



# North Sound Behavioral Health Organization, LLC

301 Valley Mall Way, Suite 110, Mount Vernon, WA 98273  
<http://northsoundbho.org> • 360.416.7013 • 800.684.3555 • F 360.416.7017

## Changes to Publicly-Funded Behavioral Health Frequently Asked Questions

The following information is provided to inform you of changes to how the publicly-funded behavioral health (mental health and substance use) benefits are delivered in Washington State.

Currently, individuals with Washington Apple Health (Medicaid) who have coverage for mental health services are enrolled with a Regional Support Network (RSN). An RSN is a local organization that oversees mental health benefits for all Washington Apple Health enrolled individuals in their region. The North Sound Mental Health Administration is the RSN for Island, San Juan, Skagit, Snohomish, and Whatcom Counties. Each of these counties currently oversees the publicly-funded substance use services for residents of that county.

### What is changing?

On April 1, 2016, the RSNs will become Behavioral Health Organizations (BHOs). BHOs will oversee and fund treatment for mental health and substance use.

North Sound Mental Health Administration will become the North Sound Behavioral Health Organization (NSBHO) and will be responsible for the publicly-funded behavioral health services in Island, San Juan, Skagit, Snohomish, and Whatcom counties for individuals with Washington Apple Health behavioral health benefits or who meet other funding priorities.

### How will I get services in the North Sound region starting April 1?

Beginning April 1, 2016, people who are in need of publicly-funded behavioral health services, including those with Washington Apple Health, who live in Island, San Juan, Skagit, Snohomish, or Whatcom counties will be able to request behavioral health services by contacting:

- A behavioral health agency directly.
- Volunteers of America Access Line at 1-888-693-7200.

If you are unsure if you are eligible for services, contact the behavioral health agency you would like to go to or the VOA Access Line (1-888-693-7200) to determine eligibility for the initial assessment.

To see a list of treatment providers in your area, please go to our website at: [www.northsoundbho.org](http://www.northsoundbho.org)

If you are an American Indian or Alaska Native, this change will have no impact on receiving behavioral health services through a Tribal program.

### How do I get services now?

If you are currently receiving services, you can continue to see your current provider until you complete treatment.

If you are not currently receiving services, but feel you or someone you know may need services, contact:

- Washington Recovery Help Line (1-866-789-1511; TTY 1-206-461-3219) for a free referral to treatment providers in your area.
- Washington State 2-1-1.
- If you are in crisis, call Care Crisis Line at 1-800-584-3578.
- Help for Teens (1-866-693-7200)

**I have been court ordered for substance use treatment. How can I get the required services?**

Contact a substance use treatment agency or the VOA Access Line (1-888-693-7200), request an appointment for an assessment, and let them know you are court ordered to treatment.

**I want residential treatment for a substance use disorder. How can I get it?**

Contact a substance use treatment agency or the VOA Access Line (1-888-693-7200), request an appointment for an assessment, and let them know you are interested in residential treatment. You and your clinician will discuss if residential treatment is the appropriate option for you.

**Where can I go if I still have questions?**

You can:

- Ask your current behavioral health provider.
- Call the North Sound Behavioral Health Organization at 360-416-7013 or 800-684-3555 for further information.