

NetworkNotes

United Behavioral Health-News for Network Clinicians and Facilities

Fall 2009

Cultural Competency Plan Available Online

UnitedHealthcare updates its cultural competency plan annually. The Cultural Competency plan outlines overarching goals to improve services along with objectives set to meet those goals. It also provides an overview of components of the plan: diversity of both health plan employees and the clinical network, provider education, linguistic services, community outreach, data analysis, electronic media, the performance improvement program and an annual evaluation. The plan ensures that the cultural and linguistic needs of plan members are met.

As a network clinician, you are critical to the success of this plan. It

is through your skills and expertise that members receive the cultural and linguistic support that they need to make sound treatment decisions and lead healthier lives.

The complete UnitedHealthcare cultural competency plan is available on line at www.americhoice.com. Should you require a printed copy of the plan, please contact your Public Sector network manager. The **Cultural Competency Plan** for Evercare at Home members can be found on the home page for Evercare at Home™ Florida.



State of Florida FARS/CFARS Reporting Requirement

Reminder: All contracted community mental health centers and behavioral health organizations should be reporting Functional Assessment Rating Scales (FARS for adults and CFARS for children or adolescents) Outcome Data. At a minimum, data should be reported semi-annually (January 15th and July 15th) to floridareporting@uhc.com using the FARS/CFARS template. A copy of the reporting template is available

on the **UBH Forms** page. To access, select "Forms" from the Quick Links at www.ubhonline.com, then select UBH forms and scroll to Florida FARS/CFARS Reporting Template. All contracted providers are responsible for ensuring that staff members are certified to provide these functional assessments. The **FARS/CFARS manual** as well as information on certification and training provided by Florida Mental Health Institute at the

University of South Florida is available at: <http://outcomes.fmhi.usf.edu/fars.htm>. Should you have questions regarding this process, please contact floridareporting@uhc.com or contact your Network Manager for Public Sector.

Receive Payment and EOBs Faster Through Electronic Payments and Statements

Did you know that United Behavioral Health offers Electronic Payments and Statements (EPS) for our network Practitioners? This service is offered through OptumHealth Financial Services.

EPS allows you to receive your claim payments and remittance advices electronically instead of through the mail. Your claim payments will be deposited directly into your designated bank account, and you can access all your payment and remittance advice information online.

To learn more about EPS and how it works, you can view a [demonstration](#) at www.optumhealthfinancial.com.

With your enrollment, you not only receive United Behavioral Health/ OptumHealth Behavioral Services claims and payments electronically, but also those from other payer organizations using OptumHealthSM Electronic Payments and Statements as well. Payers already using EPS include UnitedHealthcare, Medica, Harvard Pilgrim Health Plan and Evercare / SecureHorizons. You will be informed of additional payers as

they are added to the network through direct communications and the OptumHealth Financial Services Web site.

If you have any questions about EPS that are not addressed by the “EPS Provider Demo” or Frequently Asked Questions (posted as Provider FAQs), contact EPS support by calling 1-800-557-5745 option 3, then option 4 or by sending an e-mail to the EPS team at EPS@optumhealthfinancial.com.

Save Time and Money: File Your Claims Electronically

Filing your claims electronically can help you save time and money. Less paperwork and administrative time, means more time with your patients. United Behavioral Health currently accepts behavioral health and EAP claims electronically. Outpatient behavioral health claims can be submitted electronically through the

Claim Entry feature of ubhonline or as an EDI transaction and inpatient behavioral health claims can be submitted through an EDI transaction. Visit the [EDI Claims page](#) on ubhonline.

Nursing Home Consultations and Services Needed

Do you, or does your organization, provide consultations and mental health services to individuals who reside in Nursing Homes? We are currently recruiting for individuals and organizations that provide mental health services in nursing homes. For more information, please contact your Public Sector Network Manager.