

Great Rivers Behavioral Health Organization Provider Contract

Medicaid

Contract Amendment No. 6

This contract is between Great Rivers Behavioral Health Organization (Great Rivers) and the Contractor identified below:

Eugenia Center PO Box 1371 Chehalis, WA 98532	Contract Number: 20170052 Contract Start Date: 7/1/2017 Contract End Date: 6/30/2019 Amendment Effective Date: 03/01/2019 Contract Added Amount: \$82,602.90 Contract Total Amount: \$357,945.90 Budget Authority: Medicaid funds CFDA Number: DUNS Number: 802400085 Tax ID Number: 91-1534951
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Program Contact: Niston Franco Fiscal Contact: Niston Franco Great Rivers Contact: Marc Bollinger Great Rivers Fiscal Contact: Brian Cameron	

Eugenia Center, hereinafter referred to as the Contractor, and Great Rivers agree to the terms and conditions of this contract, including any exhibits, by signing below:

**FOR
GREAT RIVERS BEHAVIORAL HEALTH
ORGANIZATION**

**FOR
EUGENIA CENTER**

Edna J. Fund
Great Rivers Governing Board Chair

Niston Franco
Eugenia Center, Executive Director

Date

Date

CONTRACT AMENDMENT NO. 6

PURPOSE OF CHANGE: To amend that Basic Agreement dated July 1, 2017, between Great Rivers Behavioral Health Organization (hereinafter referred to as “**Great Rivers**” and Eugenia Center (hereinafter referred to as the “**Contractor**”) under the provisions of that Modifications Clause therein, and to make other necessary changes within the scope of that contract and any subsequent amendments thereto.

IT IS MUTUALLY AGREED THEREFORE: That the agreement is hereby amended as follows:

1. Statement of Work: Social Support Center For Adults is amended as attached.

ALL OTHER TERMS AND CONDITIONS of the original contract and any subsequent amendments thereto remain in full force and effect.

Complete updated copies of the following are attached for reference.

SOW: Social Support Center for Adults

STATEMENT OF WORK

SOCIAL SUPPORT CENTER FOR ADULTS

1. INTRODUCTION

The contractor shall implement a Social Support Center(s) to provide adults in the Great Rivers Behavioral Health Region ease of Enrollee access in central population hubs throughout Cowlitz, Grays Harbor, Lewis, Pacific, & Wahkiakum Counties. The Social Support Center(s) will provide a single point of access to help people involved in multiple systems to include peer support services within the center and coordinating with community partners to help Enrollees get connected with housing, supported employment, education, and local advocacy groups. The Social Support Center(s) shall incorporate the evidence based practice, Consumer –Operated Services within its model while adhering to a recovery and resiliency focused care approach.

2. GOALS AND OBJECTIVES

- 2.1. The goals of The Social Support Center(s) For Adults are
 - 2.1.1. Offer a safe and sober environment for clients participating in funded treatment
 - 2.1.2. To help develop positive employment habits
 - 2.1.3. To build interpersonal skills
 - 2.1.4. To gain flexibility needed to adapt to changing situations
 - 2.1.5. Assist Enrollees with accessing community resources/services

3. SERVICE REQUIREMENTS

The Contractor must:

- 3.1. Provide for each Enrollee when they are Medically Necessary the Behavioral Health Service benefits defined within this Statement of Work. If the Contractor is unable to provide medically necessary services covered under the contract to a particular Enrollee, the Contractor must adequately and timely cover these services. These services must be provided at no additional cost to the Enrollee.
- 3.2. Provide accessible services at the Social Support Center(s);
 - 3.2.1. At a minimum of 63 hours per week and at least 12 service hours during the weekends at the Eugenia Support Center in Lewis County.
 - 3.2.2. At a minimum of 63 hours per week at least 12 service hours during the weekends at the Eugenia Social Support Center in Grays Harbor County.
 - 3.2.3. Promote the inclusion of peers in the delivery of behavioral health services.

- 3.3. Provide the following components to Enrollees accessing The Social Support Program:
 - 3.3.1. An intake evaluation within 10 working days of Enrollee request; evaluating and meeting the complex mental health, SUD, and general health needs of Enrollees using strength based and recovery oriented models
 - 3.3.2. An individual Enrollee service plan from the outpatient behavioral health provider shall incorporate the Social Support Center services and;
 - 3.3.3. access to peer support services.
- 3.4. The Contractor will provide Social Support Center Services to;
 - 3.4.1. A minimum of 130 unduplicated Enrollees annually at the Eugenia Social Support Center located in Lewis County.
 - 3.4.2. For the period April 1, 2019 through June 30, 2019, a minimum of 39 unduplicated Enrollees at the Social Support Center located in Grays Harbor County.
- 3.5. Other Requirements
 - 3.5.1. Contractor must be able to transmit data to the BHO in the format determined by Great Rivers and maintain a log that includes Medicaid eligibility.
 - 3.5.2. For the purpose of providing Social Support Center Medicaid services to an individual receiving behavioral health outpatient services by another agency, the Contractor shall seek an Authorization for Social Support Center Medicaid Services. Individual Treatment plan shall be coordinated between the outpatient treatment provider and social support center(s).
 - 3.5.3. Social Support Centers are not meant to be an outpatient satellite location. If the Contractor is providing clinical space within the Social Support Center(s), the space shall also be made available to other Medicaid behavioral health agency treatment providers.

4. SOCIAL SUPPORT CENTER SERVICE BENEFITS.

- 4.1. **Alcohol/Drug Screening and Brief Intervention.** A combination of services designed to screen for risk factors that appear to be related to alcohol and other drug disorders, provide interventions to enhance patient motivation to change and make appropriate referrals as needed.
- 4.2. **Group Treatment Services.** Services provided to Medicaid-enrolled individuals designed to assist in the attainment of goals described in the Individual Service Plan. Goals of Group Treatment may include: developing self-care and/or life skills enhancing interpersonal skills; mitigating the symptoms of mental illness

and lessening the results of traumatic experiences; learning from the perspective and experiences of others and counseling/psychotherapy to establish and/or maintain stability in living, work or educational environment. Individuals eligible for Group Treatment must demonstrate an ability to benefit from experiences shared by others, demonstrate the ability to participate in a group dynamic process in a manner that is respectful of others' right to confidential treatment and must be able to integrate feedback from other group members. This service is provided by or under the supervision of a Mental Health Professional to two or more Medicaid-enrolled individuals at the same time. Staff to consumer ratio is no more than 1:12. Maximum group size is twenty-four (24).

- 4.3. **Individual Treatment Services.** A set of treatment services designed to help a Medicaid-enrolled individual attain goals as prescribed in his/her Individual Service Plan. These services must be congruent with the age, strengths, and cultural framework of the individual and must be conducted with the individual, his or her family, or others at the individual's behest who play a direct role in assisting the individual to establish and/or maintain stability in his/her daily life. These services may include developing the individual's self-care/life skills; monitoring the individual's functioning; counseling and psychotherapy. Services must be offered at the location preferred by the Medicaid-enrolled individual. This service is provided by or under the supervision of a Mental Health Professional.
- 4.4. **Intake Evaluation.** An evaluation that is culturally and age relevant initiated prior to the provision of any other mental health services, except crisis services, stabilization services and free-standing evaluation and treatment. The intake evaluation must be initiated within ten (10) business days of the request for services, establish the medical necessity for treatment and be completed within thirty (30) business days. Routine Services may begin before the completion of the intake once medical necessity is established. This service is provided by a Mental Health Professional.
 - 4.4.1. Ordered by a physician as part of a medical evaluation; or
 - 4.4.2. A drug and alcohol screen is required to assess suitability for medical tests or treatment.
 - 4.4.3. The Enrollee is pregnant or receiving Opiate Substitution Treatment.
- 4.5. **Peer Support.**
 - 4.5.1. Services provided by peer counselors to Enrollees under the consultation, facilitation or supervision of a Mental Health Professional who understands rehabilitation and recovery. This service provides scheduled activities that promote socialization, recovery, self-advocacy, development of natural supports, and maintenance of community living skills. Individuals actively participate in decision-making and the operation of the programmatic supports.
 - 4.5.2. Self-help support groups, telephone support lines, drop-in centers, and sharing the peer counselor's own life experiences related to mental illness will build alliances that enhance the Individual's ability

to function in the community. These services may occur at locations where Individuals are known to gather (e.g., churches, parks, community centers, etc.). Drop-in centers are required to maintain a log documenting identification of the Individual including Medicaid eligibility.

- 4.5.3. Services provided by peer counselors to the Individual are noted in the Individual's Individualized Service Plan which delineates specific goals that are flexible, tailored to the Individual and attempt to utilize community and natural supports. Monthly progress notes document Individual progress relative to goals identified in the Individualized Service Plan, and indicates where treatment goals have not yet been achieved.
- 4.5.4. Peer counselors are responsible for the implementation of peer support services. Peer counselors may serve on High Intensity Treatment Teams.
- 4.5.5. Peer support is available to each Enrollee for no more than four (4) hours per day. The ratio for this service is no more than 1:20.

4.6. **Therapeutic Psychoeducation.**

- 4.6.1. Informational and experiential services designed to aid Medicaid-enrolled individuals, their family members (e.g., spouse, parents, siblings) and other individuals identified by the individual as a primary natural support, in the management of psychiatric conditions, increase knowledge of mental illnesses and understanding the importance of their individual plans of care. These services are exclusively for the benefit of the Medicaid-enrolled individual and are included in the Individual Service Plan.
- 4.6.2. The primary goal is to restore lost functioning and promote reintegration and recovery through knowledge of one's disease, the symptoms, precautions related to decompensation, understanding of the "triggers" of crisis, crisis planning, community resources, successful interrelations, medication action and interaction, etc. Training and shared information may include brain chemistry and functioning; latest research on mental illness causes and treatments; diagnostics; medication education and management; symptom management; behavior management; stress management; crisis management; improving daily living skills; independent living skills; problem-solving skills, etc.
- 4.6.3. Services are provided at locations convenient to the Individual, by or under the supervision of a Mental Health Professional. Classroom style teaching, family treatment and individual treatment are not reportable components of this service.

5. **PROGRAM REQUIREMENTS**

- 5.1. The Contractor shall implement the evidence based practice, Consumer Operated Services within its model for the Social Support Program.
- 5.2. The Contractor will ensure the Social Support Program is part of Contractor's Quality Management plan.
- 5.3. This program is open to Medicaid eligible adults in the Great Rivers region by referral. Evaluation for access to the Social Support Center(s) will occur within 10 working days of an Enrollee request; individuals requesting services are provided with a first appointment for an intake before that time. Enrollees have a right to make determination to participate in the program. Individuals may access the program on a walk-in basis or by referral from any treatment provider (including hospitals, outpatient treatment provider, and primary care physician) and Great Rivers.
- 5.4. The Contractor shall start providing services at the Chehalis location no later than October 1, 2018.
- 5.5. The Contractor shall start providing services at the Aberdeen location no later than May 20, 2019.
- 5.6. **Staffing.**
 - 5.6.1. All Social Support Center staff should be trained in recovery based skill-building, individual, and group management skills.
 - 5.6.2. Staff should be knowledgeable about trauma-informed recovery and resiliency, behavioral, and family-based interventions.
 - 5.6.3. Great Rivers will provide within the first year training for designated staff members who are responsible for these services if needed.
- 5.7. **Service Area.** The Social Support Center(s) will serve Enrollees within the Great Rivers region and shall be located in Chehalis and Aberdeen.
- 5.8. **Capacity.** The Contractor shall notify Great Rivers if they are reaching capacity to provided services within the service area.
- 5.9. **Availability.** The Contractor shall provide all medically necessary behavioral health outpatient treatment services when clinically indicate.
- 5.10. **Crisis Plans.** The Contractor shall complete crisis plans for all individuals who have demonstrated history of self-harm, harm to others, or grave disabilities and automatically include all individuals that have been admitted to inpatient, evaluation treatment center or substance use disorder residential treatment facility.
- 5.11. **Outcomes.** The Contractor shall maintain a method to collect the following information that will be available upon request and information to be utilized by the Contractor and Great Rivers for defining quality measures:

- 5.11.1. Engaging Enrollees who are currently not enrolled in services,
- 5.11.2. Reducing Enrollees level of care, and
- 5.11.3. Improve the volunteer hours that is provided by the Enrollees

6. ELIGIBILITY

- 6.1. Individuals must meet the eligibility standards found in Great Rivers policies and procedures and Washington State Health Care Authorities' current Access to Care Standards in order to receive Great Rivers initial authorization and continued stay.

7. REPORTING REQUIREMENTS

- 7.1. The Contractor shall comply with Great Rivers Policies and procedures for reporting data.
- 7.2. The Contractor shall ensure that referrals are tracked.

8. PAYMENT

- 8.1. For the period September 1, 2018 through June 30, 2019, the Contractor shall be reimbursed the cost plus 2.5%, not to exceed \$357,945.90 for services provided in this Statement of Work. This represents 90% of the Social Support Center funds available.
- 8.2. Great Rivers shall reimburse the Contractor for actual expenditures incurred while performing services under this Agreement, up to the maximum consideration of this agreement.
- 8.3. Annual certification that administrative costs, as defined in the Revenue and Expenditure Report Instructions for Behavioral Health Services, incurred by the Contractor are no more than ten percent (10%) of the annual revenue supporting the public behavioral health system operated by the Contractor. Administrative costs shall be measured on a fiscal year basis, based on Contractor financial reports, and reviewed by Great Rivers.
- 8.4. Payment shall be in accordance with Payment section in Specific Terms and Conditions in this Agreement.