a multilingual notice advising that written materials regarding these rights are available. As needed, GCBH BH-ASO makes translated materials relating to individual rights available to its providers, for distribution to individuals, via its website.

D. As necessary to ensure individuals understand and have access to all of their services and rights, interpretive services are provided, at no cost to the individual, to communicate with individuals with a preferred language other than English, and American Sign Language is used to communicate with individuals with impaired hearing. These services are also available for other interactions between individuals and GCBH BH-ASO or its network providers, including but not limited to customer service, all appointments for any covered service, crisis services, and all steps necessary to file a grievance or appeal.

E. When an individual requests it, information related to (1) a network provider's licensure, certification and accreditation status; and/or (2) information that includes but is not limited to, education, licensure, and Board certification and/or recertification of mental health professionals (i.e., psychiatrist, psychologist, psychiatric nurse or social worker), Mental Health Care Providers (i.e., the individual with primary responsibility for implementing an individualized service plan for mental health rehabilitation services), and Substance Use Disorder Professionals is provided. Additionally, upon their request, Medicaid enrollees are provided identification of individual Mental Health Care Providers who are not accepting new enrollees.

F. Apple Health Care enrollees are not referred to their Healthy Options managed care plan for behavioral health services if they are determined to be eligible for GCBH BH-ASO behavioral health services based on medical necessity.

G. Staff members who regularly interact with individuals are trained to the provisions of this policy.

PROCEDURE

1. Subsequent to their initial presentation during the Intake process, rights are reviewed with individuals as often as necessary to ensure understanding.
2. The Health Care Authority's *Washington Medicaid Behavioral Health Benefits Booklet* is also available via the internet, https://www.hca.wa.gov/assets/free-or-low-cost/19-049.pdf. This information is provided to individuals at intake and upon request.
3. When explanations of an individual's rights are provided, documentation of such is made at least as follows:
    - 3.1. A statement of rights is signed by the individual and kept in their clinical record.
    - 3.2. Clinicians document that they have provided all required information regarding the individual's rights in a manner appropriate to the individual's linguistic, physical and cognitive abilities. Such documentation may be provided in a narrative chart note or by completing an attestation form available on the GCBH BH-ASO website and filing it in the individual's clinical record.

4. On-site audits of network providers, conducted by GCBH BH-ASO, include checks for evidence of compliance with the provisions of this policy. When a need for corrective action is identified during such audits, network providers address compliance issues via their quality improvement processes and provide evidence of sustained improvement. GCBH BH-ASO staff review audit findings for trends requiring system level intervention, and report such to the GCBH Quality Management Oversight Committee for recommendations which are then presented to the GCBH Executive Committee for action.

APPROVAL

Karen Richardson or Sindi Saunders, Directors — Date: 4/3/2026