



WASHINGTON

PROGRAM DESCRIPTION

Beacon is the Behavioral Health Administrative Services Organization (BH-ASO) for Southwest Washington, providing behavioral health crisis services for residents of Clark and Skamania counties, regardless of their insurance status or income level. As the BH-ASO, Beacon also provides non-crisis services for low-income individuals who lack insurance coverage.

The BH-ASO structure is part of the Washington Health Care Authority's Fully Integrated Managed Care (FIMC) model, which seeks to bring whole-person, integrated care to Washington's Medicaid population. In April 2016, Clark and Skamania became the first counties in Washington state to provide whole-person care for its Medicaid consumers, ensuring they receive a full continuum of physical health, mental health, and substance use disorder services.

Beacon manages the program from our Vancouver, Washington Engagement Center located in Clark County.

PROGRAM FEATURES

Crisis Hotline

Beacon partners with Portland-based ProtoCall Services to provide a toll-free regional crisis hotline that operates 24 hours a day, seven days a week, 365 days a year. Our live-answer hotline is the single point of entry into the service system. Calls are triaged to the most appropriate resource based on the caller's age, symptomology and/or urgency of need.

Resources could include an immediate mobile dispatch, referral to designated behavioral health professionals to apply involuntary treatment assessment, provider referrals for routine dispositions, or care coordination by Beacon staff.

Crisis Response

Additionally, we work with county agencies, managed care organizations, providers, and other community stakeholders to offer an accessible system of crisis response and mental health and substance use disorder services for eligible individuals.

We provide mental health crisis services, including the dispatch of mobile crisis outreach teams staffed by local, qualified mental health professionals and certified peer counselors. Our outreach teams will also provide short-term substance use disorder crisis services for people intoxicated or incapacitated in public.

AT A GLANCE



COVERED LIVES

Program eligible adult & child consumers residing in the Southwest Region



COVERED SERVICES

Behavioral health crisis services & certain mental health & substance use disorder services for non-Medicaid enrollees



CONTRACT TYPE

Administrative Services Organization



GEOGRAPHY

Clark and Skamania Counties



YEAR STARTED

2016

WASHINGTON

Additional Services & Supports for Non-Medicaid Enrollees

Under the BH-ASO model, we provide access to non-crisis behavioral health services, such as outpatient substance use disorder and/or mental health services or residential substance use disorder and/or mental health services to low-income individuals who are not eligible for Medicaid and meet other eligibility criteria.

Beacon also provides certain mental health and substance use disorder services for county residents who are not enrolled in the Medicaid program. Services include:

- » Mental health evaluation and treatment services for individuals who are involuntarily detained or agree to a voluntary commitment
- » Residential substance use disorder treatment services for individuals involuntarily detained
- » Outpatient mental health or substance use disorder treatment services, in accordance with a Less Restrictive Alternative court order

We know that care coordination, especially transition planning, relies on engaging individuals with their own health management process and recovery, encompassing all of their behavioral, physical health and social needs.

That is why our local team of behavioral health clinicians and care coordinators focus on identifying high utilizers of the crisis system and providing individualized care coordination to help transition them to less restrictive levels of care. This team works closely with program members to provide coaching assistance, telephonic follow-up, customer service, and information and referral to community-based services.

BH-ASO PROGRAM GOALS

Beacon is committed to providing services at an

individual level and also to thinking strategically about the system of care and how the community can work together to fill gaps and bring a prevention-oriented mindset. Working collaboratively with local leadership, our BH-ASO crisis response system incorporates evidence-based practices around diversion and outreach.

We are excited to bring these ideas into practice and to drive the delivery system toward outcomes that improve the health and well-being of the region's residents.

Beacon operates the Southwest Washington Crisis Line, which is available 24 hours a day, 7 days a week.

Callers can reach us at (800) 626-8137 to speak to a counselor.

ABOUT BEACON

Beacon Health Options is a health improvement company that serves 50 million individuals across all 50 states and the United Kingdom. On behalf of employers, health plans and government agencies, we manage innovative programs and solutions that directly address the challenges our behavioral health care system faces today.

Beacon is a national leader in the fields of mental and emotional well-being, addiction, recovery and resilience, employee assistance, and wellness. We help people make the difficult life changes needed to be healthier and more productive. Partnering with a network of providers nationwide, we help individuals live their lives to their fullest potential.

FOR MORE INFORMATION

For more information, visit Beacon's website dedicated to Southwest Washington: wa.beaconhealthoptions.com

You can visit Beacon's company website at: www.beaconhealthoptions.com

You can also connect with us on Facebook (BeaconHealthOptions) and Twitter (@BeaconHealthOpt)