

Network Notes

Preventive Health Programs Help

PBH is committed to proactively supporting the overall health and well-being of members. Our preventive health programs help identify behavioral issues early and help members obtain treatment. For more information on any of the following programs, please visit our Web site at www.pbhi.com.

Healthy Lifestyles

When a member is going through a painful behavioral health issue, the entire family can be affected. This program helps families cope. Educational materials provide information to parents and adolescents on issues such as stress, alcohol, and violence. Adults concerned about alcohol abuse can take a screening by telephone or through the Internet. It is anonymous and confidential. It provides immediate results and an offer to speak directly with PBH staff for a treatment referral.

Depression Screening

Depression can be mild or all-consuming. If untreated, it can prevent a person from participating in normal daily activities and can create stress. Through this program, PBH members can self-screen for depression either by telephone or through www.pbhi.com. It is anonymous and confidential. Members receive immediate results from the screening and an offer to speak directly with PBH staff for a referral to treatment. Members can take this screening online at www.pbhi.com. On the main page select "Members" then "Self Help Tools" and "Depression Center."

Postpartum Depression Screening

Postpartum Depression (PPD) can occur a few days or even months after childbirth. PBH works with health plans to increase

the awareness of PPD among women at-risk. New mothers receive an educational brochure. The brochure contains a self-screening tool and encourages professional assessment if symptoms are present. Members can access these tools www.pbhi.com. On the main page select "Members" then "Self Help Tools" and "Depression Center," then click the "Postpartum Depression" link on the left-hand navigation bar.

Attention-Deficit/Hyperactivity Disorder

Attention-Deficit/Hyperactivity Disorder (ADHD) is one of the most common behavioral conditions of childhood. It affects about three to nine percent of school-age children. PBH offers parents and caregivers help in caring for children with ADHD. Parents or caregivers receive a toolkit with an educational brochure and worksheets designed to support adherence to treatment. Additional resources to help the child do better in school and other helpful information and worksheets are available at www.pbhi.com. On the main page select "Members" then "Self Help Tools" and "ADHD Toolkit".

Special Needs of Seniors PacifiCare of Colorado Only

Sometimes older adults can be at risk for Depression or other behavioral health conditions. PBH's Special Needs of Seniors program identifies those members who are at-risk for these disorders and have expressed interest for intervention. PBH contacts the member to provide information about behavioral health benefits and to assist the member with a referral to a behavioral health specialist, when requested.

Treatment Record Documentation Requirements

The same standards set for UBH clinicians and facilities are applied for PBH clinicians and facilities and for UBH providers treating PBH members. Performance on these standards is monitored through audits by UBH Network Management and held to the 85% performance goal. For those reviews that don't meet the performance goal, a plan for corrective action is requested and/or a re-audit within six months.

For the full list of documentation requirements, please refer to the UBH Clinician Manual and UBH Facility Manual, available at www.ubhonline.com. To request a paper copy of these requirements, please contact Network Management.

PBH Promotes Quality Improvement

PBH reviews and revises its quality improvement (QI) program each year. The QI program recommends policy, sets standards for customer service and quality of care, and makes sure actions are taken to improve performance and quality when needed. If you are interested, we can provide you with an overview of the program that includes a report of progress we have made toward meeting our goals.

To request a copy of PBH's QI program description, annual evaluation, or other QI activities that highlight information about our QI program goals, processes, and outcomes, please contact Network Management for your state.

Clinical Practice Guidelines

PBH has adopted nationally-recognized Best Practice Guidelines that were authored by the American Psychiatric Association (APA), the American Academy of Child and Adolescent Psychiatry (AACAP) and the Expert Consensus Guideline Series. The guidelines define an objective and evidence-based standard of care. Guidelines are reviewed at least every two years and updated as necessary.

Please visit www.ubhonline.com for additional information. This Web site provides a listing of the Best Practice Guidelines adopted from the APA and AACAP, direct Web links to the APA and AACAP portals and educational materials for members and clinicians. Interested parties may also call to request a paper copy of this information. Please contact Network Management for your state.

PBH Patient Rights and Responsibilities

It's important that you provide a copy of the PBH Patient Rights and Responsibilities statement to any PBH member who asks for one. To download and print the PBH Member Rights and Responsibilities, go to www.ubhonline.com. On the home page left-side fly-out menu, select "clinical resources" then "guidelines and policies." Select either clinician or facility manual and click on PacifiCare Behavioral Health Manual. To request a paper copy, please contact Network Management.

PBH Staff Availability and Questions about the Care Advocacy Process

Each PBH Care Advocacy Center is open for normal business operations Monday through Friday from 8 a.m. to 5 p.m., except on holidays. However, care advocacy staff are available 24/7, including holidays and weekends, to discuss clinical benefit determinations, appeals or any other questions about the care advocacy process. Any questions about care advocacy issues or questions about a specific care advocacy decision will be handled by a care advocate. Just call the toll-free number on the back of the member's insurance card to reach the appropriate care advocacy staff.

If you have received a certification letter or an adverse benefit determination letter and you wish to discuss any aspect of the decision with the care advocate or peer reviewer who made the decision, please

call the toll-free number provided in the letter. For all potential adverse benefit determinations based on the Level of Care Guidelines, PBH makes a peer reviewer available to you before the decision is made so that you may provide additional information about the case. You may discuss an adverse benefit determination with the peer reviewer during the case review process or after the decision was made. The peer reviewer can be reached by calling the toll-free number on the member's insurance card or by calling the toll-free number on the adverse benefit determination letter. If you need additional assistance, you can always call Network Management who will help you identify and contact the care advocate or peer reviewer for your specific case.

Affirmative Incentive Statement

Care Management decision-making is based only on the appropriateness of care as defined by the Level of Care Guidelines, the Psychological and Neuropsychological Testing Guidelines, and the existence of coverage for the requested service. PBH does not specifically reward its staff, practitioners or other individuals for issuing denials of coverage or service care. Utilization management decision makers do not receive financial or other incentives that result in underutilization of services.

The Level of Care Guidelines and the Psychological and Neuropsychological Testing Guidelines are available and can be downloaded from www.ubhonline.com. Select "guidelines/policies" from the "clinical resources" menu on the left side of the home page, and click on the company or state-specific link appropriate to your member. To request a paper copy of any of these guidelines, please contact Network Management.