

# Network Notes

U.S. Behavioral Health Plan, California News (USBHPC) for Contracted Clinicians and Facilities

Fall 2008

## Important Reminders

### Affirmative Incentive Statement

Care advocate decision-making is based only on the appropriateness of care as defined by the USBHPC Level of Care Guidelines, the USBHPC Psychological and Neuropsychological Testing Guidelines and the existence of coverage for the requested service. USBHPC does not compensate employees or appeal reviewers or clinicians for denials of coverage or service. There are no financial incentives for utilization-management decision-makers to encourage denial of benefits.

### USBHPC Public Policy Committee

In accordance with California law, USBHPC leads a Public Policy Committee to provide a formal structure for the comments and participation of covered enrollees and employer and health plan representatives. The committee consists of at least three subscriber enrollees of USBHPC, one USBHPC-contracted clinician and one member of the USBHPC Board of Directors.

The Public Policy Committee functions as a focus group to evaluate care and service proposals and to define USBHPC's public policy in accordance with the state's Knox-Keene Act. The committee also reviews and discusses:

- USBHPC's growth, management and fiscal updates
- Summary and trend reports on enrollee grievances and appeals, including information on the nature, volume and disposition of these actions
- Enrollee, clinician and facility satisfaction survey results and enrollee satisfaction activities
- Enrollee Rights and Responsibilities and other enrollee communications

The Public Policy Committee meets quarterly, and reports to the USBHPC Board of Directors. For more information regarding committee membership, please contact Eileen Innecken, USBHPC Director of Compliance, at 1-800-798-3053, ext. 16907.



### Resources and Services Available at ubhonline

We recommend that all participating clinicians take advantage of the resources and services that are available to you at our Web site, [www.ubhonline.com](http://www.ubhonline.com). Many of these resources do not require a user ID and password. The following claim resources are available to you: certification inquiry, claim inquiry, eligibility, and benefits and online support.

- Current versions of the Clinician and Facility Manuals
- Guidelines for Levels of Care, Best Practices and Psychological Testing
- Network Notes newsletter
- USBHPC contact information
- Downloadable forms and handouts
- Information about the ALERT® clinical model

The following activities require ubhonline registration:

- Inquire about and/or request certification of benefits
- Check member eligibility
- Submit claims

For those services that are part of the secured section of the site, you may request a user ID and password through the ubhonline® Support Center by calling toll-free 1-866-209-9320, or by using the "[live chat](#)" feature accessed through the site's "contact us" link.

## Care Advocacy Process Offers Peer Review Discussion

The USBHPC care advocacy process offers every clinician the opportunity to discuss a potential adverse benefit determination based on medical necessity with an appropriate peer reviewer at USBHPC before a final determination is made. You may request a discussion with a peer reviewer at any time during the decision process or after the decision has been made.



## Preventive Health Programs

USBHPC Preventive Health Programs for Depression and Attention Deficit Hyperactivity Disorder (ADHD) support early detection, the delivery of quality care and treatment success. To request materials or refer a member to one or both of these programs, please call 1-619-641-6335 and leave your name, mailing address and the information you would like to receive.

## Supplemental and Measurable Guidelines

USBHPC Supplemental and Measurable Guidelines for the Treatment of Major Depression Disorder (MDD) and Attention Deficit Hyperactivity Disorder (ADHD) were established to supplement the Best Practice Guidelines and assist with improving effective treatment. The [Supplemental and Measurable Guidelines](#), along with the [Best Practice Guidelines](#), can be found at [ubhonline](#). (Select "clinical resources" then "guidelines/policies" and then, "best practice guidelines".) If you do not have access to the Internet and would like to receive a paper copy of these guidelines, please call Clinical Network Services at 1-800-798-3053, ext.16232.

## Demographic Changes

If you make changes to your name, address, phone number or Tax ID, please notify us immediately. Please be aware that indicating these changes on claim submissions will not result in permanent changes to our records. You can update your demographic information through [ubhonline](#) or by faxing the information to Clinical Network Services at 1-619-641-6322.