

## Connections

### Life-Threatening Emergency Dial 911

#### 24-Hour Crisis Response

1.800.584.3578

#### Crisis CHAT

[www.imhurting.org](http://www.imhurting.org)

#### Access Line

1.8888.693.7200

#### 24-Hour WA Recovery Helpline

1.866.789.1511

#### Behavioral Health Ombuds

360.416.7004

1.8888.366.6164

#### North Sound 211

211

#### Provider One

1.800.562.3022

#### Health Care Authority (HCA)

1.800.562.3022

The DSHS Behavioral Health Benefits Booklet is available at the DSHS website.  
[www.dshs.wa.gov](http://www.dshs.wa.gov)

### ▪ REPORT MEDICAID FRAUD & ABUSE ▪

Report suspected Fraud and Abuse by contacting the North Sound BHO Compliance Officer at 1.800.684.3555 or emailing [compliance\\_officer@northsoundbho.org](mailto:compliance_officer@northsoundbho.org)

You may report anonymously. More information is available on the North Sound BHO website:  
[www.northsoundbho.org](http://www.northsoundbho.org)

### Vision of the North Sound BHO

*A system of care that is shaped by the voices of our communities, and people using behavioral health services. The people who work in this system are competent, compassionate, and empowering and supportive of personal health and wellness.*

### Mission Statement

*Empowering individuals and families to improve their health and well-being.*

### Values

**Integrity:** *We nurture an environment of transparency, trust, and accountability*

**Collaboration:** *We believe every voice matters*

**Respect:** *We accept and appreciate everyone we encounter*

**Excellence:** *We strive to be the best in everything we do*

**Innovation:** *We endeavor to try new things, be forward thinking, learn from mistakes, and be adaptable*

**Culture:** *We endeavor to be culturally educated and responsive*

## Dignity & Respect

North Sound BHO believes everyone deserves Dignity & Respect. Dignity and Respect are crucial to building and sustaining an environment in which everyone feels included, valued and appreciated. North Sound BHO and its provider network have joined the Dignity & Respect Campaign to show our support and commitment to the promotion of inclusion.

# Public Behavioral Health Services for Island, San Juan, Skagit, Snohomish, and Whatcom Counties

## NORTH SOUND BEHAVIORAL HEALTH ORGANIZATION

▪ NORTH SOUND BHO ▪



301 Valley Mall Way, Suite 110

Mount Vernon, WA 98273

1-800-684-3555

360-416-7013

Fax: 360-416-7017

Email:

[northsoundbho@northsoundbho.org](mailto:northsoundbho@northsoundbho.org)

[www.northsoundbho.org](http://www.northsoundbho.org)

## North Sound BHO ensures:

- Crisis services are available 24 hours, 7 days a week for anyone.
- Timely access to medically necessary behavioral health services.
- All services meet the highest standards of care.
- All behavioral health treatment is person-centered.
- Treatment is individualized, strength-based and collaborative, opening doors for recovery and hope.
- Public safety is a paramount consideration.
- Services are culturally sensitive and appropriate.
- Hearing and/or Language Interpretation Services are available.

## Behavioral Health Services

### What services are covered?

#### Mental Health Services

- Outpatient/Intensive Outpatient Services
- Psychiatric Inpatient Services
- Medication Services
- Mental Health Residential
- Peer Center
- Program for Assertive Community Treatment (PACT)
- Wraparound with intensive services (WISE)
- Integrated Dual Disorder Treatment (IDDT)
- Other Specialized Services

#### Substance Use Services

- Outpatient/Intensive Outpatient
- Opiate Substitution Treatment
- SUD Residential
- Withdrawal Management

#### Crisis Services

- Freestanding Evaluation and Treatment Centers
- Triage Facility
- available 24 hours, 7 days a week

For a complete list of providers and services, visit our website at [www.northsoundbho.org](http://www.northsoundbho.org)

## Your Individual Rights

As a person receiving public behavioral health services, you are entitled to:

- Receive the name, address, telephone number, and any languages offered other than English, of behavioral health providers in your BHO.
- Receive information about the structure and operation of the BHO.
- Receive emergency or urgent care or crisis services.
- Receive post-stabilization services after you receive emergency or urgent care or crisis services that result in admission to a hospital.
- Receive age and culturally appropriate services.
- Be provided a certified interpreter and translated material at no cost to you.
- Receive information you request and help in the language or format of your choice.
- Have available treatment options and alternatives explained to you.
- Refuse any proposed treatment.
- Receive care that does not discriminate against you.
- Be free of any sexual exploitation or harassment.
- Receive an explanation of all medications prescribed and possible side effects.
- Make a mental health advance directive that states your choices and preferences for mental health care.
- Receive information about medical advance directives.
- Choose a behavioral health care provider for yourself and your child, if your child is under 13 years of age.
- Change behavioral health care providers at any time for any reason.
- Request and receive a copy of your medical or behavioral health services records, and be told the cost for copying.
- Be free from retaliation.
- Request and receive policies and procedures of the BHO and behavioral health agency as they relate to your rights.
- Receive the amount and duration of services you need.
- Receive services in a barrier-free (accessible) location.
- Medically necessary services in accordance with the early periodic screen, diagnosis and treatment (EPSDT) under WAC 182-534-0100, if you are 20 years of age or younger.
- Receive enrollment notices, informational materials, materials related to grievances, appeals, and administrative hearings, and instructional materials relating to services provided by the BHO, in an easily understood format and non-English language that you prefer.
- Be treated with dignity, privacy and respect, and to receive treatment options and alternatives in a manner that is appropriate to your condition.
- Participate in treatment decisions, including the right to refuse treatment.

## Your Individual Rights (continued)

As a person receiving public behavioral health services, you are entitled to:

- Be free from seclusion or restraint used as a means of coercion, discipline, convenience or retaliation.
- A second opinion from a qualified professional within your BHO area at no cost, or to have one arranged outside the network at no cost to you, as provided in 42 CFR § 438.206(3).
- Receive medically necessary behavioral health services outside of the BHO if those services cannot be provided adequately and timely within the BHO.
- File a grievance with the BHO if you are not satisfied with a service.
- Receive a notice of action so that you may appeal any decision by the BHO that denies or limits authorization of a requested service, that reduces, suspends, or terminates a previously authorized service, or that denies payment for a service, in whole or in part.
- File an appeal if the BHO fails to provide services in a timely manner as defined by the state, or act within the timeframes provided in 42 CFR § 438.408(b).
- Request an administrative (fair) hearing if your grievance or appeal is not resolved in your favor.
- Services by the behavioral health Ombuds office to help you in filing a grievance or appeal, or to request an administrative hearing.

## Behavioral Health Ombuds

The North Sound BHO Regional Ombuds provide advocacy for anyone applying for or receiving public behavioral health services in Island, San Juan, Skagit, Snohomish and Whatcom Counties. Call the regional Ombuds if you feel that your rights have been violated or that you are not receiving adequate services. Ombuds' job is to obtain a resolution that meets your needs. Services are confidential, free and the law protects you from retaliation of any kind.

### To Contact Ombuds:

Phone: 1.888.336.6164 or 360.416.7004  
Mailing Address: 330 Pacific Place,  
Mount Vernon, WA 98273  
Fax: 360.416.7550