



DEPARTMENT OF HEALTH & HUMAN SERVICES

Centers for Medicare & Medicaid Services

Region 10
2201 Sixth Avenue, MS/RX-43
Seattle, Washington 98121

July 25, 2008

Robin Arnold-Williams, Secretary
Department of Social and Health Services
P.O. Box 45010
Olympia, Washington 98504-5010

Dear Ms. Arnold-Williams:

The Department of Social and Health Services, Health and Recovery Services Administration, submitted State Plan Transmittal Number 07-015 to the Region 10 office of the Centers for Medicare & Medicaid Services (CMS) for review. This amendment updates the organizational structure of the Department of Social and Health Services (DSHS), as the State of Washington's Medicaid Single State Agency. DSHS was created to unite statewide social and health service programs within a single agency and is organized into administrations and offices.

CMS has completed its review of the amendment including the pen and ink changes provided in the State's response to our request for additional information received via email on June 5, 2008 and subsequent pen and ink changes per emails received on July 21 and 24, 2008. The State Plan Amendment is approved effective October 1, 2007 as requested by the State.

If you have additional questions or require further assistance, please contact Mary Jones at (360) 486-0243 or via email at Mary.Jones2@cms.hhs.gov.

Sincerely,

A handwritten signature in black ink, appearing to read "Barbara K. Richards".

Barbara K. Richards
Associate Regional Administrator
Division of Medicaid and Children's Health
Operations

CC: Doug Porter, Assistant Secretary
Ann Myers, State Plan Coordinator

TRANSMITTAL AND NOTICE OF APPROVAL OF STATE PLAN MATERIAL	1. TRANSMITTAL NUMBER: 07-015	2. STATE Washington
	3. PROGRAM IDENTIFICATION: TITLE XIX OF THE SOCIAL SECURITY ACT (MEDICAID)	
FOR: HEALTH CARE FINANCING ADMINISTRATION	4. PROPOSED EFFECTIVE DATE October 1, 2007	
TO: REGIONAL ADMINISTRATOR HEALTH CARE FINANCING ADMINISTRATION DEPARTMENT OF HEALTH AND HUMAN SERVICES		

5. TYPE OF PLAN MATERIAL (Check One):

NEW STATE PLAN AMENDMENT TO BE CONSIDERED AS NEW PLAN AMENDMENT

COMPLETE BLOCKS 6 THRU 10 IF THIS IS AN AMENDMENT (Separate Transmittal for each amendment)

6. FEDERAL STATUTE/REGULATION CITATION:	7. FEDERAL BUDGET IMPACT: a. FFY 2007 \$0 b. FFY 2008 \$0
8. PAGE NUMBER OF THE PLAN SECTION OR ATTACHMENT: Attachment 1.2-A, pages 2 - 11 Attachment 1.2-B, pages 1 - 78 (P+I) Attachment 1.2-C, pages 1 - 10	9. PAGE NUMBER OF THE SUPERSEDED PLAN SECTION OR ATTACHMENT (If Applicable): Attachment 1.2-A, pages 1a, 2 - 21 Attachment 1.2-B, pages 1 - 4 Attachment 1.2-C, pages 1 - 8

10. SUBJECT OF AMENDMENT:

Agency Organization

11. GOVERNOR'S REVIEW (Check One):

GOVERNOR'S OFFICE REPORTED NO COMMENT OTHER, AS SPECIFIED: Exempt
 COMMENTS OF GOVERNOR'S OFFICE ENCLOSED
 NO REPLY RECEIVED WITHIN 45 DAYS OF SUBMITTAL

12. SIGNATURE OF STATE AGENCY OFFICIAL: <i>Robin Arnold-Williams</i>	16. RETURN TO: Ann Myers Department of Social and Health Services Health and Recovery Services Administration 626 8 th Ave SE MS: 45504 Olympia, WA 98504-5504
13. TYPED NAME: ROBIN ARNOLD-WILLIAMS	
14. TITLE: Secretary	
15. DATE SUBMITTED: Nov. 7, 2007	

FOR REGIONAL OFFICE USE ONLY

17. DATE RECEIVED: NOV - 1 2007	18. DATE APPROVED: JUL 25 2008
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PLAN APPROVED - ONE COPY ATTACHED

19. EFFECTIVE DATE OF APPROVED MATERIAL: OCT - 1 2007	20. SIGNATURE OF REGIONAL OFFICIAL: <i>Barbara K. Richards</i>
21. TYPED NAME: Barbara K. Richards	22. TITLE: Associate Regional Administrator

23. REMARKS:

Division of Medicaid & Children's Health

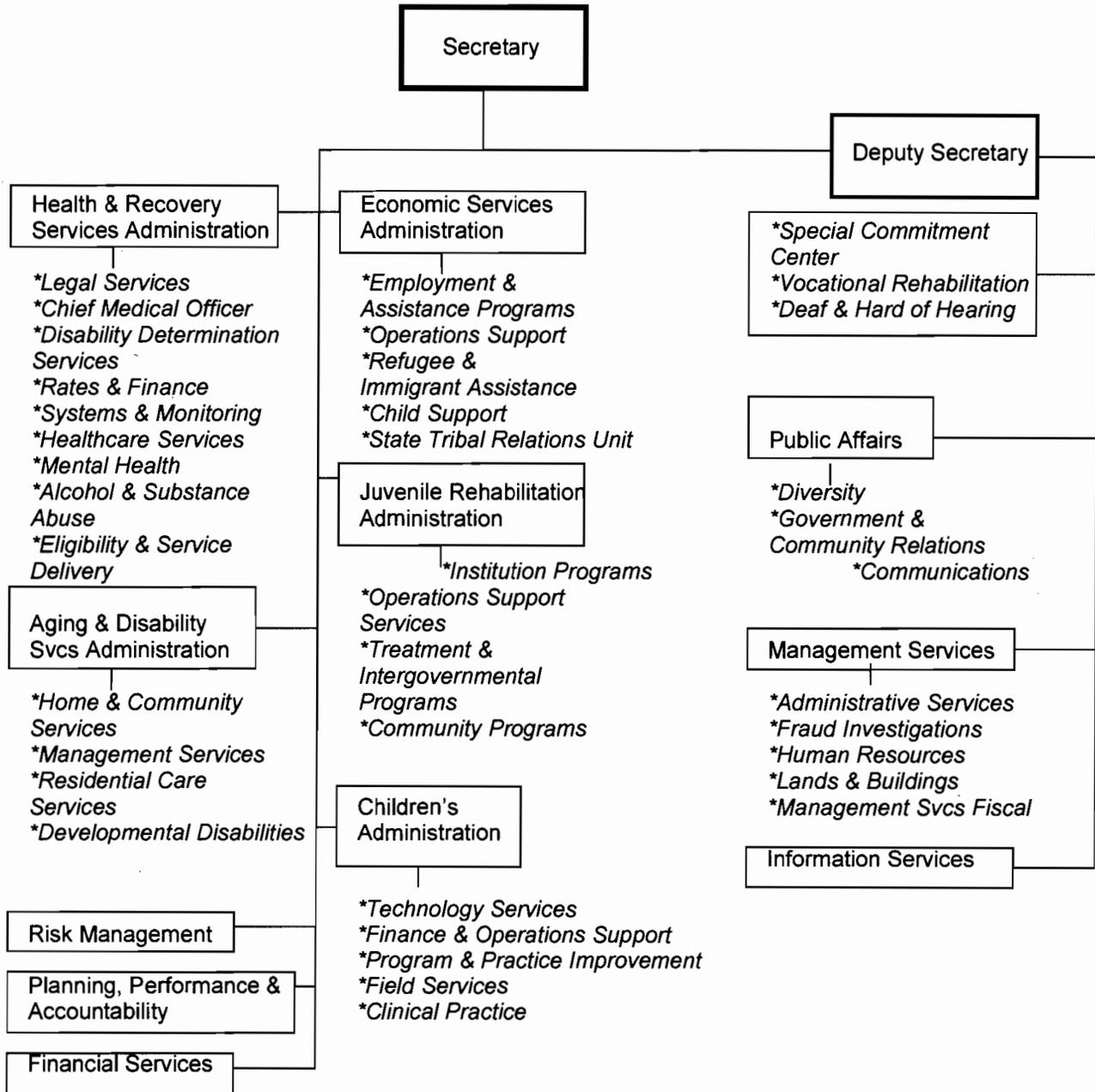
Per INC change authorized by the state on 7/24/08.

STATE PLAN UNDER TITLE XIX OF THE SOCIAL SECURITY ACT

State WASHINGTON

DEPARTMENT OF SOCIAL AND HEALTH SERVICES FUNCTION OVERVIEW

ORGANIZATION CHART FOR THE DEPARTMENT OF SOCIAL AND HEALTH SERVICES



STATE PLAN UNDER TITLE XIX OF THE SOCIAL SECURITY ACT

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DEPARTMENT OF SOCIAL AND HEALTH SERVICES FUNCTION OVERVIEW

The Department of Social and Health Services

The Department of Social and Health Services (DSHS) was created to unite statewide social and health service programs within a single agency and is organized into administrations and offices. DSHS programs are designed to protect the general public, as well as persons who are unable to fully care for themselves or meet their basic needs. DSHS is Washington's single state agency for administering Title XIX Medicaid and related services. The Health and Recovery Services Administration (HRSA) within DSHS is the designated medical assistance unit for Medicaid-related activities.

Office of the DSHS Secretary*Financial Services Administration*

FSA coordinates operating budget development and fiscal analysis. Services include caseload/expenditure forecasts and policy/fiscal analysis. The goal is to assure strong fiscal management consistent with federal and state regulations. It oversees accounting management; provides centralized cash management; maintains accounting systems; writes the federal cost allocation plan; and is responsible for identification and recovery of obligations owed to the state.

Planning, Performance, and Accountability

The key purpose of this office is to provide the agency with guidance, resources, and support in performance management, strategic planning, research and data analysis, quality management assessment, and cross-agency initiatives. It promotes sound business practices, data-based decision-making and performance-driven management. This office also serves as the liaison with the Governor's Office and other state agencies for related assignments in mentioned areas.

Risk Management

This office is charged to assist DSHS programs in identifying and minimizing risk exposure that could affect the health and safety of employees and people served by the state. Responsibilities include conducting department-wide risk assessment and internal control self evaluation, offering assistance to mitigate tort liability, managing and supporting public disclosure responses, providing consultation to improve workplace safety, and promoting Self Insurance Liability Program.

Information Systems Services Division

The functions provided by this division include network support, data security and disaster recovery, portfolio management, information technology policy, applications support, internet/intranet support, telephone and video, maintenance of mainframe system databases, and helpdesk support for DSHS system users.

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DEPARTMENT OF SOCIAL AND HEALTH SERVICES FUNCTION OVERVIEW

Office of the DSHS Secretary (cont)*Services to Clients with Special Needs*

Three programs provide these services:

- Office of Deaf and Hard of Hearing – technical support and resources for individuals who are hearing impaired, deaf, or deaf and blind.
- Division of Vocational Rehabilitation – vocational rehabilitation services for individuals with disabilities, treatment support for individuals with mental health or other issues, and community partnership in client rehabilitation and employment.
- Special Commitment Center – treatment and rehabilitation for sex offenders, facility security to ensure public safety, and evaluation of residents to facilitate community reentry that is safe and successful.

Management Services Administration

The divisions within Management Services provide DSHS programs with administrative and management support in business operations.

- Administrative Services Division – contracting, purchasing, rules and policies, review of appeals to client benefit decisions, and forms and records management.
- Human Resources Division – recruitment, labor relations, position classification, personnel management, and investigations.
- Lands and Buildings Division – planning and managing facilities, developing the agency's capital budget, and implementing agency's emergency plan.
- Division of Fraud Investigations – investigating allegation of fraud by applicants and recipients of public assistance, and by vendors of the agency.

Public Affairs

Public Affairs coordinates functions that support internal and external partnerships and improve customer service.

- Communications – media relations, publication management, and the DSHS newsletter.
- Government and Community Relations – legislative training and coordination, constituent services, and the victim and witness protection program.
- Diversity Affairs – diversity awareness, recruitment support, and community partnerships.
- Indian Policy and Support Services – facilitating Government-to-Government communication and consultation between DSHS, Tribal Governments, Indian Organizations, and Indian communities.

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DEPARTMENT OF SOCIAL AND HEALTH SERVICES FUNCTION OVERVIEW**Aging and Disability Services Administration***Home and Community Services Division*

HCS promotes, plans, develops and provides long-term care services responsive to the needs of adults with disabilities and the elderly, with priority attention to low-income individuals and families. HCS helps people with disabilities and their families obtain appropriate quality services to maximize independence, dignity, and quality of life.

Social workers, financial workers, adult protective services staff, Area Agency on Aging case management staff and administrative staff located in local offices throughout the state complete assessments, investigate abuse, establish financial eligibility, provide case management and many other services to elderly and disabled adults throughout the state, as well as monitor service provision for compliance with federal and state rules.

The long-term services administered by HCS include personal care, home delivered meals, assistive technology, nursing services, adult day health, environmental modifications, personal emergency response, transportation, home health aide, specialized medical equipment and supplies, and case management. In addition, services include personal care provided to clients living in their own home, in an adult family home, in a boarding home, or in an adult residential care home, as well as nursing facility care. These services are provided through administration of the state plan and four 1915 C waivers (categorically needy and medically needy waivers).

HCS also oversees programs offered by thirteen Area Agencies on Aging who are responsible for planning and coordinating services for older adults. Programs include Family Caregiver Support and Respite, Senior Nutrition, Senior Information and Assistance, and other services to support individuals in their own homes.

Management Services Division

MSD provides administrative and support services to promote agency accountability and credibility, to support decision and policy making, to provide reliable and responsive IT support services, and to provide infrastructure and tools necessary for the Aging and Disability Services Administration to accomplish its mission.

MSD develops, implements and monitors an equitable, cost-related reimbursement system for nursing facilities. A unique daily rate is established and an individual year-end settlement is conducted each year for each Medicaid-certified nursing home.

Residential Care Services Division

RCS promotes and protects the rights, security, and well-being of individuals living in licensed or certified residential care facilities/programs for the elderly, the developmentally disabled and/or mentally ill. Facilities licensed and regulated include nursing homes, adult family homes, and boarding homes. Programs certified and regulated include Intermediate Care Facilities for the Mentally Retarded (ICF/MRs) and Certified Community Residential Services and Support (CRSS) providers.

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DEPARTMENT OF SOCIAL AND HEALTH SERVICES FUNCTION OVERVIEW

Aging and Disability Services Administration (cont)

Integrated program functions administered by RCS include complaint investigations, annual complaint surveys/inspections and enforcement activities to monitor compliance with federal and state requirements; nursing facility utilization review; integrated quality assurance activities, including case mix accuracy review audits; periodic education programs for staff and providers; and policy and program development that supports consistent application of resident-oriented delivery systems. These functions are an integral part of the state's long-term care services system.

Professional nurses, long-term care surveyors, and other professionals located in field offices throughout the state, carry out RCS oversight functions. A centralized unit receives complaints from the public and others, and prioritizes and assigns complaints for investigation in the field. Allegations of abuse, neglect and misappropriation of resident property by nursing assistants in nursing facilities are investigated by a special team of investigators.

Division of Developmental Disabilities

DDD endeavors to make a positive difference in the lives of people eligible for services through offering quality supports and services that are individual and family driven, stable and flexible, satisfying to clients and their families, and tailored to individual needs. Supports and services are offered in ways that persons with developmental disabilities can make informed decisions about their options and provide optimum opportunities for success.

Case resource managers and social workers located in offices around the state conduct assessments; provide intake and eligibility determination, and offer ongoing case and resource management.

Services administered by DDD include community residential services, including certified services such as supported living, group homes, companion homes, and alternative living and licensed services such as Adult Residential Care and Adult Family Homes; employment and day program services; professional services such as physical, occupational, and speech therapies, behavior management, counseling, nursing, and nurse delegation; and in-home services such as personal care, Individual and Family Services, and medically intensive home care. These services are administered through the State Plan, state-only funding, and/or one of four Home and Community Based Service waivers.

DDD operates five Residential Habilitation Centers (RHC) and four State-Operated Living Alternatives Supported Programs (SOLA). DDD also administers several specialized programs, including the Voluntary Placement Program (foster care), the Community Protection Program, and the Developmental Disabilities/Mental Health Collaborative Plan. DDD administers the Infant Toddler Early Intervention Program (ITEIP) on behalf of the Department of Social and Health Services, the federally designated Lead Agency for Washington State.

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DEPARTMENT OF SOCIAL AND HEALTH SERVICES FUNCTION OVERVIEW**Children's Administration**

DSHS Children's Administration (CA) provides services to vulnerable children up to 18 years old and their families.

Field Operations Division

FOD provides direct client child welfare and licensing services through forty-four local offices located in six geographic regions throughout the state. The division also is responsible for program implementation and risk management.

Children and Family Services (CFS) is CA's largest provider of direct client services. CFS serves children and families through four primary program areas: Child Protective Services, Child and Family Welfare Services, Family Voluntary Services, and Family Reconciliation Services. These programs are responsible for the investigation of child abuse and neglect complaints, child protection, family preservation, family reconciliation, foster care, group care, in-home services, independent living, and adoption services for children in the child welfare system and ages 0 to 18 years.

Licensed Resources (LR) investigates allegations of child abuse and neglect in DSHS-licensed, -certified, and state-operated care facilities for children (including the biological and adopted children of licensees). LR is responsible for licensing foster homes and other out-of-home care facilities for children, as well as certifying child placement agencies in Washington State. LR also monitors the quality of care offered by these providers.

Program and Practice Improvement Division

P&PI develops and communicates program priorities and policies to guide operations and service delivery activities, quality assurance, employee training, and training for foster and kinship care providers and adoptive parents.

Finance and Operations Support Division

FOSD provides fiscal management, data analysis, workforce operations, and contracting services.

Children's Administration Information Technology Services

CATS provides information technology support and training, and develops and maintains information systems.

Clinical Practice Division

CPD provides qualitative support and tools for social work practitioners.

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DEPARTMENT OF SOCIAL AND HEALTH SERVICES FUNCTION OVERVIEW (cont)

Economic Services Administration*Division of Employment and Assistance Programs*

DEAP helps low-income people meet their basic needs and achieve economic independence through cash grants, food and medical assistance, subsidized child care, and support services. Major programs and services administered by DEAP include Workfirst (Washington's Temporary Assistance for Needy Families Program), Diversion Cash Assistance, Basic Food (formerly the Food Stamp Program), General Assistance for the Unemployable, Refugee Assistance, and the Washington Telephone Assistance Program.

DEAP employees provide direct client services to the public through a network of local Community Services Offices (including full-service offices, branch offices, and outstations) and Customer Service Call Centers.

Effective July 1, 2006, administration of the Working Connections Child Care (WCCC) program transferred from DSHS Economic Services Administration to the newly-created Department of Early Learning. Staff in DEAP's Community Services Offices and call centers continue to determine eligibility and authorize subsidy payments for WCCC.

Division of Child Support

DCS is responsible for administering the Title IV-D child support program under the Social Security Act. Child support services include paternity establishment and the establishment, modification and enforcement of child support and medical support obligations. The Division serves both public assistance recipients, including foster care recipients, and applicants for child support services who are not on assistance.

Operations Support

OS, in the Office of the Deputy Assistant Secretary, provides core business support services for ESA, including:

- Providing fiscal and contracting services and support, as well as management of the state's Electronic Benefits Transfer (EBT) system;
- Ensuring program integrity, accountability, and compliance through quality assurance efforts;
- Providing IT systems support and innovation to meet emergent and long-term business needs;
- Ensuring ESA has the data, research, and analysis needed to effectively support and evaluate programs and operations;
- Ensuring ESA has human resource, training, and organizational development systems to support staff and management throughout the organization; and
- Providing a safe, secure, productive, and vibrant working environment and operational risk management oversight.

Refugee and Immigrant Assistance

RIA provides specialized, culturally appropriate services to refugees and other WorkFirst parents with limited English proficiency. The goal is to increase parents' employability and income.

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DEPARTMENT OF SOCIAL AND HEALTH SERVICES FUNCTION OVERVIEW

ESA (cont)

State Tribal Relations Unit (STRU)

STR strives to benefit tribal families through successful Child Support and TANF programs for Washington State Tribes through effective State/Tribal relationships.

STRU promotes and support government-to-government relationships with Washington Tribes, recognizing Indian sovereignty in the development and delivery of programs and services. Through STRU's efforts and effective partnerships with Tribal Governments, tribal members and families will achieve the highest degree of self sufficiency possible.

Health and Recovery Services Administration

The Health and Recovery Services Administration (HRSA) is the designated medical assistance unit for the Department of Social and Health Services, the Single State Agency. HRSA was created when the Health and Rehabilitative Services Administration was eliminated and the divisions within it reassigned; the Mental Health Division and the Division of Alcohol and Substance Abuse joined the divisions that made up the Medical Assistance Administration to become HRSA. This reorganization occurred over a period of time in late 2006 through mid 2007. HRSA combines and coordinates the functions of four separate health care assistance programs – state medical assistance, mental health services (including operation of the state's three psychiatric hospitals), chemical dependency treatment, and the determination of disability status for the Social Security Administration. In general, these vital services are provided to low-income and disable Washington State residents who qualify for eligibility under state and federal standards.

See complete description under ATTACHMENT 1.2-B, Health and Recovery Services Administration.

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DEPARTMENT OF SOCIAL AND HEALTH SERVICES FUNCTION OVERVIEW

Juvenile Rehabilitation Administration

The Juvenile Rehabilitation Administration (JRA) is responsible for approximately 1,800 juvenile offenders a year and helps reduce or change their criminal behavior through preventive, rehabilitative, and transitional programs. These youth, ranging in age from 10 to 20, are committed by their local juvenile court to JRA for a determinate sentence.

JRA operates four institutions, several state-run and contracted community facilities, and parole services. Using the Integrated Treatment Model, JRA looks at each youth's criminal behavior, interpersonal skills, thoughts and feelings, and family dynamics. This research-based model helps staff improve a youth's behavioral and emotional skills by giving them tools to help them change their behavior, thoughts, emotions, and reactions to daily challenges, such as tolerating distress, problem solving, and anger management. The model shifts to a family-based focus when a youth returns to the community on parole. Here, staff work with youth and their families to improve communication and problem solving, while making a successful transition. JRA also offers specialized programs to address youth's mental health needs, sex offending behavior, and substance abuse dependency.

JRA manages these programs through four divisions.

Division of Community Programs (DCP)

DCP operates six state-run community facilities and two contracted minimum security community programs to provide custody and treatment to committed juvenile offenders. Community facility programs provide youth the opportunity to practice the new skills they have learned while in the institutions. Community facilities offer a less restrictive setting and give youth the opportunity to attend school and/or work in the community. Following commitment, JRA provides parole supervision based on risk to re-offend, and in some cases, type of felony sex offense. The three types of parole provided by JRA are:

Type	Length	Eligibility
Intensive Parole	26 weeks	Risk score cutoff (top 25% highest risk). Level 3 sex offenders Basic Training Camp graduates
Enhanced Parole	20 weeks	Risk score range
Sex Offender Parole	24 - 36 months	Certain felony sex offenders (RCW 31.40.210)

JRA has significantly revised its parole programs since 2003. Parole now uses the Functional Family Parole Services research-based model. This model is based on Functional Family Therapy, a well-regarded, research-based model for reducing recidivism with juvenile offenders. Parole counselors work to engage and motivate families to find ways to help them function better as a family. JRA parole counselors use principles of targeted case management to assist youth in receiving services matched to need and risk, and then monitor and support these services during the parole period.

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DEPARTMENT OF SOCIAL AND HEALTH SERVICES FUNCTION OVERVIEW**Juvenile Rehabilitation Administration**, Division of Community Programs, (cont)

JRA parole has revocation authority to quickly respond to youth who may violate their parole. JRA parole uses graduated interventions to respond to misbehavior, matching consequences to violations, including re-confining youth to an institution, if necessary.

DCP contracts with the county juvenile courts for Consolidated Juvenile Services (CJS). This is a partnership between the state and county juvenile courts that offers pre-commitment services such as diversion, diagnostic, probation supervision, counseling, drug/alcohol assessment and treatment, vocational training, sex offender treatment, and psychiatric and psychological services.

Division of Institution Programs (DIP)

JRA operates three institutions, one forestry camp, and a basic training camp. These facilities provide custody and treatment for juveniles committed to the state's custody, by either the juvenile court or adult court, depending on the age of the youth. In addition to basic education, vocational education and training, health care, and recreational programs, they also provide specialty programs for sex offenders, mental health, and chemically dependent youth. Through a detailed assessment process, the residential programs identify risk and protective factors and use cognitive/behavioral skill-building techniques to reduce problem behavior and increase the youthful offender's functioning. The forestry camp offers both female and male offenders the opportunity to learn fish and wildlife, forestry, and firefighting skills. Firefighting crews are often sent out during the summer fire season to assist the Department of Natural Resources and other fire fighting crews in fighting fires. The basic training camp, a co-ed program, has been shown to reduce recidivism and has successfully integrated cognitive/behavioral skills into their highly regimented activities.

Division of Operations Support Services (DOSS)

DOSS provides fiscal oversight and operational support for services to the community and institution programs. Services include Capital Projects, Fiscal Services, Information and Technology Services, Contracts Management, Regulatory Reform, Legislative Coordination, and Constituent Services.

Division of Treatment and Intergovernmental Programs (DTIP)

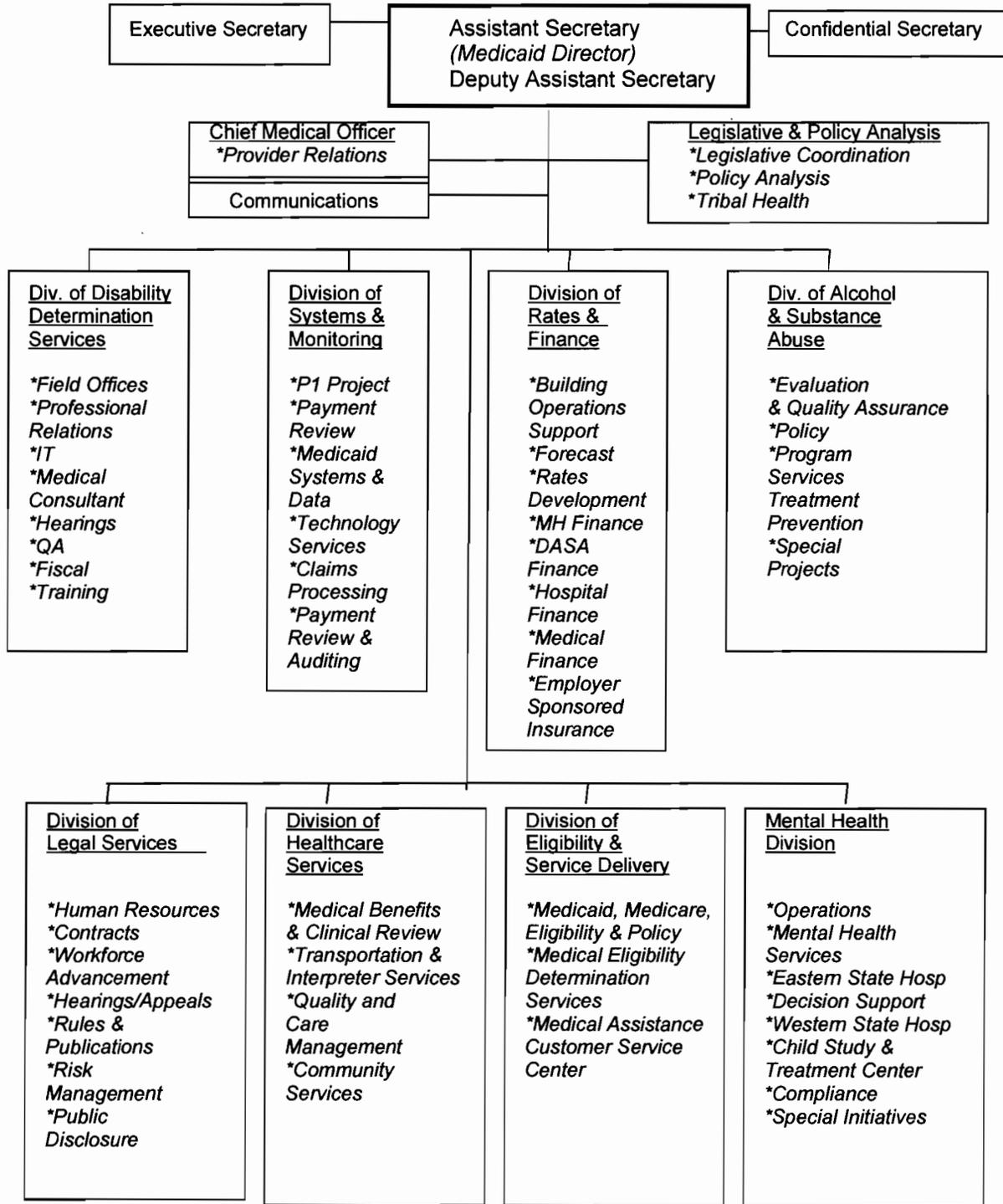
DTIP is the JRA central office team responsible for policy and standard development, program management, evidence-based treatment program quality assurance, oversight of contracts and quality assurance for treatment programs provided through the county juvenile courts, working with Tribal governments on juvenile justice issues and programming, and contract monitoring of state and federal grants statewide. This includes responsibility for administering the Integrated Treatment Model as well as substance abuse, mental health, and sex offender treatment programs, and the interstate compact for juveniles. In addition, a clinical director assists in managing the treatment model and mental health programs for all juveniles committed to JRA.

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ORGANIZATION AND FUNCTION OF MEDICAL ASSISTANCE UNIT

HEALTH AND RECOVERY SERVICES ADMINISTRATION ORGANIZATION CHART



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ORGANIZATION AND FUNCTION OF MEDICAL ASSISTANCE UNIT

Health and Recovery Services Administration

The Health and Recovery Services Administration (HRSA) combines and coordinates the functions of four separate healthcare assistance programs – state medical assistance, mental health services (including operation of the state's three psychiatric hospitals), chemical dependency treatment, and the determination of disability status for the Social Security Administration. In general, these vital services are provided to low-income and disabled Washington State residents who qualify for eligibility under state and federal standards.

The mission of HRSA is to extend healthcare and recovery services to all eligible persons and to coordinate delivery of those services, especially where needs overlap. The administration strives to promote:

- Client access to medically necessary care
- Timely and accurate reimbursement for provider services
- Cost-effective purchase of services
- Accountability and fiscal integrity

HRSA also works with other administrations in the Department of Social and Health Services (DSHS), including the Aging and Disability Services Administration (ADSA), which coordinates long-term care services in the state, and the Economic Services Administration (ESA), the operational arm of DSHS in communities across the state.

HRSA is composed of eight Divisions and the Office of the Assistant Secretary: the Division of Alcohol and Substance Abuse (DASA); the Division of Disability Determination Services (DDDS); the Division of Division of Eligibility and Service Delivery (DESD); the Division of Healthcare Services (DHS); the Division of Legal Services (DLS); the Division of Rates and Finance (DRF); the Division of Systems and Monitoring (DSM), and the Mental Health Division (MHD).

OFFICE OF THE ASSISTANT SECRETARY (OAS)

The OAS has executive management oversight for HRSA and is responsible for program operations, policy analysis, communications, legislative contacts, Chief Medical Officer, and developing Medicaid waivers to implement health care reform efforts as mandated by The Washington Services Act of 1993. Most Medicaid-related costs associated with these expenditures are in the area of staff salaries and benefits, goods and services, travel, training, and equipment purchases.

DIVISION OF ALCOHOL AND SUBSTANCE ABUSE (DASA)

DASA develops and administers a comprehensive program of alcohol and other drug treatment and prevention services for residents of the State of Washington. DASA's prevention program is aimed at preventing alcohol, tobacco, and other drug use and abuse, reducing their negative consequences and minimizing future needs for chemical dependency treatment. DASA supports a variety of prevention services designed to cover all segments of the population at potential risk for drug and alcohol use and abuse.

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ORGANIZATION AND FUNCTION OF MEDICAL ASSISTANCE UNIT

DASA (cont)

DASA's treatment programs are designed to maintain a cost-effective, quality continuum of care for rehabilitating persons addicted to alcohol and /or other drugs. DASA contracts with counties, Tribes, and non-profit organizations to provide treatment services for indigent and low-income persons who cannot pay for the full cost of treatment. The treatment services include alcohol/drug detoxification; diagnostic evaluation; client motivational counseling (primary treatment that includes inpatient and outpatient treatment and opiate substitution treatment); sobriety-maintenance follow-up counseling; and involuntary treatment. The division also funds specialized inpatient and outpatient services for minorities, adolescents, and pregnant and postpartum women.

DASA also develops accreditation criteria and certifies providers of chemical dependency treatment services in the state to ensure the delivery of quality alcohol and other drug-related services.

Medicaid-related costs account for about 15% of DASA's overall expenditures, primarily for administrative costs and the following services for Medicaid-eligible individuals: county-managed outpatient services; drug and alcohol abuse services Native Americans; Therapeutic Child Care services; medical exams; and Residential Treatment services.

DIVISION OF DISABILITY DETERMINATION SERVICES (DDDS)

DDDS provides disability determinations for Social Security, Supplemental Security Income, and Title XVI-related Medicaid clients. Medicaid-related costs are for staff salaries and benefits, goods and services, travel, and equipment purchases.

DIVISION OF ELIGIBILITY & SERVICE DELIVERY (DESD)

The Division of Eligibility and Service Delivery is responsible for the specific areas noted below. Medicaid-related costs are for employee salaries and benefits, goods and services, travel, training, and equipment purchases.

The Office of Medicaid, Medicare, Eligibility, and Policy (OMMEP)

Develops and maintains policy, procedure, and WAC for eligibility for HRSA's medical assistance programs. Pays Medicare premiums for low-income individuals, and resolves discrepancies between clients, providers, Social Security, and Medicaid. Verifies citizenship and identity for Medicaid clients. Administers the Healthcare for Workers with Disabilities, Medicaid Breast and Cervical Cancer Treatment, and Children's Health Insurance Program (CHIP). Manages HRSA-ACES coordination.

The Medical Assistance Customer Service Center (MACSC)

Administers the Patient Review and Restriction (PRR) program, which restricts to certain providers those clients who over-use or inappropriately use medical services. Enrolls clients and makes plan changes within Healthy Options and Basic Health Plus, as needed or requested. Provides clients with Healthy Options plan network information. Receives and logs

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ORGANIZATION AND FUNCTION OF MEDICAL ASSISTANCE UNIT

DESD (cont)

grievances from eligible HRSA clients. Provides benefit information and responds to client concerns, questions, and any other problems regarding their health care. Answers/resolves medical providers' billing questions and problems, as well as provides policy and procedure clarification. Determines provider eligibility as they apply for authorization to receive payment for Medicaid services rendered. Handles provider concerns using a toll-free line, e-mail, fax, and written correspondence.

Medical Eligibility Determination Services (MEDS)

Determines initial and ongoing medical program eligibility for Basic Health Plus for children in families applying through Basic Health. Determines eligibility for maternity coverage for pregnant Basic Health members, including enrollment into a managed care plan. Coordinates Foster Care and Juvenile Rehabilitation medical program coverage, and the Take Charge Family Planning Waiver program. Manages a Document Management System/Hub Imaging Unit.

DIVISION OF HEALTHCARE SERVICES (DHS)

Represents the combination of fee-for-service (FFS) and managed care policy and program areas and is organized to promote the eligibility, integration, and development of appropriate, high quality healthcare services (medical health, mental health, and recovery health). Medicaid-related costs are for staff salaries and benefits, goods and services, travel, training, and equipment purchases. DHS consists of the following five distinct areas:

Office of Quality and Care Management (OQCM)

Works across the agency and in partnership with the healthcare community to develop and manage programs that enhance eligible clients' ability to access appropriate, high quality healthcare. This includes oversight and management of contractors for managed care programs and chronic care management.

Office of Transportation and Interpreter Services (OTIS)

Manages the provision of quality transportation, interpreter, and translation services to help clients access, obtain, and understand covered healthcare services.

Office of Medical Benefits and Clinical Review (OMBCR)

Uses clinical knowledge and expertise to define, interpret, and support implementation of healthcare policy to promote and improve quality, access, cost-effectiveness, and increase provider accountability for healthcare services received by clients. The primary responsibilities in this office are implementing healthcare policy, conducting utilization reviews, authorizing requested services, and conducting quality of care reviews for all provider types.

Healthcare policies managed in OMBCR include: pharmacy; durable medical equipment; dental; physician and medical services; inpatient and outpatient hospitalization; inpatient rehabilitation; physical medicine and rehabilitation; enteral nutrition; oxygen/respiratory therapy; speech therapy and hearing aids; physical therapy; occupational therapy; vision; home health and hospice; and pediatric palliative care.

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ORGANIZATION AND FUNCTION OF MEDICAL ASSISTANCE UNIT

DHS (cont)*Office of Community Services (OCS)*

Includes two operational areas:

Family Healthcare Services works to develop, implement, and manage programs and contracts that serve clients - primarily women, children, and families. These programs create interventions and strategies that address healthcare needs and/or respond to healthcare problems.

First Steps Childcare and Medicaid Outreach works to increase healthy birth outcomes through collaboration with First Steps agencies to provide reimbursement for childcare services for Medicaid-eligible pregnant and post-partum women. This area also contracts with governmental entities for Medicaid outreach activities that allow eligible Washington State residents access to Medicaid services.

DIVISION OF LEGAL SERVICES (DLS)

DLS is responsible for oversight and customer service needs to ensure HRSA's accountability in its strategic objectives, which include the areas noted below. Medicaid-related costs are for staff salaries and benefits, goods and services, travel, training, and equipment purchases.

Human Resources Office (HR)

- Provides strategic management of human resource functions.
- Provides consultation and advice on DSHS HR policy, WAC, RCWs, collective bargaining agreements, classification/compensation issues, performance management and discipline, and other personnel areas.
- Handles the processing of personnel-related documents and paperwork for HRMS.
- Coordinates recruiting activities.

Contracts Office

- Exercises delegated authority from DSHS to sign contracts on behalf of HRSA.
- Provides oversight of all informal/internal agreements between parts of DSHS with HRSA.
- Provides technical assistance for the development of Statements of Work and contract language.
- Provides assistance in contract negotiations.
- Acts as liaison between HRSA management and program staff and Central Contract Services (CCS).

Office of Rules and Publications (ORP)

- Develops and promulgates Washington Administrative Code (WAC) for medical and mental health programs. Maintains WAC-related websites.
- Develops, publishes, and maintains provider billing instructions/manuals, numbered memoranda, and other provider communications. Maintains provider communication websites.
- Coordinates the development and publishing of forms, client brochures, flyers, announcements, client letters, and other educational material.
- Coordinates and administers the centralized development, review, and maintenance of HRSA program (administrative) polices.

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ORGANIZATION AND FUNCTION OF MEDICAL ASSISTANCE UNIT

DLS (cont)

- Coordinates and facilitates the submission of Title XIX (Medicaid) and XXI (State Children's Health Insurance Program) State Plan amendments.

Office of Hearings and Appeals (OHA)

Represents the state in administrative hearings regarding:

- Fee-for-service recipients denied medical, dental and transportation services; and
- Medical and dental providers who have been overpaid.

Workforce Advancement and Training (WAT)

- Provides education, training, skills and leadership development for staff.
- Educates management on current training needs.
- Implements and monitors HRSA's Diversity Plan. Promotes awareness of diverse cultures and respect for cultural diversity.
- Monitors all training, education, and development activities, and creates staff training profiles.
- Evaluates training access and effectiveness using outcome reports.

Public Disclosure

Responds to requests from citizens for HRSA records.

Risk Management

- Acts as liaison between HRSA management and program staff and the DSHS Risk Management Office.
- Manages and mitigates risk through business and department-wide risk assessment, public records/privacy compliance, safe and healthy facilities, and claim and lawsuit management.

Ethics

- Acts as liaison between HRSA management and program staff and the DSHS Ethics Advisor.
- Educates and provides advice for compliance with state ethics laws.

DIVISION OF RATES AND FINANCE (DRF)

DRF provides overall administrative services for HRSA for the areas noted below. Medicaid-related costs are for staff salaries and benefits, goods and services, travel, training, and equipment purchases.

Office of Rates Development (ORD)

Manages rate methodologies and rate setting for healthcare providers contracted to provide services to Medicaid clients.

Office of Hospital Rates & Finance (OHRF)

Manages rate methodologies and rate setting for hospitals contracted to provide services to Medicaid clients.

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ORGANIZATION AND FUNCTION OF MEDICAL ASSISTANCE UNIT

DRF (cont)*Finance Offices*

Manages all budget, accounting, financial analysis, and other financial activities for the Medical Assistance, Mental Health, and Drug and Alcohol Abuse programs.

Forecast Office

Manages the forecast for Medical Assistance, including coordinating a cross-agency workgroup responsible for forecast policy.

Coordination of Benefits (COB)

Performs coordination of benefits and employer-sponsored insurance functions.

Building Operations Support Section (BOSS)

Provides facilities and operational support for HRSA.

DIVISION OF SYSTEMS AND MONITORING (DSM)

DSM is responsible for the areas noted below. Medicaid-related costs are for staff salaries and benefits, goods and services, travel, training, equipment purchases, and contractor cost.

Office of Technology Services (OTS)

Provides technology services for all of HRSA, including workstation, network, telecommunications, webmaster, applications development, and information technology planning.

Office of Claims Processing (OCP)

Processes claims (bills) from healthcare providers who furnish services to department clients.

Office of Medicaid Systems & Data (OMSD)

Responsible for the operations, maintenance, and system enhancements of the State's Medicaid Management Information System (MMIS). Manages access to MMIS eligibility and other data and reports.

Office of Payment Review and Audit (OPRA)

Identifies and prevents fraud, waste and abuse in the Medicaid program by reviewing actions of provider seeking payment from Medicaid, conducting audits, identifying overpayments, educating providers, recommending program changes or system edits, and reporting results to internal external stakeholders.

Payment Review Program (PRP)

Protects taxpayer dollars and the availability of social and health services by identifying, recovering, and preventing inappropriate vendor billings, as well as reducing reliance on DSHS services by connecting eligible veterans and their families with available federal benefits.

Project Management Office

Responsible for large-scale, high-impact, high visibility projects; defining project management policies, methods, and procedures; and for coordinating IT Portfolio Reports, Dashboard Reports, Risk Assessments, and investment plans with ISSD and DIS.

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ORGANIZATION AND FUNCTION OF MEDICAL ASSISTANCE UNITDSM (cont)*ProviderOne Project*

Will implement a standardized DSHS-wide solution for managing and processing medical and social service claims (bills) and provide data, reports, and other information necessary to replace the current MMIS by July 2008.

MENTAL HEALTH DIVISION (MHD)

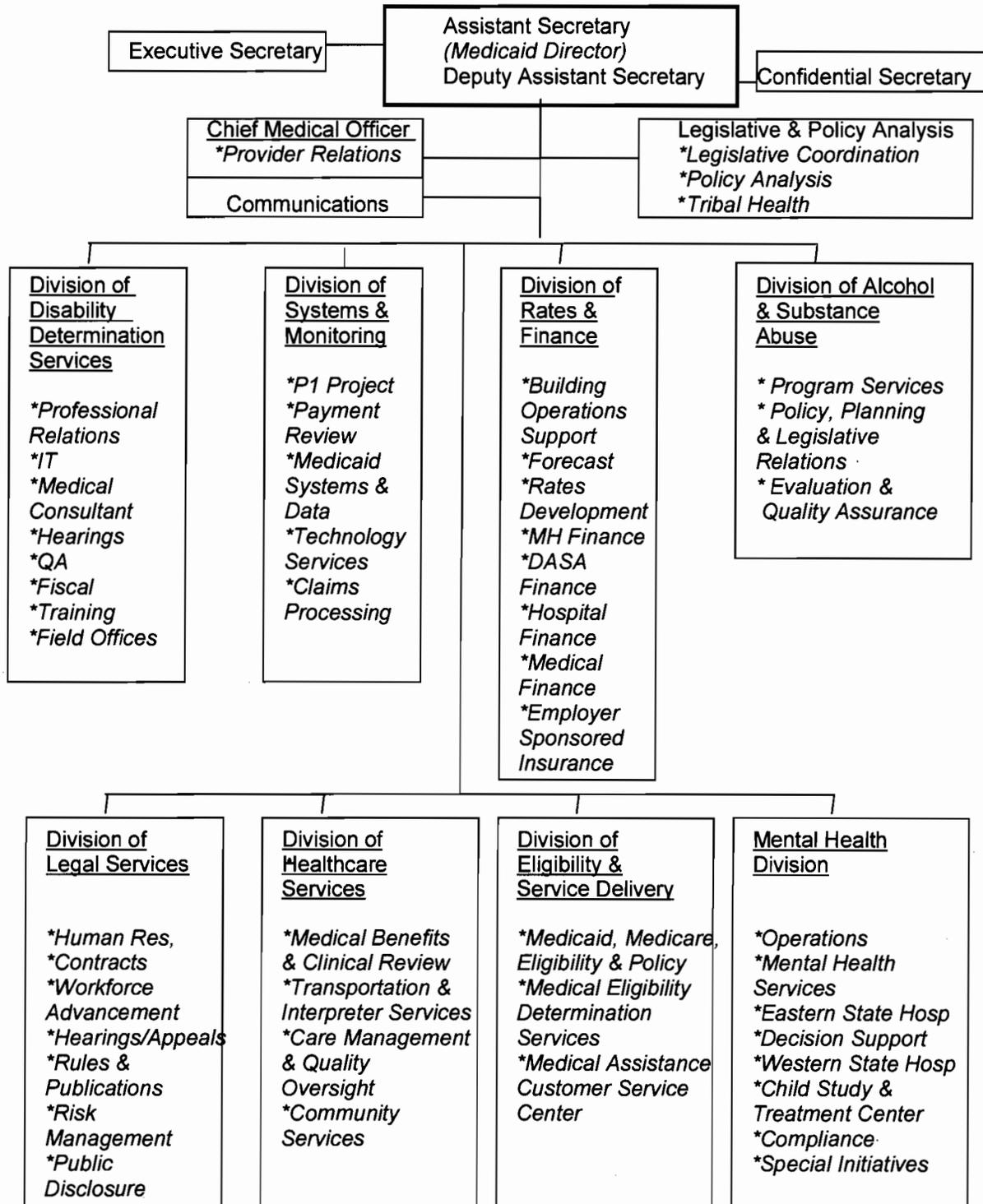
MHD promotes mental health and ensures that residents of the state who experience a mental illness or emotional disturbance during their lifetime receive consumer-driven treatment, support and services that allow them to achieve and maintain their optimal level of functioning. Services include community mental health services, crisis response, community support, residential support services, community psychiatric inpatient hospital services, state psychiatric hospital administration, mental health research and training. MHD headquarters incurs Medicaid-related costs for administering the managed care community services program, providing quality assurance for the mental health system, ensuring hospital billing practices are in compliance with federal regulations, and ensuring financial and regulatory accountability for the program.

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MEDICAL ASSISTANCE UNIT STAFF

Health and Recovery Services Administration Organization Chart



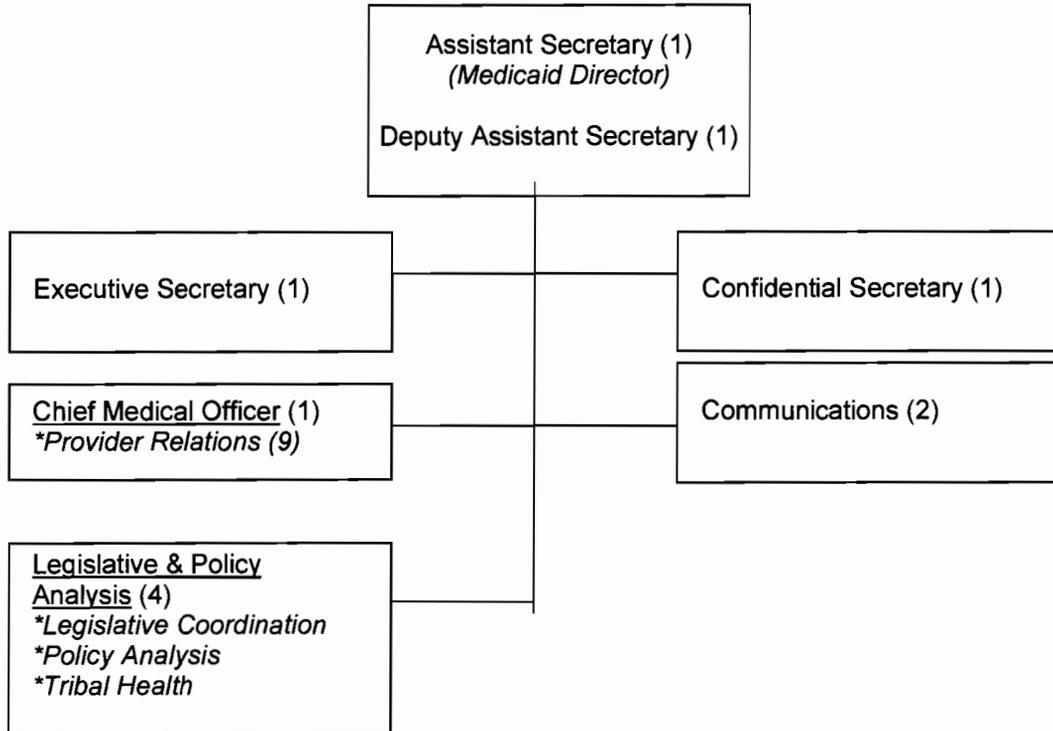
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MEDICAL ASSISTANCE UNIT STAFF

Health and Recovery Services Administration

Office of the Assistant Secretary



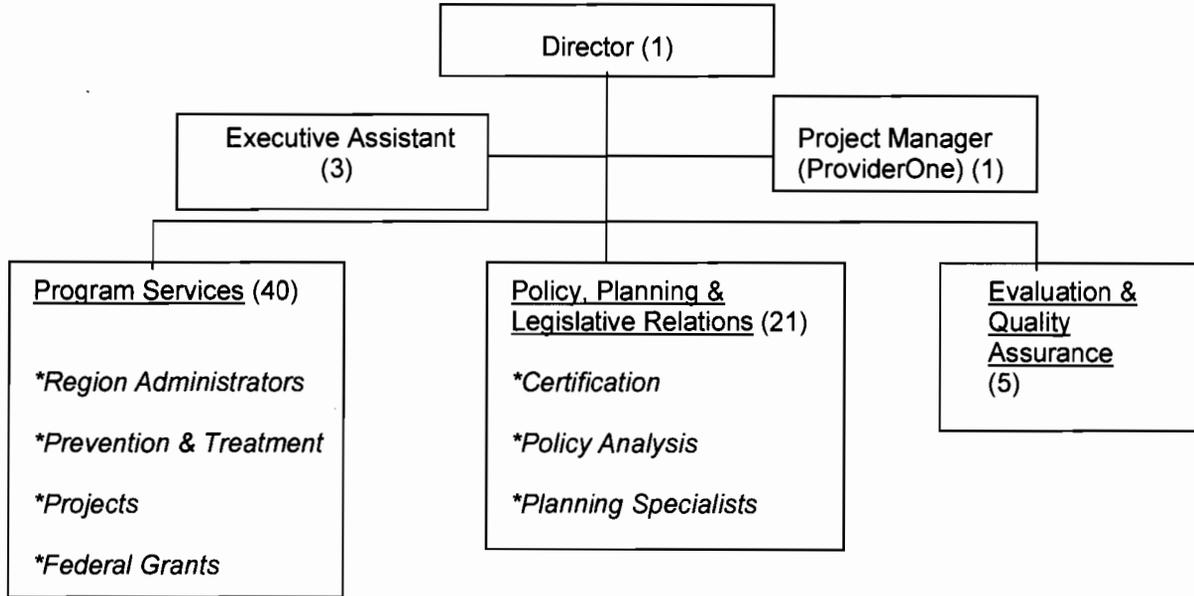
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MEDICAL ASSISTANCE UNIT STAFF

Health and Recovery Services Administration

Division of Alcohol and Substance Abuse



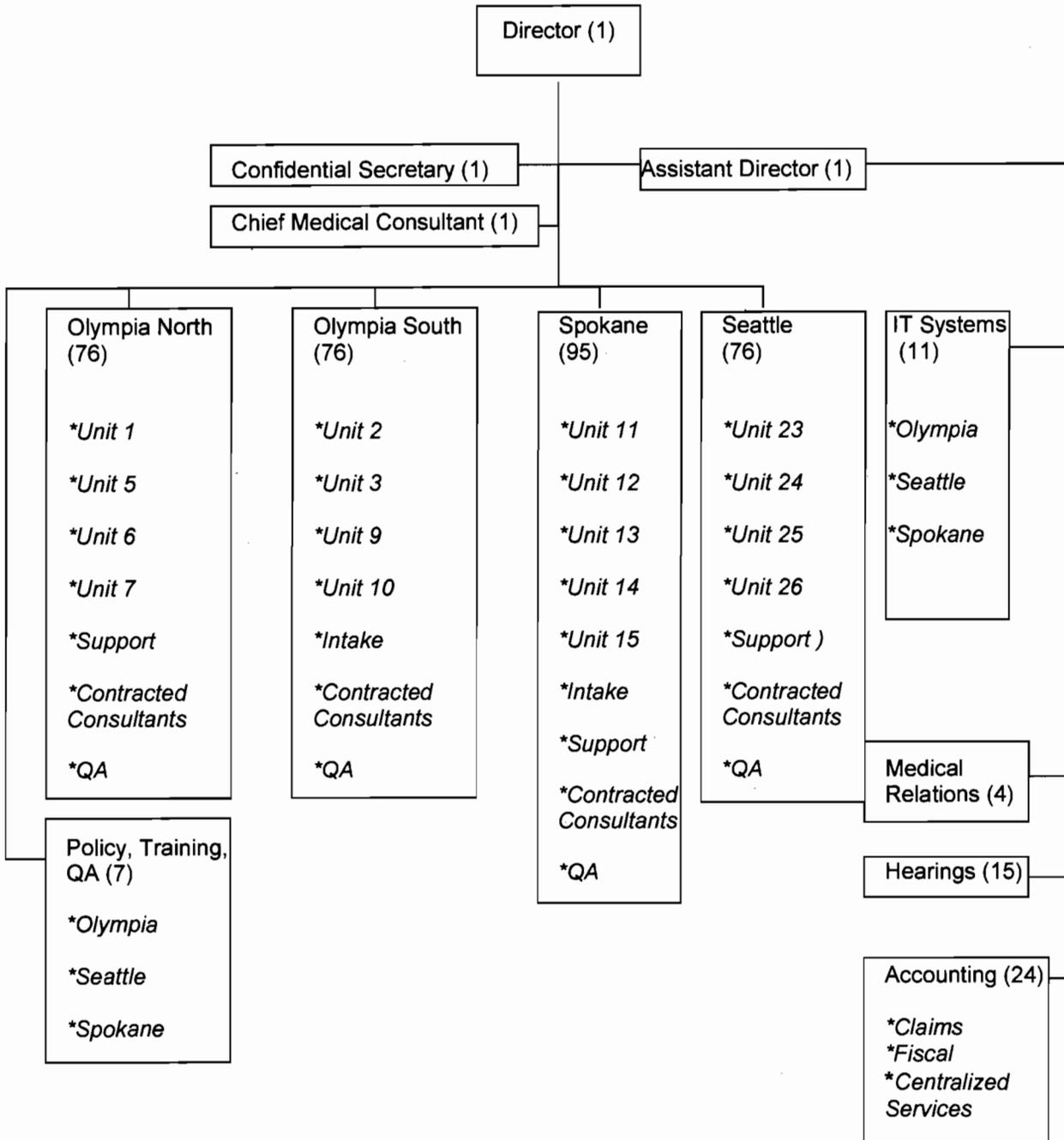
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MEDICAL ASSISTANCE UNIT STAFF

Health and Recovery Services Administration

Division of Disability Determination Services



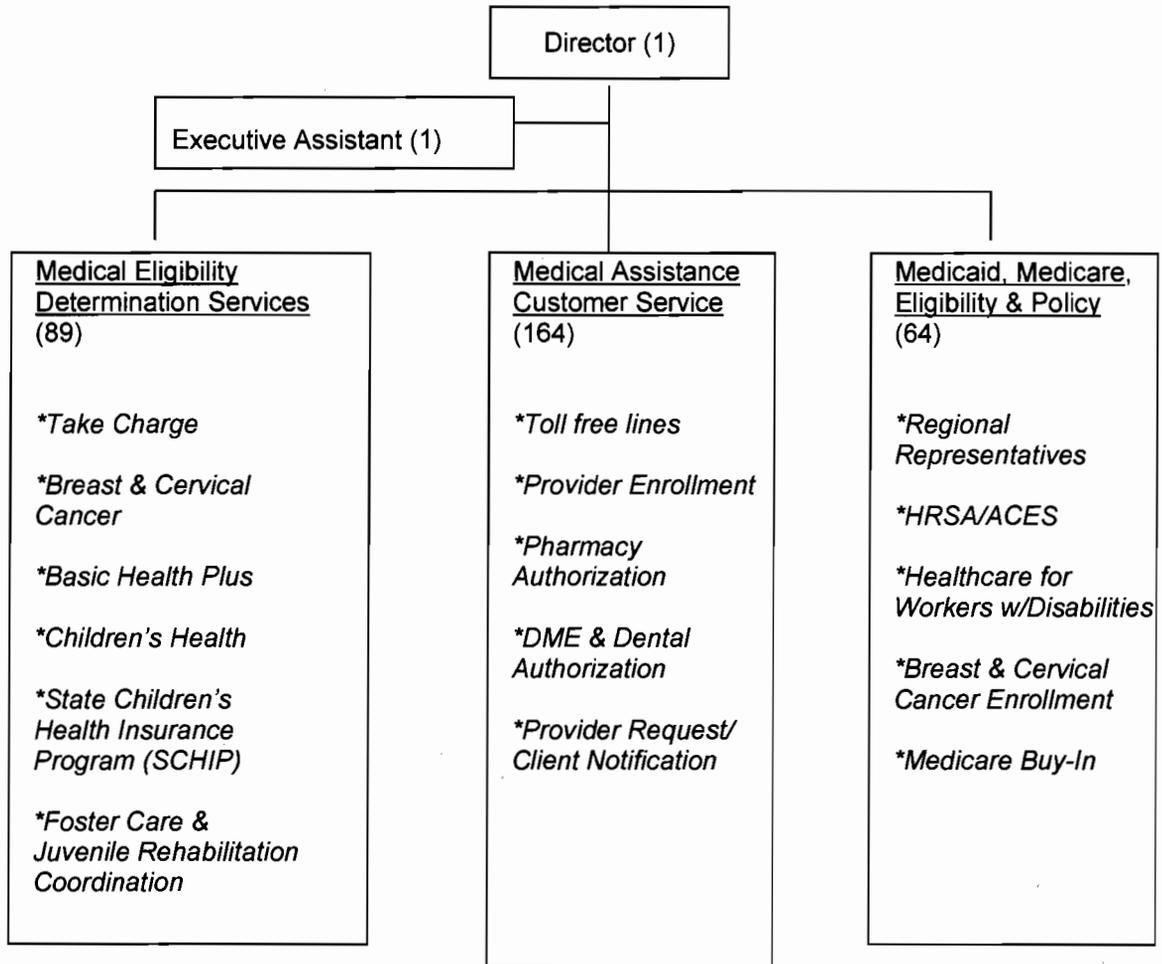
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MEDICAL ASSISTANCE UNIT STAFF

Health and Recovery Services Administration

Division of Eligibility and Service Delivery



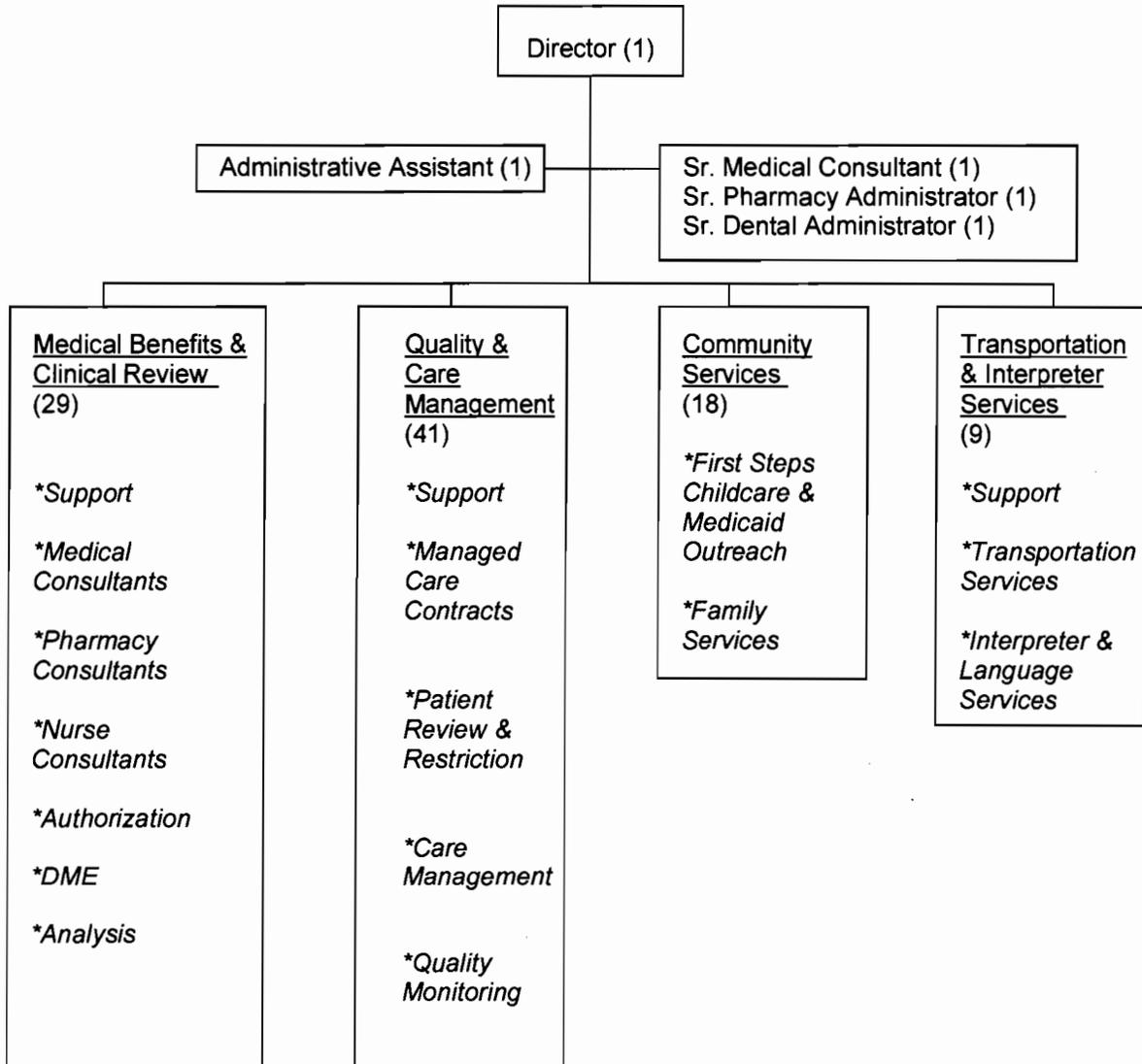
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MEDICAL ASSISTANCE UNIT STAFF

Health and Recovery Services Administration

Division of Healthcare Services



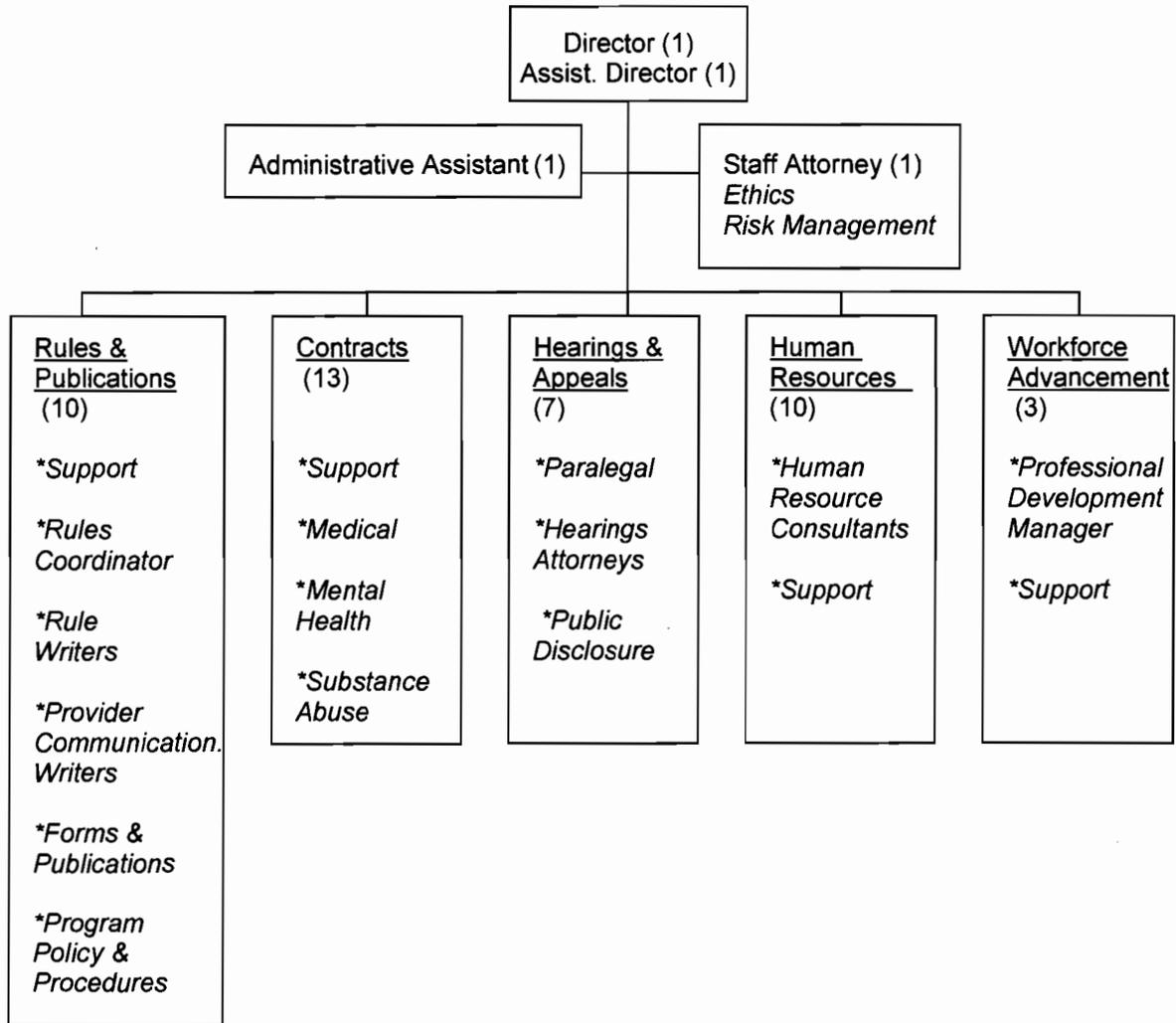
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MEDICAL ASSISTANCE UNIT STAFF

Health and Recovery Services Administration

Division of Legal Services



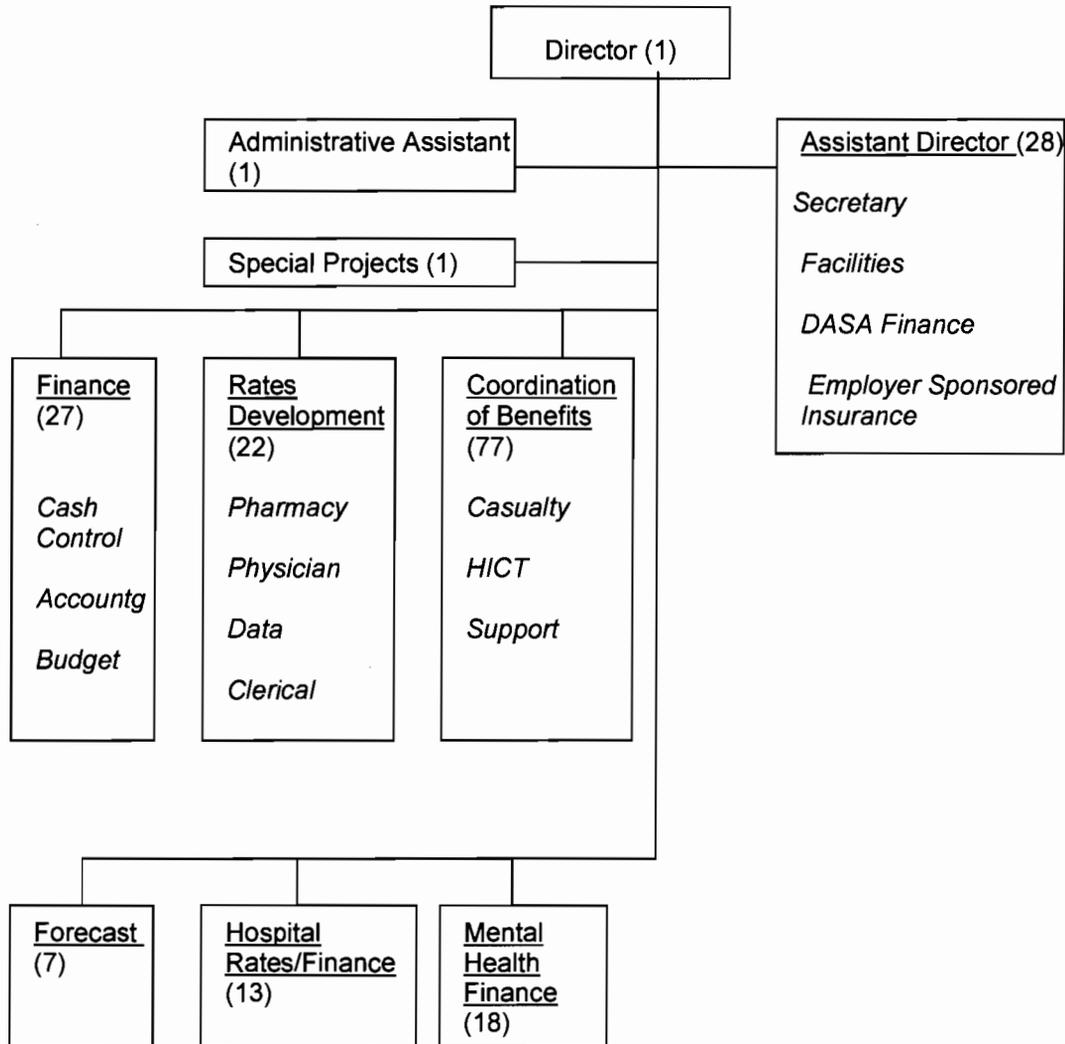
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MEDICAL ASSISTANCE UNIT STAFF

Health and Recovery Services Administration

Division of Rates and Finance



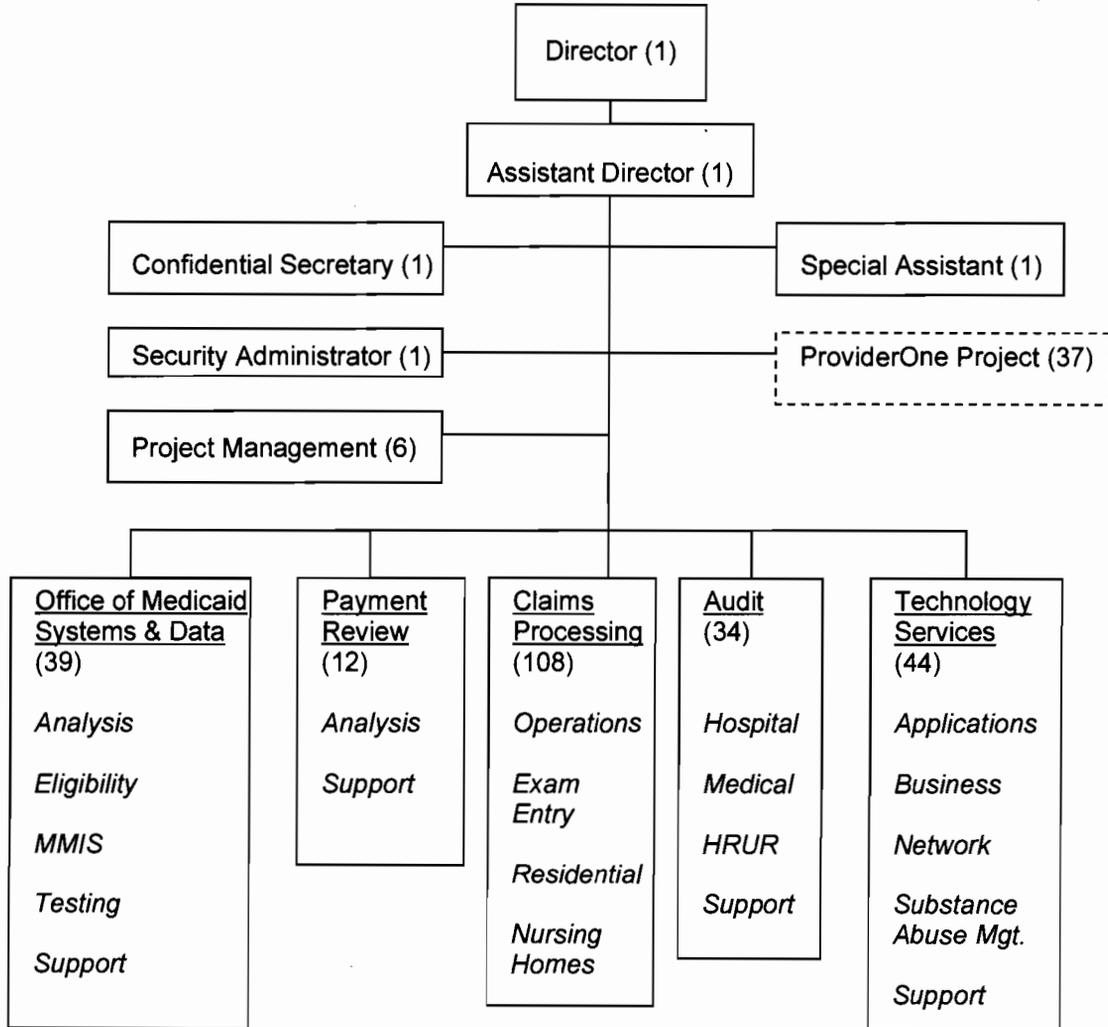
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MEDICAL ASSISTANCE UNIT STAFF

Health and Recovery Services Administration

Division of Systems & Monitoring



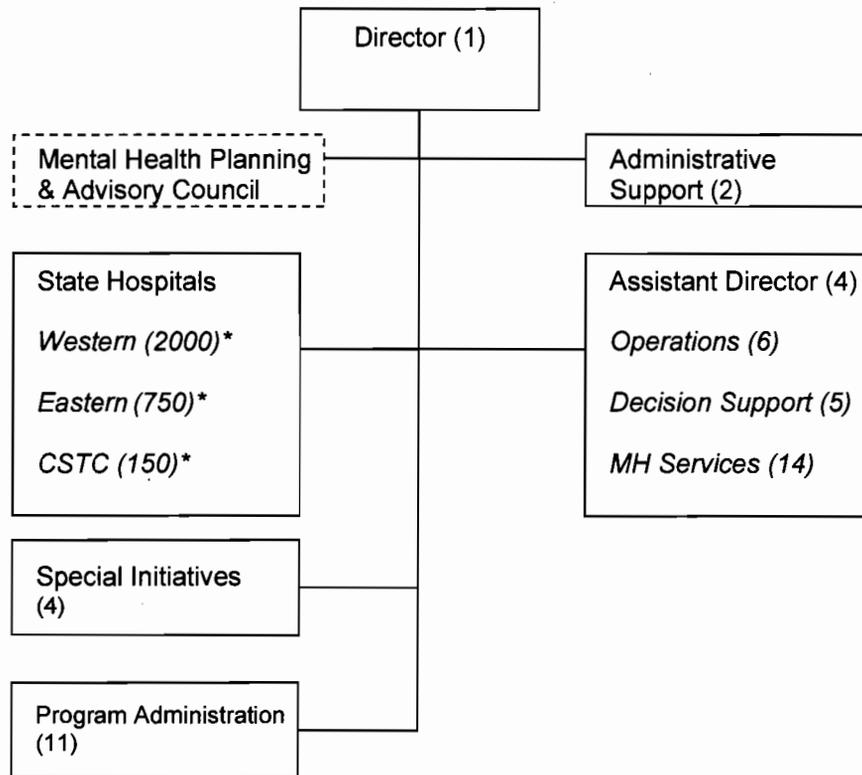
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MEDICAL ASSISTANCE UNIT STAFF

Health and Recovery Services Administration

Mental Health Division



* The staff totals shown are for general information purposes; none of these staff perform Medicaid administration activities.