

Network Notes

United Behavioral Health-Houston Care Advocacy Center News for UBH-contracted Clinicians and Facilities

Fall 2007

After-Hours Emergency Coverage

United Behavioral Health (UBH) is committed to ensuring that our members are receiving timely, quality care from network clinicians. In this effort, UBH Houston recently conducted an after-hours telephone survey of clinicians in Texas and Oklahoma. The survey was designed to determine whether or not clinicians were in compliance with the UBH after-hours coverage requirements for 24 hours a day, seven days a week. These requirements state that you must provide or arrange for the provision of assistance to members in emergency situations.

Our goal is that 100 percent of clinicians have provisions in place for after-hour emergency coverage for the established members they are treating. Overall, 81 percent of the clinicians had provisions for emergency situations during times the office is normally closed, including answering services to link the member to an on-call clinician, and/or partnerships with crisis line services.

Requirements regarding on-call and after-hours coverage can be found on page 22 of the UBH Network Manual, available at www.ubhonline.com.

Clinician Feedback Wanted

UBH values the collaborative relationship we have with our clinicians and would like you to be involved in our quality improvement projects and process.

We're interested in your ideas on new initiatives. You can provide feedback through a variety of avenues, including:

- The Network Clinician Advisory Council, which meets on a quarterly basis and offers clinicians an opportunity to contribute feedback about the various aspects of UBH practices and initiatives, including utilization-management processes and quality improvement programs and activities
- The Peer Review Committee, which meets on a monthly basis, and allows clinicians the opportunity to review potential quality of care concerns that have been brought to our attention

To provide feedback, or join UBH's Network Clinician Advisory Council or Peer Review Committee, contact the Houston Quality Improvement Department via e-mail at the following address: HoustonCACQI@uhc.com. You may request copies of the Houston Care Advocacy Center (CAC) Quality Improvement Program description and the annual evaluation, quality improvement studies and activities, preventive health programs, and member educational materials. Many of these items are also available online at www.ubhonline.com.

Member Education

Each year, UBH completes a member satisfaction survey. In 2006, members reported that their UBH network clinician informed them of community self-help groups only 36 percent of the time. The clinical resources tab on www.ubhonline.com allows you to obtain member educational materials as well as links to consumer organizations/self-help groups. UBH encourages all network clinicians to provide these materials and resources to members during their course of treatment. You can also direct members to the www.liveandworkwell.com. This site allows members to locate consumer groups, community resources, and self-help groups.

The following is a partial list of consumer organizations/self-help groups the members you are treating may find useful:

- www.nami.org — maintained by a grassroots mental health organization dedicated to improving the lives of persons living with serious mental illness and their families, this site includes information about depression and local support groups to help members cope with depression
- www.dbsalliance.org — maintained by Depression and Bipolar Support Alliance (DBSA); members will find educational materials and programs about living with mood disorders
- www.nimh.nih.gov — maintained by the National Institutes for Health; members will find articles describing the signs and causes of depression, treatments for depression, and tools to help them cope with depression
- www.samhsa.gov — a Web site maintained by the U.S. Department of Health and Human Services; members will find articles and tools to help them deal with AOD problems