



Spokane County Regional Behavioral Health (Administrative Services Organization) (SCRBH (ASO))

August 2022 Provider Bulletin

SCRBH Contact Info

Mailing Address

1116 W. Broadway Avenue
Spokane, WA 99260

*Please note our physical
address has changed:

NEW CSHCD SCRBH Physical Location

(August 2022):

9317 E. Sinto Avenue
Spokane Valley, WA 99206
Phone: (509) 477-5722
Fax: 509-477-6827

SCRBH Customer Care

Phone: (509) 477-4570

Toll-Free: (877) 304-7183

SCRBHcustomerservices@spokanecounty.org

Resources for Contracted Providers

[www.spokanecounty.org/2908/
SCRBH-Provider-Resources](http://www.spokanecounty.org/2908/SCRBH-Provider-Resources)

SCRBH Requests for Proposal, Information, and Letters of Interest (RFP/RFI/RFLI)

[www.spokanecounty.org/4811/
RFPRFIRFLI](http://www.spokanecounty.org/4811/RFPRFIRFLI)

GENERAL UPDATES

New 988 Lifeline Call Number & Integration with Regional Crisis Line

July 16, 2022, saw the go live of the 988 Lifeline in response to WA State (HB 1477) and Federal Legislation. Individuals can now call 988 in a behavioral health crisis and be connected to the statewide lifeline call network. Based on the caller's location, the call will be routed to a regional "HUB" for a crisis lifeline provider to respond and address the crisis. This was implemented in order to reduce barriers in access and enhance behavioral health crisis response and suicide prevention services.



Learn more at: <https://www.hca.wa.gov/about-hca/behavioral-health-recovery/crisis-response-improvement-strategy-cris-committees>

Who is our Spokane Regional Service Area (RSA) 988 HUB?

Frontier Behavioral Health (FBH) was chosen as the 988 Crisis Lifeline Hub for the Spokane County's RSA. All 988 calls pertaining to Individuals in the Spokane RSA will be routed to FBH. Individuals can call or text 988 or chat 988lifeline.org 24/7 for themselves or a loved one in need of crisis support. For the user, their experience with 988 will appear the same across the state, rollout and implementation will vary from region to region due to available mobile crisis response teams and crisis stabilization services.

Does the Regional Crisis Line (RCL) still exist?

Yes! Although Individuals can call 988 and be routed to FBH Lifeline HUB, the RCL remains active, and Individuals can contact either number in a behavioral health crisis.

Are the services provided different?

Although the numbers may be different, the scope and response of the crisis engagement with Individuals contact the line remains the same for both.

SPOKANE REGIONAL BEHAVIORAL HEALTH CRISIS HOTLINE

Toll-Free: 1-877-266-1818

Hearing Impaired, call: TTY: 1-800-833-6384

Ferry, Lincoln, Stevens, Adams, Pend Oreille, and Spokane Counties



Spokane County Regional Behavioral Health (Administrative Services Organization) (SCRBH (ASO))

August 2022 Provider Bulletin

Clinical Monitoring and Annual Crisis Provider Audit

As discussed at our monthly DCR Coordination Meeting, and highlighted in the July Provider Bulletin, the 2022 Crisis Services Clinical Monitoring and Annual Crisis Provider Audit is now upon us! Notices have gone out to all contracted crisis providers outlining the review period, process for the submission of files, and schedule for the review. The sooner we receive the documents, the sooner we can wrap up the review! If you have any questions or concerns regarding the monitoring, please reach out to Kalen Roy at kroy@spokanecounty.org.

Statewide Behavioral Health Ombuds Coming October 1, 2022

In 2021 the Washington State Legislature passed SSB 1086, creating the new State Office of Behavioral Health Advocacy, which will replace all regional Behavioral Health Ombuds services currently being contracted by each individual Behavioral health (Administrative Services Organizations), also known as BH-ASOs. The new law requires the Department of Commerce to begin contracting with one statewide nonprofit to provide all Behavioral Health Ombuds/Advocate services beginning October 1, 2022. Through the competitive bidding process, Commerce selected Peer Washington as the successful bidder to be the nonprofit to run the State Office of Behavioral Health Consumer Advocacy with start date of July 1, 2022, so they can begin getting ready to officially take over. Each of the ten regions will have a local Ombuds/Advocate office.

What does this mean for Individuals?

This means that beginning October 1, 2022, the Spokane County Behavioral Health (Administrative Services Organization) (SCRBH (ASO)) will no longer provide Spokane RSA Behavioral Health Ombuds services as this service will now pass to Peer Washington. However, Individual's access to Ombuds services, advocacy and support will not change. Individuals will still be able to call and ask for assistance resolving issues and will have a regional representative based out of the Spokane RSA.

How do Individuals contact Peer Washington?

Peer Washington has established a separate Office of Behavioral Health Advocacy. See information below.

Is anything needed to prepare?

Nothing is required from you – all that will change is the service provider for the behavioral health ombuds services.

Where can I find more Information?

You can go to Office of Behavioral Health Advocacy to get more information. You can also call Michelle Tinkler, OBHA Director at 360-763-1225 or email at michelle@obhadvocacy.org.



Spokane County Regional Behavioral Health (Administrative Services Organization) (SCRBH (ASO))

August 2022 Provider Bulletin

Reminder: Behavioral Health Provider Follow Up with Accessing HCA \$100 million Relief Fund

As a reminder, Behavioral Healthcare Providers in WA State must follow up with the WA Health Care Authority (HCA) to apply for funds from the \$100 million in provider relief package passed by the WA State Legislature. Funds may be used for workforce recruitment/retention, childcare stipends, student loan repayment, relocation expenses, and more. HCA will be pushing out GOV Delivery Notifications, but if you haven't already, please check the official webpage link provided below.

Information and Provider Link:

<https://www.hca.wa.gov/billers-providers-partners/behavioral-health-recovery/contractor-and-provider-resources>

Email Communication:

HCADBHRinformation@hca.wa.gov

SCRBH (ASO) NEW PROGRAMS

RFP Update – Procurement for New Programs

The RFP window for the School-Based Screening, Brief Intervention, and Referral to Treatment (SB-SBIRT) Pilot Project, Homeless Outreach, Stabilization, and Transition (HOST) Services projects have officially closed! The SCRBH (ASO) will be working to review each submitted proposal and implementing an evaluative review committee for the selection process. Once the evaluative committee has review and scored the proposals, the selection of a final provider will occur. This process takes time, and we hope to have this wrapped up before Labor Day. Stay tuned for future notices!