

# NetworkNotes

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

Fall 2009

## Keep Practice Information Updated

We depend on our database for contact information in processing your claim payments 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 claim 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](http://www.ubhonline.com) (click on "My Practice Info" link on the right side of the home page)
- Or fax your practice information changes to Network Management

### 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, and provide additional clinician resources including key contacts. You 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](http://www.ubhonline.com) (click "Contact Us" on the upper-right corner of the home page, find your state in the drop-down menu, then select "Search for Network Management Staff").



# ADHD Educational Materials to Members

As appropriate, UBH-Atlanta Care Advocacy Center mails educational materials to members diagnosed with ADHD. The mailing includes an educational brochure and an exchange of information form which promotes coordination of care among behavioral and medical clinicians.

The educational materials promote UBH guidelines for the treatment

of members diagnosed with ADHD including: returning to the doctor with the child within 30 days of starting a new prescription for ADHD, making sure the child sees a counselor or doctor at least four times in the first 6 months of treatment, and attending at least one family counseling session in the first 6 months of treatment

If you or any of your UBH members have questions about this information, please contact the UBH-Atlanta Quality Improvement Department by leaving a voicemail on our UBH order line (800-720-4128) or by sending an e-mail message to [ATLQI@uhc.com](mailto:ATLQI@uhc.com).

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## Coordination of Care

Clinicians and facilities contracted by UBH 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 are 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](http://www.ubhonline.com) (select "Administrative Resources," then "Forms," "UBH Forms," "Sample Forms and Letters," and then "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 ubhonline (select "Our Network," then "ubh/usbhpc clinician directory"). Calling the number on the back of the member's insurance card can provide the same information.

Coordination of care is particularly important for Georgia Department of Community Health (State Health Benefit Plan) members involved in the Bariatric Outreach Program. The purpose of the program is to assist members in their emotional

preparation for surgery. The program includes a comprehensive psychological evaluation and clinical interview, six months of either counseling with a bariatric specialist or participation in a bariatric support group pre-surgery, and three clinical follow-up contacts with a Bariatric Care Advocate post-surgery.

If you have further questions about this program for Georgia Department of Community Health (State Health Benefit Plan) members, please call 1-877-702-6342 and say "healthcare professional" then select option one.

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 potential referrals.

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## Additional Resources

For additional information, you may contact us by calling 1-800-720-4128 or by e-mail at [ATLQI@uhc.com](mailto:ATLQI@uhc.com). Available information includes:

- Psychiatric information services
- Information about behavioral health conditions
- Copies of any additional materials mentioned above