

# Network Notes

News and Updates for UBH-Contracted Clinicians and Facilities

Spring 2008

## Important Reminders

### Treatment Record Documentation Requirements

Thorough, high-quality documentation and maintenance of medical records related to behavioral health services are key elements of member safety, coordination and continuity of care. United Behavioral Health (UBH) has developed comprehensive standards for documentation and maintenance of clinical records that are in line with the standards established by recognized national accrediting organizations. UBH requires all network clinicians and facilities to maintain records in a manner consistent with these standards and to conform to all applicable statutes and regulations.

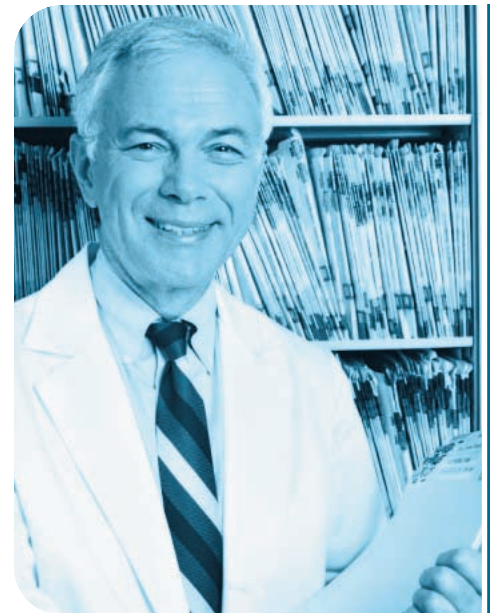
These documentation standards include details on recording clinical assessments, recommendations, treatment interventions and member response to treatment. They also address the need to document continuity and coordination of care activities, informed consent and special status situations.

It is important to note that treatment records need to be stored in a secure area, and practice sites must have an established procedure to maintain the

confidentiality of treatment records. Clinicians and facilities need to maintain an organized treatment record-keeping system that allows for easy retrieval and access by authorized personnel only.

UBH may review clinician or facility records during a scheduled onsite audit. An onsite audit can occur for a number of reasons, including pre-credentialing visits of potential high-volume practitioners, reviews of facilities without national accreditation and investigations of quality-of-care issues brought to UBH's attention.

The audits focus on the completeness and quality of documentation within treatment records. UBH has established a passing performance goal of 80 percent for both the Treatment Record Review and onsite audit. Scores under 85 percent require the submission of a written Corrective Action Plan or a signed attestation statement. Scores under 80 percent require a written Corrective Action Plan and a reaudit within six months of the initial audit.



For the full list of documentation requirements, please refer to your UBH Network Manual, available at [www.ubhonline.com](http://www.ubhonline.com). To request a paper copy of these requirements, please contact Network Management.

# Mental Health Condition Centers on [www.liveandworkwell.com](http://www.liveandworkwell.com)

UBH includes Condition Centers on the UBH member Web site, [www.liveandworkwell.com](http://www.liveandworkwell.com). (A link is also provided from the clinical resources section at [www.ubhonline.com](http://www.ubhonline.com).) These centers provide information about several mental health and substance abuse diagnoses, symptoms, treatment options, prevention, and other resources in one easy-to-access area. Just click any of the Mental Health Condition Center links to find Condition Centers on the following topics:

## **Abuse Condition Centers**

- Child Maltreatment and Neglect
- Domestic Violence
- Elder Abuse

## **ADHD Condition Centers**

- ADHD in Adults
- ADHD in Children and Adolescents

## **Alcohol & Drug Abuse / Dependence Condition Centers**

- Alcohol-Related Conditions in Adults
- Alcohol-Related Conditions in Children and Adolescents
- Drug-Related Conditions in Adults
- Drug-Related Conditions in Children and Adolescents

## **Anxiety Condition Centers**

- Generalized Anxiety Disorder
- Obsessive Compulsive Disorder
- Panic Disorder
- Post-Traumatic Stress Disorder
- Social Anxiety Disorder

## **Autism Condition Centers**

- Autism

## **Bipolar Disorder Condition Centers**

- Bipolar Disorder in Adults
- Bipolar Disorder in Children and Adolescents

## **Dementia Condition Centers**

- Alzheimer's disease

## **Depression Condition Centers**

- Depression in Adults
- Depression in Children and Adolescents
- Postpartum Depression
- Seasonal Affective Disorder

## **Eating Disorders Condition Centers**

- Anorexia Nervosa
- Bulimia Nervosa

## **Grief Condition Centers**

- Grief

## **Personality Disorders Condition Centers**

- Borderline Personality Disorder

## **Schizophrenia Condition Centers**

- Schizophrenia in Adults
- Schizophrenia in Children and Adolescents



## **Timely Access to Care**

To help ensure timely access to care and service, UBH has established the following standards:

### **Telephone Calls to UBH**

- Calls will be answered within 30 seconds
- Less than 5 percent of callers will hang up prior to reaching a live voice

### **Appointments with UBH Clinicians**

- In a life-threatening emergency, members must be seen immediately
- In a non-life-threatening emergency, members must be offered an appointment within six hours
- In an urgent situation, members must be offered an appointment within 48 hours (or 24 hours in some states)
- For routine situations, an appointment must be offered to members within 10 business days
- For discharge from an acute inpatient level of care, members should attend an appointment within seven days of the date of discharge

UBH also encourages all contracted clinicians to see members within 15 minutes of their scheduled appointment time. Please continue your efforts to be on time.

If you are ever unable to meet these appointment access standards, please contact UBH so that UBH staff may assist the member in finding alternatives. Since members use the "Find a Clinician" feature of the UBH member Web site, it is important that clinicians keep their availability status current. You can quickly and easily update this information at [www.ubhonline.com](http://www.ubhonline.com), or by contacting Network Management.

## Inform Members about Treatment Options

UBH has been working to improve member satisfaction in regard to being informed about treatment options. To support this opportunity for improving member satisfaction, please remember to:

- Inform members about self-help or support groups
- Inform members about the different kinds of counseling or treatment that are available

The UBH member Web site, [www.liveandworkwell.com](http://www.liveandworkwell.com), provides a link to a National Resource Directory (under "Find Resources") to which members can be referred. This feature allows members to find national, state and local resources for specific behavioral health conditions and life events (parenting, grief, disaster resources, etc.).

In addition, the clinician Web site, [www.ubhonline.com](http://www.ubhonline.com), can connect you to various organizations (select "Clinical Resources", then "Links", then "Consumer Organizations/Self-Help"). There is a link to the National Alliance for the Mentally Ill, which allows you to find local resources and support groups for your members.

## Continuity and Coordination of Care

UBH requires network clinicians to communicate information to the member's primary physician and/or between treating behavioral clinicians. An easy-to-use Confidential Exchange of Information Form has been created to facilitate coordination of care. This form is available for download at [www.ubhonline.com](http://www.ubhonline.com). There is no need to worry about HIPAA concerns if you use this form as it requires the member's signature to release treatment information.

As a part of coordinating care, you will need demographic information (name,

address, phone/fax number) on the member's other treating providers. By accessing [www.ubhonline.com](http://www.ubhonline.com), you can conduct a UBH network provider search to gather demographic data (Select "Our Network" then "Clinician Directory"). We also suggest that you encourage new members to bring this information for their first session paperwork.

Coordination of care also benefits you as the clinician. The process develops credibility, establishes mutually beneficial collaborative relationships and provides opportunities for referrals.



## Honoring the Billing Agreement

Member feedback indicates that some network clinicians and facilities have charged the entire cost of services up-front or balance-billed members for fees beyond the contracted amount. The Member Protection provisions of the UBH Participation Agreement allow you to request from members only applicable member expenses (copay, coinsurance, and/or deductible).

For more information about this and other UBH billing and claims guidelines, please consult the "Compensation and Claims Processing" section of your UBH Network Manual. The manual is available under the clinical resources section of [www.ubhonline.com](http://www.ubhonline.com). If you have questions regarding a specific billing or claims issue, please call the toll-free mental health services number on the back of the member's insurance card to speak with a UBH customer service representative.

# Clinical Practice Guidelines

UBH has adopted nationally recognized Best Practice Guidelines 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 objective and evidence-based parameters of care. UBH reviews the guidelines at least every two years and makes updates as necessary.

In addition to the Best Practice Guidelines, UBH has created Supplemental and Measurable Guidelines for the treatment of Bipolar Disorder, Attention-Deficit/Hyperactivity Disorder (ADHD) with children and Major Depressive Disorder (MDD). UBH monitors compliance with the following clinical key indicators of these Supplemental and Measurable Guidelines on at least an annual basis. Through this review process, a detailed analysis is conducted, potential barriers are identified, and interventions are implemented to improve performance.

## MDD

- Member should be seen at least three times for medication management and/or psychotherapy during the 12 weeks following diagnosis of MDD.
- When the MDD diagnosis is associated with inpatient care, the first of the three required visits is to occur within seven days of discharge from inpatient treatment.

## ADHD

For children ages 6-12:

- Member should be seen for a minimum of four medication management and/or therapy visits within six months of the initial diagnosis of ADHD.
- Time between the initial and second follow-up visit should be 30 days or less.

## Bipolar Disorder

- Member should receive at least one subsequent medication management or ECT visit within 6-10 months of completing an initial medication management or ECT visit at the start of treatment.
- Member should receive maintenance treatment which includes some form of psychosocial intervention as measured by visits with a behavioral health practitioner. Member should be seen for at least two psychotherapy/supportive contact visits within the initial six months of outpatient treatment.

Please visit [www.ubhonline.com](http://www.ubhonline.com) for additional information. This Web site provides a listing of the Best Practice Guidelines adopted by UBH from the APA, AACAP and The Expert Consensus Guidelines. Direct links are included to these organizations. This site also provides full

## UBH Promotes Quality Improvement

UBH reviews and revises its Quality Improvement (QI) program each year. The QI program recommends policies, sets standards for customer services 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 paper copy of a summary of UBH'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.

descriptions of the UBH Supplemental and Measurable Guidelines referenced earlier and educational materials for members and clinicians. You may also call UBH to request a paper copy of this information. Please contact Network Management for your state.

# Preventive Health Program

UBH has an online preventive health program that focuses on Major Depressive Disorder, alcohol abuse/dependence and ADHD. The program materials for each condition include educational materials, a member self-assessment, a list of resources and specific information on how to use the program. UBH periodically reviews the program content and updates it as appropriate. To view and print the current material for each of these three conditions, please visit [www.ubhonline.com](http://www.ubhonline.com) and select "clinical resources," then "member education," then "preventive health program." To request a paper copy of any of this material, contact Network Management. UBH will continue to look for ways to improve this program. If you have any input or comments about the program, please contact Network Management.

# UBH Patient Rights and Responsibilities

It's important that you provide a paper copy of the UBH Patient Rights and Responsibilities statement to any UBH member who asks for one. You can download and print the most recent version from the UBH Network Manual posted on [www.ubhonline.com](http://www.ubhonline.com) (select "clinical resources," then "guidelines/policies"). To request a paper copy of the revised statement, please contact Network Management.

## Postpartum Depression Screening

Postpartum Depression (PPD) can occur a few days or even months after childbirth. We work 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.

## UBH Staff Availability and Questions about the Care Advocacy Process

Each UBH 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 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 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 determinations based on the UBH Level of Care Guidelines, UBH 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 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 determination letter. If the peer reviewer who made the decision is not available, UBH makes an appropriate peer reviewer available to you to discuss the decision. 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.

To contact Network Management, go to [www.ubhonline.com](http://www.ubhonline.com), contact us, and select your state, or call the following number: 1-800-711-6089, select option 5 and then option 4.

## Affirmative Incentive Statement

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

The UBH Level of Care Guidelines and the UBH Psychological and Neuropsychological Testing Guidelines are available and can be downloaded from [www.ubhonline.com](http://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.