

North Sound Mental Health Administration
 RSN for Island, San Juan, Skagit, Snohomish, and Whatcom Counties
 117 North First Street, Suite 8
 Mount Vernon, WA 98273



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The Vision of Hope and Paths to Recovery
 NSMHA is committed to the Vision of Hope and Paths to Recovery for consumers in the North Sound Region. Recovery is a process through which a person with mental illness can recover hope, self-worth, dignity, and life meaning.

Who is eligible?

You and members of your family who live in Island, San Juan, Skagit, Snohomish, or Whatcom Counties.

What types of services are available?

- Rehabilitation Case Management
- Stabilization Services
- Therapeutic Psycho-Education
- Special Population Evaluation
- Hearing and/or Language Interpretation Services
- Culturally Appropriate Services
- Intensive Outpatient Treatment
- Group Treatment Services
- Intake Evaluation
- Medication Management
- Medication Monitoring
- Peer Support/Drop-in Center
- Psychological Assessment
- Brief Intervention Treatment
- Crisis Services
- Day Support
- Family Treatment
- Freestanding Evaluation and Treatment
- Individual Treatment Services
- Culturally Appropriate Services
- Intensive Outpatient Treatment
- Mental health services while in a residential setting

These Services are available within available resources:

- Respite Care
- Mental Health Clubhouse
- Supported Employment

The services listed are available to Medicaid Enrollees and eligible persons without Medicaid, within available resources. For special medically necessary mental health needs that are not provided by our network, you must request those services through your service provider.

What services are NOT covered?

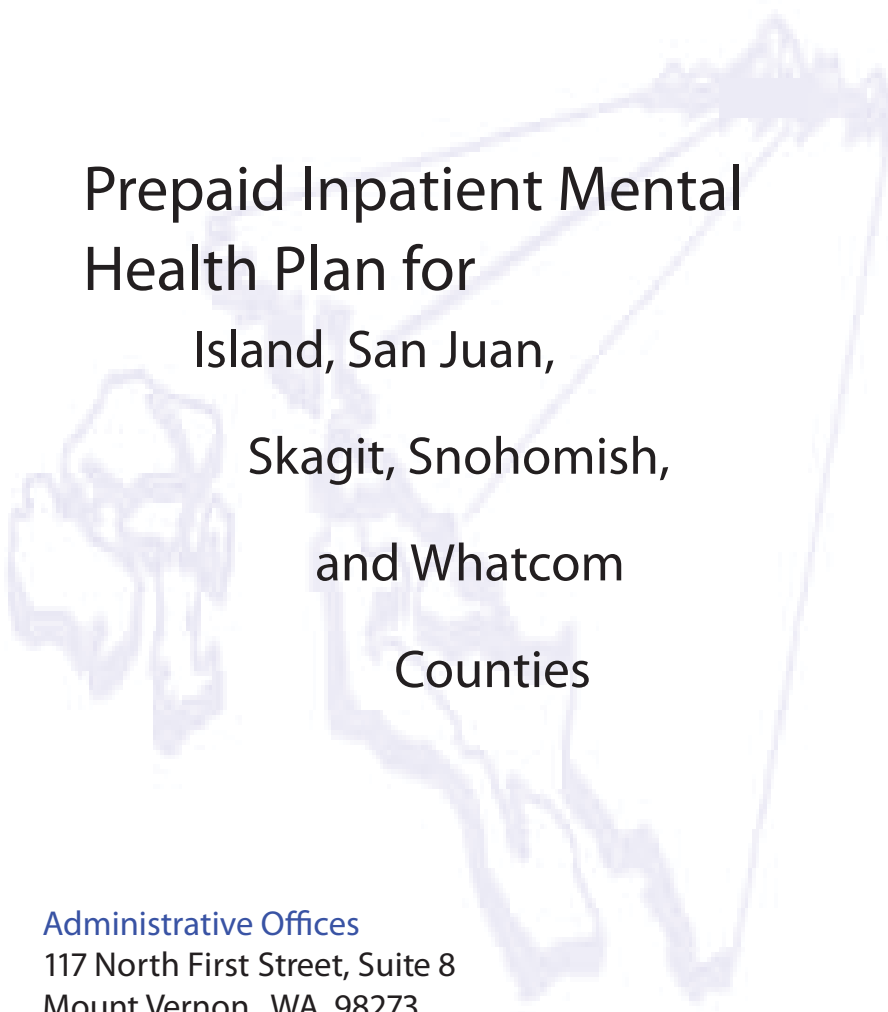
- Non-emergency, non-Medicaid transportation.
- Non-psychiatric prescription medication.
- Services from providers outside the NSMHA network unless authorized by NSMHA.

NSMHA Website: <http://nsmha.org>

To keep the mental health community informed, the NSMHA posts a website and publishes the Recovery Around the Sound newsletter. To access our website go to <http://nsmha.org>

To subscribe to our newsletter, call 360.416.7013 / 1.800.684.3555 or e-mail aroundthesound@nsmha.org.

North Sound Mental Health Administration



**Prepaid Inpatient Mental
 Health Plan for
 Island, San Juan,
 Skagit, Snohomish,
 and Whatcom
 Counties**

Administrative Offices

117 North First Street, Suite 8
 Mount Vernon, WA 98273

Phone 360.416.7013
 Toll-Free 800.684.3555
 Email nsmha@nsmha.org
 Website <http://nsmha.org>

Fax 360.416.7017
 TTY 360.419.9008
 Ombuds Toll-Free 888.336.6164

What is the mission of the North Sound Mental Health Administration (NSMHA)?

- Improving the mental health and well being of individuals and families in our communities.
- Crisis mental health services are available 24 hours a day, 7 days a week for anyone in the region.
- Timely access to medically necessary mental health services is available to everyone who is eligible for Medicaid.
- All services meet the highest standards of care.
- All mental health treatment is both consumer driven and responsive to public need.
- Treatment is individualized, incorporating strength-based collaboration with family and community, opening doors for recovery and hope.
- Public safety is a paramount consideration.
- Continuity of care meets the needs of the whole person, and access to other services is seamless.
- Services are culturally sensitive and appropriate.

You are invited to attend the monthly meetings of the Board of Directors and the Advisory Board, held in the NSMHA Conference Room, 117 North First Street, Suite 8, Mount Vernon, Washington.
 Board of Directors meetings: 1:30 - 3:00 on the second Thursday* of each month.
 Advisory Board meetings: 1:00 - 3:00 on the first Tuesday* of each month.
 *For more information or to confirm meeting dates, please call NSMHA at 360.416.7013 or visit our website: <http://nsmha.org>

Customer Service Desk

How can I contact the NSMHA Customer Service Desk?

Between the hours of 8:00 A.M. and 5:00 P.M. Monday through Friday, excluding holidays: Toll Free 1.800.684.3555/360.416.7013 For persons with a hearing/speech disability, please call the NSMHA TTY 360.419.9008/Washington Relay Service at 1.800.833.6384 The NSMHA will provide language interpretation for those with limited English Proficiency.
 Report Fraud and Abuse by calling Fraud and Abuse Officer Charles Benjamin at 1.800.684.3555 / 360.416.7013 or e-mailing: charles_benjamin@nsmha.org. You may report anonymously.

Ombuds

The North Sound Regional Ombuds provide consumer-directed advocacy for anyone applying for or receiving public mental 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.

Ombuds can:

- Advocate for consumers.
- Receive complaints from consumers, or with the consumers' signed permission,* from their families or friends.
- Listen to, keep a record of and investigate complaints.
- Help resolve complaints informally, with consumer consent.
- Research and investigate facts, policies, contracts, procedures, and laws relating to the complaint.
- Help consumers through the grievance, fair hearing and appeals process, when applicable.

Ombuds can not:

- Give legal advice.
- Provide case management or therapy.
- Provide medical or clinical opinions.

When necessary, the Ombuds are available to meet with you at an agreed upon location.

How can I contact Ombuds?

360.416.7004 - Toll-free 888.336.6164 - Fax 360.416-7550
330 Pacific Place, Mount Vernon WA 98273

Connections

Life-Threatening Emergency	911
24-Hour Care Crisis Response	800.584.3578
Non-Emergency & First Appointments	888.693.7200
Health & Human Services Information	211
Other Medicaid Resources:	
Medical Care.....	800.562.3022
Alcohol or Substance Abuse	877.301.4557
Aging and Disabilities Services	800.422.3263
Medicaid Transportation	800.562.3022

How Common is Mental Illness?

Approximately 54 million Americans are affected by one or more mental disorders. Approximately 19.6 million American adults, or 9.2 percent, suffer from a serious illness that substantially interferes with one or more major life activities.

An estimated 2.7 million children, as reported by their parents/ guardians suffer from definite or severe emotional problems that may interfere with their family life, their ability to learn, and their formation of friendships.

What are Some Warning Signs of Mental Illness?

- Prolonged depression (sadness or irritability)
- Delusions or hallucinations
- Thoughts of suicide/death
- Excessive fatigue/sleepiness or an inability to sleep
- Social withdrawal
- Sudden shift in basic personality
- Deterioration of social relationships
- Feelings of extreme highs and lows
- Exhibiting bizarre behavior, inappropriate laughter, peculiar use of words/language
- Inability to cope with daily problems and activities
- Excessive crying/inability to cry
- Strong feelings of anger from someone formerly good-natured and compliant
- Dramatic decline in academic/work performance
- Substance abuse

If you or a family member is experiencing symptoms of a mental illness, please contact your doctor or a mental health professional for an evaluation. You can access public mental health services through the Access Line at 888.693.7200.

What is a Mental Health Advance Directive?

It is a written document describing what you want to happen if you become so incapacitated by mental illness that your judgment is impaired and/or you are not able to communicate effectively. It can inform others about what treatment you want or don't want, and it can identify a person to whom you have given the authority to make decisions on your behalf. Individuals may also initiate complaints concerning noncompliance with the requirements of an advance directive for psychiatric care with the Mental Health Division (MHD) at 888.713.6010.

Your Mental Health Rights

As a person receiving public mental health services, what are my rights?

- To be treated with respect and dignity.
- To have your privacy protected.
- To help develop a plan of care and services that meet your needs.
- To participate in decisions regarding your mental health care.
- To receive services in a barrier-free location (accessible).
- To request information about names, locations, phone numbers, and languages for local agencies.
- To receive the amount and duration of services you need.
- To request information about the structure and operation of the NSMHA.
- To receive services within 2 hours for emergent care and 24 hours for urgent care.
- To be free from the use of seclusion or restraints.
- To receive age and culturally appropriate services.
- To be provided a certified interpreter and translated material at no cost to you.
- To understand available treatment options and alternatives.
- To refuse any proposed treatment.
- To receive care that does not discriminate against you (e.g., age, race, type of illness).
- To be free of any sexual exploitation or harassment.
- To receive an explanation of all medications prescribed and possible side effects.
- To make an advance directive, which states your choices and preferences for mental health care.
- To receive quality services that are medically necessary.
- To have a second opinion from a mental health professional.
- To file a grievance with your agency or NSMHA.
- To file a Prepaid Inpatient Health Plan (PIHP) appeal based on a PIHP written Notice of Action (for Medicaid enrollees).
- To choose a mental health care provider or choose one for your child who is under thirteen years of age.
- To change mental health care providers during the first 90 days, and sometimes more often.
- To file a request for an administrative (fair) hearing.
- To request and receive a copy of your medical records and ask for changes.
- To be free from retaliation.
- To request NSMHA and Community Mental Health Agency (CMHA) policies and procedures as they pertain to your rights.

NSMHA Contracted Providers

Island County	
Compass Health, Coupeville	360.678.5555 / 800.457.9303
San Juan County	
Compass Health	360.378.2669 / 800.457.9303
Skagit County	
Catholic Community Services	360.856.3054 / 888.504.9992
Compass Health	360.419.3500 / 800.457.9303
Sea Mar Clinic	360.428.8912 / 866.923.2312
Sunrise Services	360.336.3762 / 888.774.9658
Snohomish County	
Compass Health	425.349.6200 / 800.457.9303
bridgeways	425.513.8213 / 877.355.8668
Sea Mar Clinic	425.347.5415 / 866.923.2312
Catholic Community Services	425.257.2111 / 888.504.9996
Sunrise Services	425.493.5800 / 877.493.5890
Whatcom County	
Catholic Community Services	360.676.2164 / 888.504.2221
Interfaith Community Health Clinic	360.676.6177 / 877.235.6850
Lake Whatcom Center	360.676.6000 / 888.676.6002
Sea Mar Clinic	360.734.5458 / 866.923.2312
Whatcom Counseling & Psychiatric Clinic	360.676.2220 / 888.311.0120

For more information, call your County Mental Health Coordinator:

Island County Coordinator	360.678.7881
San Juan County Coordinator	360.378.4474
Skagit County Coordinator	360.336.9395
Snohomish County Coordinator	425.388.7200
Whatcom County Coordinator	360.676.6724

You may request and obtain names, locations, phone numbers and specialties of individual providers and non-English language capabilities of network providers by calling 360.416.7013 (NSMHA). Agencies outside the North Sound Region seeking verification and/or approval for individuals covered by the North Sound Prepaid Inpatient Mental Health plan call 888.693.7200 (Access Line).