

theBHPN
behavioral health provider network

Client Handbook





Welcome to the BHPN!

Welcome to the Behavioral Health Provider Network (the BHPN). You are receiving this Client Handbook as a client, parent, or guardian for a client receiving services from a provider in the BHPN network.

An Introduction to the BHPN

The BHPN is a network of vetted behavioral health and therapy Providers that deliver evidence-based treatment to clients of all ages living with disabilities, especially those living with Autism Spectrum Disorder (ASD).

The BHPN has over 90 Providers in the network providing an array of behavioral health treatment services, including applied behavior analysis (ABA), occupational therapy, physical therapy, and speech therapy.

The BHPN team matches clients and their families with a provider in the network to deliver behavioral health treatment services based on the client's needs. We support the client and family throughout treatment.

The BHPN's Purpose

The purpose of the BHPN is to change the way the world defines and views disability by making profound, positive differences in people's lives every day. By holding our Providers to the highest standards, we aim to satisfy the treatment goals of our clients as much as possible.



Our High Standards and Excellence

The BHPN is accredited by CARF International (CARF). This three-year accreditation is the highest level of accreditation that CARF awards and validates that the BHPN meets internationally recognized standards for high-quality services. CARF is an independent, nonprofit organization focused on advancing the quality of services used to meet clients' needs for the best possible outcomes.



The BHPN's main goals are quality of care, innovation, and the achievement of high standards. We focus on continuously improving quality of care and customer satisfaction. All Providers and clinical staff members of the BHPN participate in ongoing training in the latest research in the field, up-to-date treatment approaches, cultural awareness, and understanding the diverse populations we serve.





The Client Handbook Content and Organization

The Client Handbook provides information on the BHPN’s services and policies that help us provide effective services. We give our clients the Client Handbook before the start of services. We encourage you to use this handbook as a source of information before and during your time with us.

In this Client Handbook, you will find information about

- Your Care Team
- Treatment Plans
- Policies

When You Have Questions

If you have any questions, contact your BHPN Clinical Case Manager or 855-the-BHPN. We want to make sure all clients, parents, and guardians understand how the services provided by the BHPN provider can improve the lives of people with developmental disabilities – especially those with ASD.

What’s Next?

- STEP 1:** Review the contents of this Client Handbook.
- STEP 2:** Clients or their parents or guardians must provide written consent before receiving services.

IMPORTANT:

Throughout this Client Handbook you will see “Tip” sections. Tips offered in the Client Handbook include helpful information and proven parenting strategies.

Key Terms

Client

An individual who receives needed treatment through the BHPN.

You

“You” used in this client handbook refers to the person receiving services (the client) and the client’s parent or guardian.

Guardian

Someone who is authorized to make medical decisions for a client or on behalf of a client. This could be a parent or another person responsible for the client’s medical decisions, such as a grandparent.



tip

Set aside time to review this Client Handbook. This information is important. Take time to read all of the information and keep it for your records.

Can I Get Interpreter Services?

The BHPN and its Providers offer interpreter services to clients and families. If you would like to use this service, please ask for assistance from any member of your care team.

An Introduction to Our Treatment Services

As part of the client's treatment plan, we perform assessments over several appointments with the client in order to better understand the client's current behavioral health needs. Participation by parents or guardians is a very important part of the process, as we will ask for feedback about the client and his or her treatment plan, and talk about when the client will graduate or transition from a treatment.

What is Treatment?

- a short-term opportunity
- intended for gaining skills and resources that are needed in order to manage the symptoms of autism or other developmental disability
- an important time for clients and families to build their skills
- different for every client who comes to the BHPN for treatment

Care Path



Initial Assessment

The BHPN Clinical Case Managers will conduct an initial assessment to determine the client's behavioral health needs and match the client and family with a behavioral health provider, based on these needs.

Plan Development and Review

The Provider in the BHPN will establish the client's treatment objectives, develop the treatment plan, and review the treatment plan with the client, parent, and/or guardian.

Treatment

The first treatment period usually lasts about six months. During treatment sessions, the Provider working with the client will follow the treatment plan developed during the assessment. If a client, parent and/or guardian is concerned about the treatment plan at any time, or the client is not making progress, please talk with your BHPN Clinical Case Manager.

Treatment is not a long-term solution. It is a short-term opportunity to obtain the skills and resources necessary to manage the symptoms of a disability. We view treatment as an important time for clients and families to build their skills.

Ongoing Assessments

At least every six months the Provider conducts a reassessment of the client. At this reassessment, the Provider looks at the same measures used during the first assessment. This is how the team can see how much progress a client has made. At each reassessment, the team will talk about graduation from treatment or transition to another type of treatment.

Graduation

Upon the treatment plan goals being met, a discussion about graduation and transition from the treatment will be discussed.



Don't forget to schedule time for your child's session. When beginning services, look at your family's daily schedule and determine if it needs to be changed in order to make time for the client's treatment sessions.

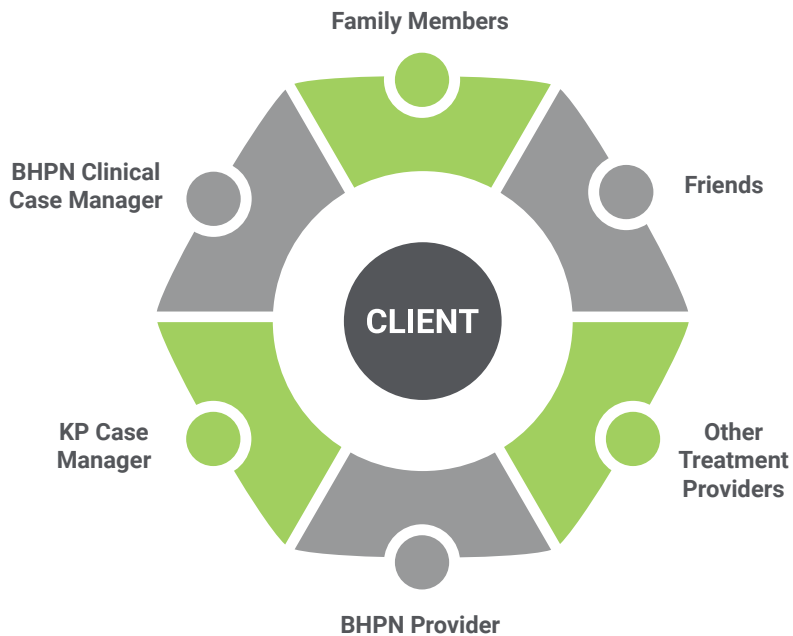


Your Care Team

Each client, family members, and others close to the client are an important member of the treatment plan.

Family and friends know the client best, and the BHPN Clinical Case Manager and Provider try to recognize their knowledge and experience. In order for treatment to work well, their participation in the treatment is necessary and will help the treatment team reach better outcomes for the client.

Care team members that are important to the treatment plan consist of:



Key Terms

BHPN Clinical Case Manager

Individual who is the primary point of contact for the client and family for questions that may arise related to treatment.

KP Case Manager

Individual who works at Kaiser Permanente and ensures service quality and customer service.

BHPN Provider

The organization in the BHPN that offers behavioral health services.

Session

The time during which a client receives services from a practitioner.

Coordinated Care by the BHPN Clinical Case Manager

At the BHPN, we are interested in understanding what matters to our clients and their families. We provide comprehensive case management services in order to provide support throughout the course of treatment.

A BHPN Clinical Case Manager is assigned to the client and family and continues to serve as the primary point of contact for questions that may arise related to treatment, care coordination, or other concerns.

What Does Your BHPN Clinical Case Manager Do?

SUPPORTS YOU

WHEN YOU NEED ASSISTANCE WITH NAVIGATING THE HEALTHCARE SYSTEM RELATED TO ASD AND TREATMENT



WHEN YOU NEED HELP UNDERSTANDING YOUR CHILD'S DIAGNOSIS AND ANSWERS ANY QUESTIONS RELATED TO TREATMENT



COORDINATES CARE

WITH YOUR TREATMENT PROVIDER AND OTHER TREATMENT TEAM MEMBERS THROUGH CARE COORDINATION MEETINGS



BY CONNECTING YOU WITH THE KAISER SYSTEM



PROVIDES RESOURCES

REGARDING DIAGNOSIS AND TREATMENT



RELATED TO BASIC NEEDS SUCH AS TRANSPORTATION, HOUSING, AND CO-PAY ASSISTANCE



UPON REQUEST SUCH AS SUPPORT, EDUCATION, COUNSELING, AND OTHER NEEDS



Collaborative Approach

We encourage other practitioners from different professional disciplines to work together and share their skills. Through this collaboration, the BHPN team is able to help clients and families reach the goals that they desire.

Besides input from the BHPN Clinical Case Manager and the client's Provider, the team may ask other professionals in a client's life, like a teacher or pediatrician, for their suggestions. The team wants to hear from the client and all the important people in the client's life.

Client's Voice

Every client has a voice. Some clients may not be able to say directly what they want and need. Others may communicate through their behavior, but not with words. No matter how a client expresses his or her wants and needs, the BHPN team believes it is very important to listen to the client's voice. As a client goes through assessment and treatment, the team will always listen to the client's voice. For clients age 12 years and older, the BHPN and the treatment team will be ensuring that the client's needs and preferences are prioritized as the key stakeholder of all treatment.

Importance of Family Member Involvement

Clients can improve with behavioral health treatment alone, but they improve much more when their family members are actively involved in their treatment. Active involvement does not mean getting a professional certificate or running treatment sessions. Family members and caregivers can help the client practice the skills he or she is learning in treatment as part of the client's everyday routine. For example, if the therapist is working on increasing the client's receptive identification skills, a family member can read picture books at home and have the client point to various pictures in the book.

Family Coaching

The client's BHPN clinical team will work with the client, family, and guardians to decide what the right level of participation is in order to reach the treatment goals. Practitioners will offer training and coaching on how clients and caregivers can work on treatment during and outside of sessions. Participation may include coaching on how, or not, to respond to certain client behaviors.



tip

All parents and guardians should understand all treatments. It is helpful for everyone involved in the client's care to understand all the treatments being delivered. If the client gets medical or educational services from other treatment Providers, let your BHPN Clinical Case Manager know what other services are being received.



tip

Don't do it alone. Join a parent support group online or in person. Reach out to friends, family, or your religious community for support.

What is the Nature of the Treatments?

Everyone is unique. That's why clients at the BHPN receive treatments that are personalized and designed specially to meet their particular needs. A care team is assigned to each client. This team is responsible for creating and individualizing each client's treatment.

Treatments are intended to be short-term and support families through current challenges. Treatments can restart if and when the client and family need additional support.

Treatments

Applied Behavior Analysis (ABA)

A common treatment option for individuals who have Autism Spectrum Disorder (ASD) is Applied Behavior Analysis (ABA), a scientific discipline focusing on meaningful changes in behavior through the analysis, design, implementation, and evaluation of social and other environmental modifications.

Applied Behavior Analysis will help an individual in many ways:

- Increase skills, such as communication, social interactions, and self-reliance skills
- Improve ability to focus on tasks with instruction
- Increase motivation to perform
- Decrease problem behaviors, such as self-injury or outbursts
- Help meet the needs and goals of the client and their parents

BHPN Providers offer home-based, group ABA services, and center-based services. ABA services can be provided at various locations to meet the client's needs.



tip

Focus on the desired behavior. Explaining or trying to reason with an upset child is difficult. For many parents and guardians this goes against how we would want to respond. For example, we want to reason, explain and force. Instead, focus on the behavior you want to see. Simple prompts such as "When you stop yelling, we will go to the park," can help.



tip

Review your session schedule. ABA treatment is a big commitment. Please be sure that the schedule your provider gives you, based on the dates and times you provided in the Schedule Questionnaire Form, work for you and your family.

ABA Program Components

Assessment

Providers in the BHPN use a formal assessment methodology to guide the development of a client's behavior program. This assessment occurs before treatment begins and is ongoing throughout the client's program to determine treatment effectiveness and whether the client's goals are being met.

Treatment

Clients and their families will receive an individualized treatment plan developed by a Licensed Behavior Analyst. The treatment plan is based off the initial ABA assessment and on-going re-assessments throughout the term of the plan. Data on a client's skill acquisition and behavior is recorded and analyzed regularly. Parents, family members and caregivers are also included in planning and re-assessments.

1:1 and Skills Group Treatment

ABA services include home-based, one-on-one ABA services; Parent Education services; and Skills Group ABA services where two or more clients meet with one or more behavior analysts to improve their cognitive and social skills.

Parent and Family Involvement

An important part of our ABA program is training parents, family members, and caregivers on how to assist in the client's program during and after sessions.

Skills Group Treatment

Our Applied Behavior Analysis (ABA) services include Skills Groups focused on teaching and reinforcing social skills development through structured social skill building activities.

The Skills Groups are uniquely designed and facilitated in groups of school-age children, adolescents, and young adults. One-on-one treatment is also available.

Occupational Therapy

Occupational therapy helps clients increase their level of functioning and become more independent. Therapies can include both activities of daily living and task-oriented therapeutic activities designed to improve or develop functioning.

Physical Therapy

Physical therapy uses physical interventions to increase and promote a client's physical function and mobility. Physical therapy can help a client better perform the physical activities of daily living. (Source: American Physical Therapy Association)

Speech Therapy

Speech therapy services work to prevent, assess, diagnose, and treat deficits in speech, language, social communication, cognitive-communication, and swallowing disorders. Speech language pathologists work with clients to improve speech and language skills through a variety of evidence-based treatment approaches. They provide direct services in the home and clinics.

Discharge

Being discharged means leaving the BHPN program. Planning for the discharge process starts as soon as the client begins receiving services. A client graduates or is discharged when the episode of care is complete, and the client and family have the skills and resources needed to maintain or continue improvement even after the client is no longer receiving services from us.

In some cases, however, we may need to discharge a client before their episode of care is complete for other reasons, such as not following BHPN or funding source policies and requirements, or if the client requests ending BHPN services. We also may discharge clients if treatment is not progressing as recommended by the Providers, such as when the client:

- Is unable to communicate with the BHPN or Providers in a manner that supports effective treatment
- Attends/participates in sessions inconsistently and/or cancels too many sessions
- Is away from treatment for 30 days or more
- Often arrives late to treatment sessions or leaves sessions early
- Is unresponsive to contact attempts (by phone, email, etc.)
- Does not provide needed documentation related to consent, custody or other issues that affect our ability to provide treatment
- Refuses clinically recommended treatment
- Tells the BHPN they do not want BHPN services anymore
- Moves to a home that is not in the BHPN's or the Funding Source's coverage area, and can no longer access services provided within the coverage area

The BHPN works with clients, their families and others involved as much as possible to take care of any issues before any client is discharged. When it is possible and it is recommended by your Provider, the BHPN may connect a client to another Provider for treatment.

Things to Know



Participation in Legal Matters

The BHPN remains neutral and does not take part in any legal matters or disputes involving clients, unless our participation is required by law.

Mandated Reporter Disclosure

Under California law, the Child Abuse and Neglect Reporting Act (CANRA), individuals working in the BHPN must promptly tell the county child welfare agency or the police/sheriff if they know of, observe, or reasonably suspect child abuse or neglect. Individuals working in the BHPN also must report suspected domestic violence and elder abuse.

Your Rights and Responsibilities

The BHPN and its Providers are committed to protecting the rights of our clients at all times, including our practitioners in the network maintaining required credentials, reporting to the professional board, and aligning to current policy.

You Have the Following Rights

- To receive services in a manner free from abuse, retaliation, humiliation, neglect and financial or other exploitation.
- To receive services voluntarily and of your own free will.
- To receive services that are sensitive to age, gender, sexual orientation, race, cultural or religious preference, health status and physical ability.
- To receive sufficient information prior to the start of any services, so that you can give informed consent.
- To refuse services offered after being notified of the benefits, alternatives and consequences.
- To be an informed participant by receiving information regarding services in a reasonably prompt and confidential manner.
- To access information and records in sufficient time to facilitate decision making, as outlined in the Notice of Privacy Practices.
- To have your records protected as required by applicable privacy law, as described in our Notice of Privacy Practices.
- To receive relevant information regarding the individuals providing services, to the extent permitted by organizational policies and applicable privacy laws.
- To be provided on request, an accurate and current set of professional credentials of practitioners working with the client.
- To contact the BHPN Customer Service Department to file a complaint without fear of retaliation or the imposition of any barrier to service.
- To be provided with information on how to lodge complaints about professional practices of practitioners through the applicable professional licensing/credential board.

Filing a Complaint or Grievance

Clients, parents, and guardians may file a complaint at any time without fear of retaliation. When we receive a complaint, the BHPN staff works to remedy the concern and prevent an issue from happening again.

Steps To Follow If You Have A Complaint Or Grievance

STEP
1

Ask to meet with your Clinical Case Manager or supervisor. Usually this is the only step you need to take. We are committed to resolving issues quickly. If you are not satisfied after meeting with a supervisor or manager, please move on to the second step below.

STEP
2

If the issue is not resolved by the BHPN Clinical Case Manager, **you may fill out a complaint form and submit it to the BHPN Quality Department** at Quality@theBHPN.org or call and share your complaint at 855-the-BHPN (855-843-2476).

STEP
3

The BHPN will work with you and the treatment team to resolve the issue in a way that is unbiased and ethical. You will receive a written response describing the status of the review.

You may also contact the Compliance HelpLine at 1-833-44-PROTECT to report compliance concerns.

Key Terms

Complaint

An expression of dissatisfaction about the experience within the BHPN.

Complaint Form

Obtain a copy of the form at theBHPN.org website or by calling the BHPN Customer Service at 855-the-BHPN (855-843-2476).

Authorizing Us to Share Protected Health Information (PHI) and Requesting Medical Records

You may authorize the BHPN to share your Protected Health Information (PHI) with another individual or entity by completing an Authorization to Disclose PHI. You may request a copy of your medical record by completing an Authorization to Release Records. Both of these forms can be obtained by emailing, calling, or mailing a request to the BHPN Customer Service department. It takes up to 30 days for a request for medical records to be completed.

You may revoke an authorization to disclose PHI except:

1. to the extent that we have already acted in reliance on the authorization, or
2. if (a) the authorization was obtained as a condition of obtaining insurance coverage and (b) other law provides the insurer with the right to contest a claim under the policy or the policy itself.



Financial Responsibility

The BHPN wants to be sure that people and families understand what they are responsible for paying.

You will receive a monthly statement from the BHPN, which will describe:

- The services (both direct and indirect) performed by a BHPN provider during the statement period.
- Any amounts you must pay, such as copays and deductibles.
- Information on the payment methods accepted by the BHPN (checks, money orders, and major credit cards).
- Expected time of arrival for statements.

We can help you understand what your financial responsibilities are through your health plan or other sources. We request you take these steps, as necessary:

- Complete the Financial Responsibility form before the services begin.
- Tell the BHPN if your Funding Source changes.
- Pay for the BHPN's cost of any checks returned for insufficient funds.
- If you do not have health insurance and you are not eligible for benefits from any health care plan or program that the BHPN has a contract with, you will be financially responsible for the full amount of all charges incurred for BHPN services during any period when you are without such benefits.
- Pay timely your share of cost for services received, such as copays, deductibles, coinsurance, and non-covered services.

The BHPN will do the following for you:

- Verify coverage and benefits with your Primary Funding Source.
- Get authorization for services from your Primary Funding Source.
- Submit claims to your Funding Source(s) for services provided by a BHPN Provider.
- Accept payment according to your Funding Source's explanation of benefits (EOB).

Your Primary Funding Source will do the following:

- Process the claims we submit and send payment to us.
- Send you an explanation of benefits (EOB) for each claim we submit. The EOB is not a bill; it describes your benefits and any cost that you are responsible for.

Your Secondary Funding Source will do the following:

- You will need to provide proof of Secondary Insurance Policy coverage. For example, for Anthem Blue Cross we need a copy of the front and back of your insurance card. For MediCal, we need proof of coverage or Verification of Benefits (VOB).

Key Terms

Primary Insurance

Your Primary Insurance Policy company may be Kaiser Permanente, TRICARE, and other.

Secondary Insurance

Your Secondary Insurance Policy coverage may be with Kaiser Permanente, Anthem Blue Cross, MediCal, Regional Center, and other.



tip

Check your insurance policy. For indirect care services – services that occur outside of the client's presence, such as when a practitioner develops a treatment plan – you may be responsible for some of the cost depending on your insurance plan, particularly if you have a deductible.



tip

For questions about your Kaiser Permanente health plan, contact Member Services at Kaiser Permanente (800) 464-4000. If you are unsure about your deductible or co-pay, Member Services can help you. The BHPN does not have information on clients' health coverage.



tip

Utilize the BHPN's Financial Planning worksheet. Most insurance plans charge a co-pay for each direct session. The BHPN Financial Planning worksheet will help you prepare for the cost of services, which is important to understand before setting your service schedule.



tip

Submit proof of coverage for any secondary insurance or funding.

Customer Satisfaction Surveys

The BHPN sends out customer satisfaction surveys to our clients and their families. We use these surveys to collect information to help improve our services. As explained in the Notice of Privacy Practices, the BHPN does not share or use client information for purposes other than treatment, payment, and health care operations, fundraising, or as required by law without getting your written consent first. You can choose whether or not to respond to the surveys. Your choice will not affect your ability to receive services from the BHPN.



Common Terms

The following are definitions of commonly used terms found in the Client Handbook.

BHPN Clinical Case Manager: Individual who is the primary point of contact for the client and family for questions that may arise related to treatment.

BHPN Provider: The organization in the BHPN that offers behavioral health services.

Client: Any individual receiving treatment services.

Evidence-Based Therapies: Treatments that a) are based on well-designed research and b) have been shown to be effective.

Funding Source: The organization responsible for some or all of the payment for services provided by the BHPN.

Guardian: The person authorized to make medical decisions on behalf of a client. This could be a parent but could be another person like a grandparent.

KP Case Manager: Individual who works at Kaiser Permanente and ensures service quality and customer service.

Practitioner: Individual working for a BHPN provider who delivers services. This work may be done with the client directly or indirectly on their behalf, like when a practitioner works on the client's treatment plan.

Service: Any clinical services provided to clients.

Session: The time during which a client receives services from a practitioner.

Supervisor Team: The BHPN Clinical Case Manager and KP Case Manager. The BHPN Clinical Case Manager oversees the client's treatment plan. Together both ensure the client's treatment plan is followed and the client is making progress.



theBHPN
behavioral health provider network

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Hours: M-F 8:30am – 5:00pm
(Clinical hours may vary by office and service)