

Network Notes

United Behavioral Health-St Louis Care Advocacy Center News for UBH-Contracted Clinicians and Facilities Spring 2008

Treatment of Schizophrenia

The nature and course of Schizophrenia places members with this diagnosis at risk for deterioration to a lower level of functioning if they are not seen regularly for treatment and/or monitoring of their current psychiatric status. To help ensure that this group of members receives quality care from UBH-contracted clinicians, it is encouraged that these members be seen at least quarterly for medication management and/or psychotherapy.

Timeliness of Scheduled Appointments

Recent member satisfaction survey results indicate a need to improve satisfaction with the timeliness of member's scheduled appointment time. Please continue efforts to see members within 15 minutes of their scheduled appointment time.

Clinician Satisfaction

The St. Louis Care Advocacy Center completed the 2007 Annual Clinician Satisfaction Survey of clinicians who served members in 2006. The goal of this survey is to identify opportunities for improvement in order to ensure ongoing quality services.

The survey results identified opportunities with respect to clinicians' satisfaction with the UBH authorization processes and in receiving clear/accurate answers regarding the now former Enhanced Outpatient Model. Since receiving the results of this survey in October 2007, UBH St. Louis has been working to improve clinician satisfaction in these areas. In support of this effort, the following considerations should assist in improving your experience:

- Include the correct initial authorization code(s) when billing for services. You will find information to help with the speed of claims processing, including the use of appropriate diagnostic, CPT and place of services codes located at www.ubhonline.com (From the left menu, select administrative resources/claim tips/claim submission hints.)
- The Network Manual is at [ubhonline](http://www.ubhonline.com)® and includes information relative to UBH authorization processes (see administrative tools clin/facility manuals)
- Call the toll-free 800 number on the back of the member's card that is specific to the member's health plan, which will allow UBH to transfer you to the proper department for your questions.

Additionally, registered users of [ubhonline](http://www.ubhonline.com)® can access information regarding member authorizations (select "cert inquiry" link via the "secured transactions" area).