

# NWF Health Network Policy & Procedure

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**Series:** 1000: Network Administration

**Policy Name:** NWFHN Services

**Policy Number:** 1002

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**Revised:** Board Meeting of 04/25/2024

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## Policy

It is the policy of the NWF Health Network (NWFHN), to deliver the most appropriate array of services for meeting the needs and timely access for children and families served. This includes all providers with contracts, subcontracts, service agreements and working agreements with NWFHN.

## Procedure

- A. NWFHN consumers will be provided with a choice of providers, to the extent possible within the available resources and service requirements.
- B. NWFHN services recipients will receive services in the least restrictive setting and at the most appropriate level of care. Additionally, consumers will be readily moved between programs or levels of care as service needs change or progress is made.
- C. The NWFHN will implement best, promising, and evidence-based services to meet the needs of children and families.
- D. NWFHN provider information will be made available to the public via the NWFHN website and is available upon request.
- E. The NWFHN providers will:
  1. Accept referrals through established access processes;
  2. Provide prompt service response via telephone or email as appropriate;
  3. Respond to non-urgent requests per the terms of their individual agreement;
  4. Maintain cost-free telephone accessibility;
  5. Provide services per the terms of their individual agreement;
  6. Provide mobile capability to respond to home, school, emergency room or police department for evaluation and crisis intervention, when necessary, available and appropriate.