

Network Notes

United Behavioral Health-Atlanta Care Advocacy Center News for UBH-Contracted Clinicians

Spring 2007

Keep Your Practice Information Updated

Please keep UBH informed of any changes to your personal or practice information such as your address, phone number, specialty, etc. Accurate information means more accurate claims payment and a better referral experience for our members. If you would like to alert us to a change, please submit your changes at www.ubhonline.com or contact Network Management.

Suggestions for Effective Discharge Planning

Effective discharge planning is crucial to ensuring the ongoing health and well-being of a member following acute care. To make the most of discharge planning, the process should include a UBH Care Advocate, the current clinician or facility, the member and family, the clinician at the next level of care, and any relevant community resources. Remember to make aftercare plans prior to discharge and to schedule the first follow-up appointment within seven days of discharge.

Initiation and Engagement of Alcohol and Other Drug Dependence (AOD) Treatment

As part of UBH's commitment to ensuring the highest quality of treatment across the continuum of care, we employ HEDIS® (Health Plan Employer Data and Information Set) measures to gauge the quality of care we deliver. In 2004, two new chemical dependency measures were added to HEDIS®. The measures track improvements in the treatment of the estimated five million people who need treatment for an AOD disorder and who are not currently receiving it.

The two HEDIS® measures are:

- Identification of Alcohol and Other Drug Services (IAD) — the number of members who received any AOD-related services during the measurement year
- Initiation and Engagement of Alcohol and Other Drug Dependence Treatment (IET) — the percentage of members diagnosed with AOD dependence (see IAD measure) who initiate treatment and the percentage who engage in treatment
 - Initiation of AOD Treatment is the percentage of members who initiate treatment through inpatient admission, or outpatient service for AOD dependence and an additional AOD service within 14 days
 - Engagement of AOD Treatment is the percentage of members who complete at least two additional AOD services within 30 days of initiation

Improving Member Satisfaction with Access to Treatment

In the most recent (2006) Member Satisfaction Survey, UBH Atlanta identified an opportunity for improvement in the domain of “Getting Treatment Quickly.” When members call UBH for referrals, or when they use the clinician search tool on the member Web site (www.liveandworkwell.com), it is vital to have the most up-to-date information on your practice to avoid delays in members reaching you.

Any changes in phone number and/or location should immediately be communicated to UBH. Information can be updated either:

- Online at www.ubhonline.com (click on “update practice info” link on the right side of the home page)
- By fax at 763-732-6260

- By mail to:
UBH Clinical Network
Services – Updates
P.O. Box 1459
Minneapolis, MN 55440-1459

You may also contact the Network Management for your state to provide your updated information.

Improving Member Satisfaction with Clinician Communication

In the most recent (2006) Member Satisfaction Survey, UBH Atlanta identified an opportunity for improvement in the domain of “How Well Clinicians Communicate.” The questions in this domain asked members whether they thought clinicians listened carefully to them, explained things in a way they could understand, showed respect for what they said, spent enough time with them, and involved them as much as they wanted in their treatment.

The following measures can be taken as a way to improve member satisfaction with clinician communication:

- Involve members in the treatment planning process.
- Provide additional information as appropriate to members about their condition and treatment options. A good resource for educational articles is the UBH member Web site, www.liveandworkwell.com.
- Provide additional information to

members about medications. A good resource is the Find Prescription and OTC Drug Information section on www.liveandworkwell.com.

- Assist members to understand the different types of treatment (for example, the difference between a medication management session and a psychotherapy session).
- Consider ending sessions with an opportunity for members to express questions or concerns about the session and their overall treatment.

Additional Resources

For additional information, you may contact us by calling 1-800-720-4128 or by e-mail at ATLQI@uhc.com. Available information includes:

- Psychiatric consultation services
- Links to distribution materials for members in easy-to-understand language on medications, their use and side effects.
- Self-help or support groups available to a member
- Information about behavioral health conditions
- Copies of any additional materials mentioned above