

Network Notes

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

Fall 2008

Keep Practice Information Updated

We depend on our database for contact information in processing your claims payment and when referring United Behavioral Health (UBH) members to your practice. It's vital to have the most up-to-date information on your practice to avoid delays in members reaching you or processing claims payments. Any change in phone number and/or location needs to be communicated to UBH as soon as possible.

UPDATE YOUR INFORMATION:

- Online at www.ubhonline.com (click on "update practice info" link on the right side of the home page)
- By fax to: 763-732-6260
- By mail to:
UBH Clinical Network Services – Updates
P.O. Box 1459
Minneapolis, MN 55440-1459

Contacting Network Management Staff

Your Network Manager is available to assist you. He or she can answer questions about your contract, check the status of your credentialing process, obtain schedules of clinician training and additional clinician resources including key contacts. You also may contact the Network Manager for your state to report your updated practice information including changes in phone number and/or address. The contact information for your Network Manager can be found at www.ubhonline.com (click "[contact us](#)" on the upper-right corner of the home page, then scroll to the bottom of the page, find your state in the drop-down menu, then select "Search for Network Management Staff").

Coordination of Care

UBH-contracted clinicians and facilities are expected to coordinate care with other behavioral health and medical care professionals involved in a member's care. Communication with other behavioral health clinicians ensures that you're on the same page and can provide useful information regarding diagnosis and treatment approach. Communication with medical providers is necessary because mental health and substance abuse disorders frequently present with physical issues or medical illness. Coordinating with the medical physician ensures that the medical care is addressed while alerting the physician to the behavioral health issues. In summary, when clinicians communicate about diagnosis, medications, treatment interventions and progress, the result is better care for the member.

An easy-to-use Confidential Exchange of Information Form is available to facilitate coordination of care. This form is available for download at www.ubhonline.com (select Administrative Resources, Forms, UBH Forms, Sample Forms and Letters, Exchange of Information Form). Document in your notes any communication with other professionals or member refusal to allow coordination of care.

To assist you in finding the address of UBH clinicians, you can access the UBH Clinician Directory through www.ubhonline.com (select "Our Network," then "[UBH Clinician Directory](#)"). Calling the number on the back of the member's insurance card can provide the same information. Clinicians for Georgia Department of Community Health members may call 1-877-702-6342 select prompt #2, then #2, then #2.

Coordination of care not only results in better care for the member, but benefits you as well by establishing mutually beneficial collaborative relationships and providing opportunities for referrals.