

# NetworkNotes

United Behavioral Health-St. Louis Care Advocacy Center News for UBH-Contracted Clinicians and Facilities

Spring 2009

## Routine Appointment Access

United Behavioral Health (UBH) is committed to ensuring that our members are receiving timely, quality care from network clinicians. In this effort, UBH St. Louis recently conducted a telephonic survey of network MDs and APRNs in Arkansas, Arizona, Colorado, Iowa, Indiana, Kansas, Kentucky, Missouri, Nebraska, New Mexico, Nevada, Ohio, Pennsylvania, Tennessee, Utah, and Virginia. The survey was designed to determine whether or not clinicians were in compliance with UBH's requirement for routine appointment

access, which states that you must offer a first time appointment for Mental Health and/or Substance Abuse services within ten (10) business days. This requirement can be found on page 32 of the ([Access to Care](#)) UBH Network Manual, available at [ubhonline](#).

The survey results indicate a need to improve compliance with the routine appointment access standard. If you are unable to offer an appointment within 10 business days, please notify 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's important that you keep your availability status and practice information current. You can quickly and easily update this information at [www.ubhonline.com](http://www.ubhonline.com) (from the homepage, registered users can select "Update Practice Info" from the secure transaction menu in the upper right corner) or by contacting Network Management.

## Continuity and Coordination of Care

Coordinating care improves communication among professionals and can create a better therapeutic experience for patients with their team of providers. UBH St. Louis has identified six specific ways you may make coordination of care part of your regular practice.

1. Incorporate coordination of care into the treatment plan and the billable time of the session periodically and at admission. You may want to dictate information to be coordinated during the session in front of patient.
2. Educate new members in pre-appointment information about bringing provider contact information to first appointment. Allow a place for recording this information on admitting paperwork.

3. Include in your voicemail message information on how to reach you, i.e., provide your address, fax and phone number.
4. Use the clinician directory on [www.liveandworkwell.com](http://www.liveandworkwell.com) to access other treating clinicians' demographic information on-line. From the ubhonline home page, select "Our Network" and then select "ubh/usbhpc clinician directory".
5. Access the "Coordination of Care Checklist" and "Exchange of Information Form" on [www.ubhonline.com](http://www.ubhonline.com) to facilitate the coordination of care process. Both documents can be found under "Administrative Resources" > "Forms" > "UBH forms." Please note the Exchange of Information

Form link is under the "Sample Forms and Letters" section of that page.

6. Remember that coordination of care can improve the quality of your relationships with other professionals in the community. Regular contact can help develop credibility and possible referral sources.

Tell us about your success stories coordinating care. How do you make this best practice part of what you do and what benefits have you and your patient's experienced? Call St. Louis UBH Quality Improvement Department with your ideas 1-888-877-3370, ext. 70884 or 70885