

NetworkNotes

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

Spring 2009

Coordination of Care

Clinicians and facilities contracted by United Behavioral Health (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're 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](#) available for download at www.ubhonline.com (select "Administrative Resources"; then "Forms"; "UBH Forms"; "Sample Forms and Letters"; an 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 "[Clinician Directory](#)"). Calling the number on the back of the member's insurance card can provide the same information. Clinicians for Georgia Department of Community Health members may call 1-877-702-6342 and say "healthcare professional".

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 referrals.



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, obtain schedules of clinician training, and additional clinician resources including key contacts. You also 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 ubhonline (click "[Contact Us](#)" under "Quick Links"; find your state in the drop-down menu, and then select "Search for Network Management Staff").

Expedite Claims Processing, Use ubhonline

- Faster claim payment and disposition
- Reduced mailing time and expense
- Faster claim form completion
- More accurate claim information
- Higher level of auto-adjudication

UBH's clinician Web site, [ubhonline](#) supports entry of outpatient behavioral health claims by a registered user. This time-saving and secure transaction feature is designed to streamline the claim submission process with UBH. You can use the CMS-1500 claim form for routine outpatient services, and also submit claims for EAP services.

In most cases, you should be able to check claim status through the "Claim Inquiry" feature of ubhonline within two to three business days after entry. To see claims you have submitted through ubhonline, use the "Claim Inquiry" feature. This feature will show the claims you submitted directly to UBH via ubhonline. Once you receive a confirmation number through ubhonline, you can be assured that UBH received your claim successfully. At this time, ubhonline is not configured to grant online access to contracted hospitals/facilities. Therefore, a network hospital/facility cannot submit claims or perform other online secure transactions through ubhonline.

Additional Resources

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

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