## GOVERNANCE & OVERSIGHT NARRATIVE

**Local Authority:** Northeastern

**Instructions:**
In the cells below, please provide an answer/description for each question. **PLEASE CHANGE THE COLOR TO BLUE, OF SUBSTANTIVE NEW LANGUAGE INCLUDED IN YOUR PLAN THIS YEAR!**

1) **Access & Eligibility for Mental Health and/or Substance Abuse Clients**

<table>
<thead>
<tr>
<th>Question</th>
<th>Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Who is eligible to receive mental health services within your catchment area? What services (are there different services available depending on funding)?</td>
<td>The Center continues to provide basic services to all members of the community regardless of individual funding. Basic services included therapist evaluations, individual therapy and medication management where possible. As noted in the treatment narrative, services related to individual therapy for some populations will have to be provided on a limited basis, given resource limits. As noted in the Mental Health and Substance Abuse narratives, the Center serves individuals in crisis <strong>including Mobile Crisis Outreach Team services regardless of funding.</strong></td>
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<tr>
<td>Who is eligible to receive substance abuse services within your catchment area? What services (are there different services available depending on funding)? Identify how you manage wait lists. How do you ensure priority populations get served?</td>
<td>The Center continues to provide basic services to all members of the community regardless of funding. Basic services included therapist evaluations, individual therapy and group services related to substance abuse treatment. MAT services are available regardless of funding when clinically indicated. As noted in the Mental Health and Substance Abuse narratives, the Center serves individuals in crisis regardless of funding. The Center does not maintain a waiting list for screening/assessment, individual therapy, medication services (including MAT) or case management services. There are occasions where certain group services are maxed out due to the number of individuals attending the group and state rules regarding participant number limitations. When this does occur, the Center operates a holding group so that individuals may be treated pending specific group admission. The Center keeps what is known as the “initial contact log” for those making contact with the agency for services. The purpose of the list is to manage Medicaid enrollees under the PMHP contract that requires initial appointments depending on Emergent-same-day, Urgent 5 days or Non-Urgent-15 days status. Individuals that report using substances IV and or have dependent children or are pregnant are moved to priority status and do not wait for the usual assessment process and are seen on an emergent status. This status is for all payers including those who are unfunded but are recorded on the initial contact list whether they are Medicaid covered or not. Emergent services may also include immediate prescriber referral when clinically indicated.</td>
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<tr>
<td>What are the criteria used to determine who is eligible for a public subsidy?</td>
<td>The Center has a sliding fee scale that is used to determine the amount the consumer would be responsible for.</td>
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### How is this amount of public subsidy determined?

Fees are based on family/individual income and the number of dependents.

### How is information about eligibility and fees communicated to prospective clients?

The Center’s support staff explains and presents the sliding fee scale as consumers apply for service admission.

The individual’s fee is agreed to by the consumer prior to receiving services and is signed by the consumer or responsible party. In addition, the monthly out-of-pocket max is handwritten on the Northeastern Counseling Center Fee Information and Policy Agreement.

The Center offers Medicaid enrollment services and direct referral to DWS as needed to access eligible coverage.

### Are you a National Health Service Corps (NHSC) provider? YES/NO

In areas designated as Health Professional Shortage Areas (HPSA) describe programmatic implications, participation in National Health Services Corp (NHSC) and processes to maintain eligibility.

The Center is a NHSC site and must verify with the program that it serves the underserved populations required by the program’s regulations. The Center relies heavily on this program to attract therapists and possibly to recruit and retain prescribers. Processes to maintain eligibility and provide employee and agency verification are outlined in detail on the NHSC website.

### 2) Subcontractor Monitoring

The DHS Contract with Mental Health/Substance Abuse Local Authority states: When the Local Authority subcontracts, the Local Authority shall at a minimum:

1. Conduct at least one annual monitoring review of each subcontractor. The Local Authority shall specify in its Area Plan how it will monitor their subcontracts.

Describe how monitoring will be conducted, what items will be monitored and how required documentation will be kept up-to-date for active subcontractors.

With the exception of inpatient services, NCC rarely utilizes outside services for individuals within the catchment area. When outside services are utilized, Medicaid single case agreements for out-of-network services are used. At present NCC has two inpatient contracts. NCC meets with or has discussions virtually with contracting agencies to verify any specific contract monitoring unique to that contract. Throughout the year, NCC conducts monthly LEIE EPLS searches for federal debarment on all subcontract hospitals and providers including employees of San Juan Counseling for the Northeastern Counseling Medicaid contract. Prior to paying for any outside services, those services are verified and documentation obtained. The Center utilizes single case agreements for some Medicaid covered services for specialty services not available in the Uintah Basin. Examples may include SUD residential, psychologicals, etc. The volume for these services is low compared to the overall number of enrollee services covered by the Center.

NCC is under contract with San Juan Counseling for Medicaid services only. This contract is monitored regularly regarding data, Medicaid policy, EQRO compliance, Access Performance Standards, HEDIS, PIP compliance, etc.  NCC credentials Providers that are employed by San Juan to provide Medicaid
services. The agency is part of the NCC QAPI program. NCC reviews San Juan cases as part of its Peer Reviews.