

NetworkNotes

United Behavioral Health-Albany Care Advocacy Center News for The Empire Plan Clinicians and Facilities

Spring 2009

OptumHealthSM Behavioral Solutions Welcomes The Empire Plan

Effective January 1, 2009, OptumHealth Behavioral Solutions began administering the New York State Health Insurance Program's Empire Plan Mental Health and Substance Abuse Program (Empire Plan).¹

The transition benefit offered to Empire Plan enrollees in active treatment with a ValueOptions network provider concluded on March 31, 2009. We recognize that not all practitioners have completed the process to join the network. It is our goal to ensure care is not interrupted; therefore, we will continue to apply the in-network level of benefit for those practitioners who are in the credentialing process. Network providers must follow the terms and conditions set forth in the Provider Participation Agreement. It is important that you contact us at 1-877-7-NYSHIP or go to www.ubhonline.com to verify eligibility and

benefits prior to rendering care to any new Empire Plan enrollee.

The Empire Plan enrollees do receive 10 pass-through visits per member, per treatment provider, per treatment episode. If additional visits are required beyond the initial 10 pass-through visits you must submit an Outpatient Treatment Report (OTR) for medical necessity review. OptumHealth Behavioral Solutions encourages you to submit the OTR by the 7th visit to ensure timely authorization. OTR's can be submitted to:

OptumHealth Behavioral Solutions
The Empire Plan
PO Box 5190
Kingston, NY 12402-5190

Or

Fax to: 1-888-495-0145

We are committed to providing you with the tools necessary to enhance your experience as a network practitioner. We invite you to visit ubhonline.com to access the UBH Network Manual and the Empire Plan Addendum which includes information specific to the Empire Plan. In addition to the manual you will find a host of clinical and administrative resources including:

- online claims submission
- forms
- authorization inquiry
- claims inquiry
- eligibility and benefit inquiry
- update your practice information
- level of care guidelines
- best practice guidelines

We are excited for the opportunity to partner with you to deliver quality care to Empire Plan enrollees. Please stay tuned for future articles detailing clinical programs and quality initiatives specific to The Empire Plan.



Depression Management Program Available for NYS Empire Plan Members

OptumHealth Behavioral Solutions offers a Depression Management Program which provides services, including screening, education, referral, and case management for adults experiencing depressive symptoms. The Empire Plan offers the following:

- **Web based educational and screening materials.** The state-of-the-art materials can be found on the member Web site: liveandworkwell.com. The materials include scientifically based articles about the symptoms of depression, how to determine whether you are depressed, and how to begin feeling better.
- **Access to a Licensed Clinician.** Members may speak with a licensed clinical care advocate for a referral to a behavioral health network provider 24 hours a day at 877-7NYSHIP, option 3.

The Depression Management Program includes:

- **Direct mailings to members.** Members who have been treated for depression may receive educational materials sent directly to their home to help them to manage their depression.
- **Individualized Case Management.** Members may be recommended for the voluntary case management program. Licensed mental health clinicians will contact the participant (upon agreement to participate) at regular intervals to assist the member in accessing services, recommend additional resources and support coordination of care.

Clinicians can access resources on depression on the For Providers, Physicians, and Clinicians page of www.liveandworkwell.com. Resources include information about co-occurring

conditions, links to nationally recognized practice guidelines and education materials that can be printed out and given to your patients. There is a direct link from ubhonline, our Web site for network providers.

¹ OptumHealth Behavioral Solutions, by United Behavioral Health

