

ACCOUNTABLE BEHAVIORAL HEALTH ALLIANCE

Policy No. 010 Letters of Understanding (LOU)

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| Original Policy Date: | June 11, 1998 |
| Next Review Date: | October 24,2010 |
| Revision History (approval): | December 7,2007 October 24, 2008 |
| Cross References: | |

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| Purpose: | <ol style="list-style-type: none"> 1. To have a formal arrangement with a non-panel provider delivering mental health services to a specific ABHA member to provide continuity of care in cases where a member has an already established relationship with a particular provider prior to OHP coverage or when the provider is qualified to deliver a specialty service that does not exist with the panel. 2. To assure that mental health services to a member are delivered as specified. 3. To provide for a mechanism to audit referrals to non contracted providers. 4. For the purpose of establishing a one time rate with a panel provider for serving an individual member |
| Policy: | Accountable Behavioral Health Alliance (ABHA) uses Letters of Understanding (LOU) with non-panel providers to support continuity of care, to provide specialty services, and/or to reduce the administrative burden of full contracting when the provider will be serving two or fewer ABHA clients. |
| Objective: | <p>The quality of mental health care provided to Accountable Behavioral Health Alliance (ABHA) Members must meet professionally recognized standards of practice and services must be provided by License and/or Licensed-supervised Contract Providers who meet credentialing standards listed in this policy.</p> <p>To this end, clinicians who deliver outpatient services must be Qualified Mental Health Professionals (QMHP) and provide services as prescribed by Oregon Administration Rules (OARs). License-supervised Contract Providers are operating under the license of a supervisor who is qualified by law to supervise the Contract Provider and the services being provided</p> |
| Scope: | <p>This policy applies to licensed and licensed-supervised professionals who include:</p> <ul style="list-style-type: none"> • Medical Doctors specializing in mental health care • Clinical Psychologists • Master’s Level Clinicians • Psychiatric Nurse Practitioners • Bachelor’s Level Providers with degrees in behavioral sciences field who meet OARs criteria • Other health care specialists who are supervised and can provide services consistent with the requirements of Oregon Administrative Rules |
| Procedure: | <ol style="list-style-type: none"> 1. ABHA county partners may refer members to non-panel providers when the |

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| | <p>special services required by that member are not available by a panel provider.</p> <ol style="list-style-type: none">2. ABHA county partners will notify ABHA as soon as they are aware that a non panel provider needs to be used.3. ABHA county partners will send to ABHA the authorization for services for the specified member.4. A LOU is specific for one member. Non-panel providers are NOT authorized to see any other ABHA member.5. ABHA shall issue the LOU (2 originals) with a copy of the authorization and fee schedule to the selected non-panel provider.6. LOU providers will be required to submit minimum credentialing documentation. This includes a copy of their current professional license, a copy of their current professional liability insurance certificate, and NPI and Taxonomy numbers.<ul style="list-style-type: none">• If deemed necessary, ABHA will require submission of additional credentialing documentation.7. A LOU may be issued to a single provider two times, each for a specific member.8. Should further services of a specific non-panel provider be required after two LOU agreements have been executed, the provider will be offered a contract and will be required to submit additional information for credentialing. |
| Enforcement: | <ol style="list-style-type: none">9. LOU providers will only be authorized to provide services and reimbursed for authorized services when a fully executed LOU is on file at ABHA. |

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Seth Bernstein, Executive Director

October 24, 2008

Date Approved by the Governing Board