

We need your help!

Dear Provider:

The Department of Social and Health Services (DSHS) has developed the enclosed tool kit to help you address drug and alcohol issues with your patients!

DSHS has expanded its drug and alcohol assessment and treatment service. We can now better help address the very complex issue of abuse and addiction in your patient population. We are beginning this coordinated effort for clients who reside in Yakima, Clark, Spokane, and Pierce counties.

We are offering you a set of tools that will help you get the necessary care to your patients. We have included a comprehensive client profile which is a listing of services (ER Hospital services, drug services, and other services) for your clients most recent 12 months. These clients were selected because of their complex issues as mentioned above. It should be noted however that information on some clients may be incomplete as the client profile does not contain any Mental Health Diagnosis or any prescriptions typically associated with Mental Health treatment due to client confidentiality. Instructions are on the last page of the tool kit on how to obtain a complete profile.

In order to help you further, a special web site has been established which will allow you to access the tools via the web. Please save in your favorites the following address: <http://maa.dshs.wa.gov/pharmacy/ToolKit.htm>.

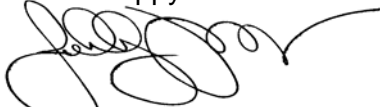
How can you use the tool kit?

Please consider using any of these tools that address your patient's need. These include:

- Getting Your Patient Assessed And Potentially Into Alcohol And Drug Treatment
- New And Innovated Treatments For Chronic Pain
- Lock In Programs To Curb Abuse And Misuse Of Medical Resources
- Case Management Resources For The Aging And Disabled
- Getting 12 Month Rx Histories And Reducing Narcotic Misuse/Abuse
- Resources For The Dually Diagnosed (Mental Illness And Substance Abuse)

Where do I call if I have questions?

You can call any of the numbers listed on the tool kit, or you can call me at (360) 725-1611. I would be happy to discuss issues and work with you in getting the best care for your patients.



Jeffery Thompson, MD, MPH
Chief Medical Officer
Washington Medicaid

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HELPING PATIENTS WITH ALCOHOL AND OTHER DRUG ISSUES

Clinicians and managers sometimes face a difficult process when working with patients whose condition has deteriorated because of alcohol and other drug problems. One effective way to assist your patients is to use a comprehensive and balanced set of tools. Here are some of those tools and contacts:

GETTING YOUR PATIENT ASSESSED AND POTENTIALLY INTO ALCOHOL AND DRUG TREATMENT

CHEMICAL DEPENDENCY TREATMENT 24-Hour Referral Number: 1-800-562-1240

Web site: <http://www1.dshs.wa.gov/dasa/services/treatment/treatmentexpansion.shtml>

Washington State has expanded chemical dependency treatment funding.

TREATMENT IS NOW AVAILABLE FOR MEDICAID PATIENTS.

- Patients who need alcohol/drug treatment, including pregnant women, should be referred to the Alcohol/Drug Helpline to arrange for an assessment, to locate a treatment agency, and to verify that they are eligible for state-funded services. **The 24-hour number is 800-562-1240.**
- In Yakima County, patients can also be referred by calling Eric Larson at (509) 225-6232 Monday–Friday from 8-5
- In Clark County, patients can also be referred by calling Ruth Leonard at (360) 725-3742 Monday-Friday from 8-5
- For help screening patients in need of alcohol/drug treatment, providers can access a screening and referral pocket card at: <http://www1.dshs.wa.gov/pdf/hrsa/dasa/PocketScreeningGuide.pdf>
- For additional information about chemical dependency go to: <http://www1.dshs.wa.gov/word/hrsa/dasa/ScreeningGuideforMedicalProf.doc>
- For additional information about chemical dependency and support services for pregnant women go to: <http://www1.dshs.wa.gov/pdf/hrsa/dasa/PregnantWomenGuide.pdf>

NEW AND INNOVATIVE TREATMENTS FOR CHRONIC PAIN

SPECIAL PROVIDER INFORMATION Web site: <http://maa.dshs.wa.gov/pharmacy/ToolKit.htm>

- A **chronic pain contract** is a way for providers and patients to agree on the ground rules as they set out to address a patient's chronic pain. <http://maa.dshs.wa.gov/pharmacy/ChronicPainAgreement.doc>
- Another tool for providers and treatment agencies is the **disclosure form** that allows providers to access their patient's drug treatment and screening records.

Without disclosure, providers may be working in the dark. A model form is available at: <http://maa.dshs.wa.gov/pharmacy/DisclosureForm.doc>

- Providers can access a **screening and referral pocket card** at the following location: <http://maa.dshs.wa.gov/pharmacy/ToolKit.htm>

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LOCK IN PROGRAMS TO CURB ABUSE AND MISUSE OF MEDICAL RESOURCES

PATIENT REVIEW AND RESTRICTION (PRR) PROGRAM

Phone: 1-360-725-1780

Web site: <http://maa.dshs.wa.gov/PRR/>

- PRR limits high-utilizing patients' ability to circumvent providers and access excessive or harmful services. For at least 24 months, PRR patients are restricted to:
 - One primary care provider
 - One narcotic prescriber
 - One pharmacy
 - One hospital for non-emergent services
 - PRR referral and assistance line: 1-800-794-4360, ext. 51780 or **(360) 725-1780** (Calls are returned within 24 hours Monday through Friday)
 - PRR status is available, and sign up for WAMED can occur, through the following link.
<https://wamedweb.acs-inc.com/wa/general/home.do>

CASE MANAGEMENT RESOURCES FOR THE AGING AND DISABLED

AGING AND DISABILITY SERVICES ADMINISTRATION (ADSA)

Phone 1-800-422-3263

Web site: <http://www.adsa.dshs.wa.gov>

The Aging and Disability Services Administration assists children and adults with developmental delays or disabilities, cognitive impairment, chronic illness and related functional disabilities to gain access to needed services and supports by managing a system of long-term care and supportive services that are high quality, cost effective, and responsive to individual needs and preferences.

- **Aging and Disability Case Management:** This office in DSHS has some 1100 case managers serving 48,000 clients. Providers can access a case manager through **1-800-422-3263**. More details are at <http://www.aasa.dshs.wa.gov/Resources/rcshelp.htm> A nearby site includes helpful brochures, booklets, handbooks, and wallet cards at <http://www.aasa.dshs.wa.gov/Library/publications/>

REDUCING NARCOTIC MISUSE/ABUSE

NARCOTIC REVIEW/PRIOR AUTHORIZATION

Fax: (360) 725-2122

- Clients with excessive narcotic prescriptions can be placed on **Prior Authorization**, a process that will require your review of their prescription history before authorization. You, not the agency, determine the medical necessity of the narcotic. You are also able to see what other doctors and ERs are prescribing. A recent pilot program on drug utilization experienced a 30% reduction in clients with 10 or more scripts per month. To request information or to refer patients for Prior Authorization fax the above number.

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GETTING 12 MONTH HISTORIES OF ER, INPATIENT AND OUTPATIENT HISTORY

We have included with your mailing a 12 month history that does not contain any Mental Health Diagnosis or prescription information if applicable for your clients. With a signed release of information disclosure form, Mental Health Diagnosis information that may not be on the enclosed client profile, can be included (if applicable) to the client profile. This will provide you with even a more complete set of diagnosis information. A client release is available at <http://maa.dshs.wa.gov/pharmacy/DisclosureForm.doc>. Medicaid can provide an even more detailed client profile of ER use/date, Inpatient date/diagnosis, and detail prescription history (drug/dose/date/prescriber) by sending the signed release to Attn: Carolyn Geimer @ fax number 360-664-3884. After you transmit this signed release we will confirm your return FAX number and send you a more complete profile.

RESOURCES FOR THE DUALY DIAGNOSED (MENTAL ILLNESS AND SUBSTANCE ABUSE)

DUAL DISORDERS PROGRAMS

For patients with suspected dual disorders involving chemical dependency and mental illness, referrals can be made to providers in Clark, Yakima, Spokane, and Pierce Counties listed below. For additional details about these programs, visit the Tool Kit Web page at <http://maa.dshs.wa.gov/pharmacy/ToolKit.htm>

- ▶ **Yakima County: Central Washington Comprehensive Mental Health, Yakima.**
Referrals can be made by calling Ed Thornbrugh at (509) 575-4084, extension 2716, Monday-Friday 9-5.

- ▶ **Clark County: Integrated Mental Health/Chemical Dependency Program, Vancouver.**
Referrals can be made by calling Cindy Stevens at Lifeline Connections, (360) 397-8246, extension 7538, Monday-Friday 9-5.