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

DEFINITIONS

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

POLICY

- A. GCBH is responsible for managing crisis services within its network area, but may choose to contract with a delegated entity to fulfil this requirement. GCBH and the delegated entity shall have a delegation agreement that is mutually agreed upon. GCBH shall provide oversight of the delegated activities.
- B. GCBH 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 shall review at least semi-annually, reports from the delegated entity to ensure contract compliance and conformity to NCQA Standards.
- D. GCBH shall look for opportunities to improve performance in crisis line management through Performance Improvement Projects (PIPs).

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 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 shall provide oversight of the delegated activities, and shall review reports from the delegated entity regarding GCBH crisis calls answered by a live person within 30 seconds and abandonment rates, no less than semi-annually.
 - ii. GCBH shall enforce the contract requirements with the delegated entity.
 - iii. GCBH shall set performance goals and monitor the delegated entity's progress towards meeting those goals.
 - iv. GCBH 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 crisis line phones and transfer those calls to the appropriate GCBH RSA County crisis team;
 - ii. The delegated entity shall strive for meeting the NCQA Standards outlined in Policy B above.
 - iii. The delegated entity shall provide regular reports to GCBH, not less than semi-annually showing the GCBH call abandonment rate by month and the average time to answer the GCBH crisis line with a live voice by month,
 - iv. The delegated entity shall work with GCBH on improving performance on crisis line measurables,
 - v. The delegated entity shall adhere to the delegation agreement with GCBH.
 3. Oversight of the delegated activities
 - a. Every January and July, the delegated entity shall send to the GCBH Quality Manager reports for the six months prior (July-December, January-June) indicating the designated entity's GCBH call abandonment rates and average time to answer the GCBH 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 shall review the reports and ensure that the NCQA Standards outlined in Policy 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 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 may take additional actions as indicated in contract up to and including termination of the delegation agreement with the delegated entity.
 - f. GCBH 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 shall look for opportunities for improvement in crisis line measurables as a part of its commitment to continuous progress.
- b. After review of the reports from the delegated entity, GCBH shall identify areas that could be improved, write up a plan for what GCBH would like to see improved, and goals for what the measurable would look like after working on the PIP. GCBH shall work with the delegated entity to help improve those measurables for the next reporting period.

APPROVAL



Karen Richardson or Sindi Saunders, Co-Directors

11/07/2019

Date