
Understanding the Behavioral Health Services Only program

The Health Care Authority (HCA) is transforming health care by focusing on the whole person and ensuring care is coordinated and delivered where and when a person needs it. By January 2020, all regions of the state will transition to an integrated system for physical health, mental health, and substance use disorder services in the Washington Apple Health (Medicaid) program.

What is the Behavioral Health Services Only (BHSO) program?

HCA has created the Behavioral Health Services Only (BHSO) program for Apple Health clients who are not eligible for managed care plans (such as those with Medicare as primary insurance) to make sure everyone has access to the same behavioral health benefits. Through the BHSO program, clients get coverage for their specialty behavioral health care (mental health and substance use disorder treatment).

Certain behavioral health services are funded by the Washington State Legislature (outside of Apple Health) or by federal grants. These services complement Apple Health benefits and may be available to BHSO-covered Apple Health clients who meet specific program and medical necessity criteria.

Who will be enrolled in BHSO coverage?

HCA will automatically enroll clients in BHSO coverage when a person is eligible for behavioral health services under Apple Health but receives their physical health coverage outside the managed care program. This includes:

- Individuals with primary insurance through Medicare (traditional or Part C)
- Individuals who must meet spenddown requirements before they are eligible for Apple Health benefits
- Certain individuals who have private insurance coverage

What services are covered in the BHSO program?

Mental health inpatient treatment

Medically necessary inpatient crisis care:

- Evaluation
- Treatment
- Community hospitalization

Mental health outpatient treatment

Mental health outpatient services may include:

- Intake evaluation
- Individual treatment services
- Medication management
- Medication monitoring
- Group treatment services
- Peer support
- Brief intervention and treatment
- Family treatment
- High intensity treatment
- Therapeutic psychoeducation
- Day support
- Stabilization services
- Rehabilitation case management
- Mental health services provided in a residential setting
- Special population evaluation
- Psychological assessment

Substance use disorder services

Substance use disorder services may include:

- Assessment
- Brief intervention and referral to treatment
- Withdrawal management (detoxification)
- Outpatient treatment
- Intensive outpatient treatment
- Inpatient residential treatment
- Opiate substitution treatment services
- Case management

How is the BHSO program different from the Behavioral Health Organizations we were accustomed to using?

The coverage provided in the BHSO program is the same coverage provided to individuals who received care through a behavioral health organization (BHO), prior to implementation of integrated managed care. The main difference is that the BHSO program is operated by the managed care plans that operate integrated managed care plans. This means clients with a BHSO will have access to the same behavioral health provider networks as clients in integrated managed care plans do.

How are clients enrolled in the BHSO program? How do clients pick a BHSO plan?

Apple Health clients who are **not** enrolled in an Apple Health managed care plan but are eligible for the BHSO program will be automatically enrolled into the BHSO program with one of the available managed care organizations.

Clients can change their plan at any time by contacting the HCA Medical Assistance Customer Service Center toll-free at 1-800-562-3022, Monday through Friday from 7 a.m. to 5 p.m. (TTY/TDD 711 or 1-800-848-5429 for people with hearing or speech equipment.) Note that plan selections typically take effect the beginning of the next month.

Learn more

Learn more about Healthier Washington and integrating behavioral and physical health care at: www.hca.wa.gov/apple-health-managed-care and www.hca.wa.gov/about-hca/healthier-washington/integrated-physical-and-behavioral-health-care.