

Special Population Care Coordination

Docur	ment Type: ¹ X	Policy & Procedure	Process Guideline	Adopted: Last Reviewed:	01/01/19	
		_ Plan	System Description	Retired:		
Revisions:						
Document Scope: (applies to Policy & Procedure only)						
_	The requirements herein apply only to the GCBH Central Office and its functions.					
Х -	The requirements herein apply, verbatim, to GCBH and its network providers ² .					
-	The requirements herein apply both to GCBH 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 establish standards for care coordination of special populations.

DEFINITIONS

Special Populations – Individuals/enrollees who self-identify as having specialized cultural, ethnic, linguistic, disability or age related needs.

Cultural Competence - The delivery of services and support in a culturally competent manner helps to facilitate better individual outcomes and increases satisfaction with the services received. Critical factors in the provision of culturally competent care include the understanding of:

- Beliefs, values, traditions and practices of a culture;
- Culturally-defined, health-related needs of individuals/enrollees, families and communities;
- Culturally-based belief systems of the etiology of illness and disease and those related to health and healing; and
- Attitudes toward seeking help from health care providers.

POLICY

- A. Greater Columbia Behavioral Health (GCBH) ensures that the ASO and provider network provide care coordination for special populations.
- B. GCBH through its contracted provider network delegates the responsibility of care coordination for special populations.
- C. GCBH ensures that all contracted providers in the network provide services and supports to all persons, without regard to race, religion, national origin, gender, gender expression, sexual orientation, physical disability, socio-economic status, geography, language, immigration status, or other characteristics, and ensure that services are sensitive and responsive to these differences.

PROCEDURE

1. Special Population evaluations are performed by a child, geriatric, disabled or ethnic minority specialist that considers age and cultural variables specific to the

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- individual/enrollee being evaluated and other culturally and age competent evaluation methods.
- 2. Individual service plans for all individuals/enrollees including Special Populations are developed collaboratively with the individual/enrollee and other people identified by the individual/enrollee, in accordance with WAC 388-877-0620 for Mental Health and WAC 388-877-0718 (1)(c) for SUD, and services are provided by, under the supervision of, or with consultation from the appropriate specialist(s). The service plan development includes determining whether the identified needs are best addressed by referring to another resource or by deferring until other needs have been met in an order that makes sense to both the individual/enrollee and the provider.
- 3. The service plans are monitored by GCBH staff regularly and as needed, to assure that service provision is appropriately tailored to the specific needs and methods of service provision that have been identified in the plan.
- 4. GCBH collaborates with network providers and allied systems as necessary and appropriate to coordinate care for individuals/enrollees, develop working agreements and protocols for delivering services.
- 5. Individual service plans are monitored to confirm that they reflect an understanding of an individual/enrollee's unique cultural identity, such as:
 - 5.1. Whether and to what degree culture is reflected in such areas as, but not limited to, race and ethnicity, language, gender, sexual orientation, socio-economic status, family roles, housing status and regional differences,
 - 5.2. Whether and to what degree the plan is written in language understandable by the individual/enrollee seeking services,
 - 5.3. Whether and to what degree the plan is age and developmentally appropriate to the individual/enrollee seeking services,
 - 5.4. Whether and to what degree the plan reflect all recommendations provided by consulting specialists.

APPROVAL		
	01/01/2019	
Troy Wilson, Director/CFO	Date	