


County of Marin Behavioral Health and Recovery Services (BHRS)	POLICY NO. BHRS-97
	Next Review Date: June 2027
POLICY:	Date Approved: June 3, 2024
<u>SERVICE DELIVERY PRACTICE GUIDELINES</u>	By:  Todd Schirmer, PhD, CCCP Director of Behavioral Health and Recovery Services

POLICY: SERVICE DELIVERY PRACTICE GUIDELINES

I. PURPOSE:

Behavioral Health and Recovery Services (BHRS) is committed to high quality and effective client care, resulting in client satisfaction and improved recovery. BHRS providers utilize evidence-based practice guideline resources for clinical service delivery. Guidelines provide evidence-based recommendations for the assessment and treatment of behavioral health disorders intend to guide decisions.

The use of practice guidelines, such as those available through reputable organizations like APA and SAMHSA, as well as the BHRS policies, documentation guides, and provider manuals, is critical in the delivery of Specialty Mental Health Services (SMHS) and Drug/Medi-Cal Organized Delivery System (DMC-ODS) services. Although not exclusive, these industry leaders provide practice guidelines on their websites to support the advancement of behavioral health care and treatment outcomes.

- **APA:** The American Psychological Association (APA) is a professional psychological association whose mission is to promote the advancement, communication, and application of psychological science and knowledge to benefit society and improve lives.
- **SAMHSA:** The Substance Abuse and Mental Health Services Administration (SAMHSA) is the agency with the U.S. Department of Health and Human Services that leads public health efforts to advance the behavioral health of the nation.

This policy applies to all Behavioral Health and Recovery programs and providers within the Mental Health and DMC-ODS Plans to ensure that the utilization of Practice Guidelines meet the requirements identified in this policy.

Adhering to the requirements identified below regarding Practice Guidelines, as well as associated BHRS policies and service delivery contract items, the MHP and DMC-ODS ensures:

- appropriate use and monitoring of funds;

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- include all partners in treatment planning, including consumers and their families;
- have standards related to quality, access, and coordination of services;
- have equitable access to care;
- have and follow eligibility criteria;
- offer continuity of care;
- provide services in appropriate locations and languages;
- provide culturally competent and age-appropriate services; and
- monitor the effectiveness, accessibility, and quality of services

II. REFERENCES:

MHP Contract, Ex. A, Att. 5, sec. 6(A)
DMC-ODS Intergovernmental Agreement
42 CFR 438.236(b)
CCR, tit. 9 1810.326

III. POLICY:

BHRS will adopt and maintain Practice Guidelines that ensure treatment and services are provided in collaboration with the client.

IV. AUTHORITY/RESPONSIBILITY:

BHRS Director
Quality Management
Division Directors
Program Managers and Supervisors

V. PROCEDURE:

1. BHRS (county and contractor) providers shall maintain Practice Guidelines that meet the following requirements:
 - a. Are based on valid and reliable clinical evidence or a consensus of health care professionals in the applicable field;
 - b. Consider the needs of the beneficiaries;
 - c. Are adopted in consultation with contracting health care professionals; and
 - d. Are reviewed and updated periodically as appropriate

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2. BHRS shall disseminate the guidelines to all affected providers and, upon request, to beneficiaries and potential beneficiaries

3. BRHS shall take steps to ensure that decisions for utilization management, beneficiary education, coverage of services, and any other areas to which the guidelines apply shall be consistent with these guidelines.