

# NetworkNotes

United Behavioral Health News and Updates for UBH-Contracted Clinicians and Facilities

Spring 2009

## Treatment Record Documentation Requirements

Thorough, high-quality documentation and maintenance of medical records related to behavioral health services are key elements of member safety, as well as continuity and coordination of care. United Behavioral Health (UBH) has developed comprehensive standards for documentation and maintenance of clinical records that are in line with the standards established by recognized national accrediting organizations. UBH requires all network clinicians and facilities to maintain records in a manner consistent with these standards and to conform to all applicable statutes and regulations.

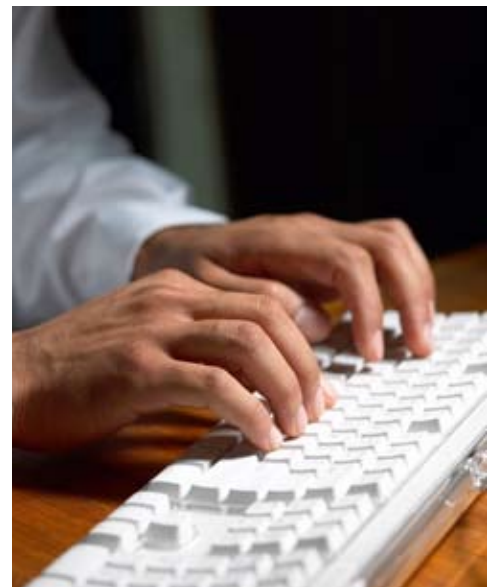
These documentation standards include details on recording clinical assessments, recommendations, treatment interventions and member response to treatment. They also address the need to document continuity and coordination of care activities, informed consent and special status situations.

It's important to note that treatment records need to be stored in a secure area, and practice sites must have an established procedure to maintain

the confidentiality of treatment records. Clinicians and facilities need to maintain an organized treatment record-keeping system that allows for easy retrieval and access by authorized personnel only.

UBH may review clinician or facility records during a scheduled On-site Audit. An On-site Audit can occur for a number of reasons, including pre-credentialing visits of potential high-volume practitioners, reviews of facilities without national accreditation and investigations of potential quality-of-care issues brought to UBH's attention.

The audits focus on the completeness and quality of documentation within treatment records. UBH has established a passing performance goal of 80 percent for both the Treatment Record Review and On-site Audit. Scores under 85 percent require the submission of a written Corrective Action Plan or a signed attestation statement. Scores under 80 percent require a written Corrective Action Plan and a re-audit within six months of the initial audit.



For the full list of [documentation requirements](#), please refer to your [UBH Network Manual](#), which is available at [www.ubhonline.com](http://www.ubhonline.com). To request a paper copy of these requirements, please contact [Network Management](#).

### UBH Member Rights and Responsibilities

It's important that you provide a paper copy of the UBH [Member Rights and Responsibilities](#) statement to any UBH member who asks for one. You can download and print the most recent version from the [UBH Network](#)

[Manual](#) posted on [ubhonline](#) (select "clinical resources," then "guidelines/policies"). To request a paper copy of the revised statement, please contact [Network Management](#).

## Inform Members about Treatment Options

UBH has been working to improve member satisfaction regarding being informed about treatment options. To support this opportunity for improving member satisfaction, please remember to:

- Inform members about self-help or support groups
- Inform members about the different kinds of counseling or treatment that are available

The UBH member Web site, [www.liveandworkwell.com](http://www.liveandworkwell.com), provides a link to a National Resource Directory (under “Find Resources”) to which members can be referred. This feature allows members to find national, state and local resources for specific behavioral health conditions and life events (parenting, grief, disaster resources, etc.).

In addition, UBH’s clinician Web site, [ubhonline](http://ubhonline.com), can connect you to various organizations (Select “Clinical Resources”, then “Links”, then “Consumer Organizations/Self-Help”). There is a link to the [National Alliance for the Mentally Ill](http://NationalAlliancefortheMentallyIll.org), which allows you to find local resources and support groups for your members.

**Please be aware that Medicare and Medicaid members may not have easy access to internet resources, such as, [www.liveandworkwell.com](http://www.liveandworkwell.com) and therefore may require additional assistance in understanding their treatment options.**

# Mental Health Condition Centers on [liveandworkwell.com](http://liveandworkwell.com)

UBH includes Mental Health Condition Centers on the UBH member Web site, [liveandworkwell.com](http://liveandworkwell.com). (A link is also provided from the clinical resources section at [ubhonline](http://ubhonline.com).) These centers provide information about several mental health and substance abuse diagnoses, symptoms, treatment options, prevention and other resources in one, easy-to-access area. Just click any of the Mental Health Condition Center links to find information on the following topics:

### **ABUSE CONDITION CENTERS**

Child Maltreatment and Neglect  
Domestic Violence  
Elder Abuse

### **ADHD CONDITION CENTERS**

ADHD in Adults  
ADHD in Children and Adolescents

### **ALCOHOL & DRUG ABUSE/ DEPENDENCE CONDITION CENTERS**

Alcohol-Related Conditions in Adults  
Alcohol-Related Conditions in Children and Adolescents  
Drug-Related Conditions in Adults  
Drug-Related Conditions in Children and Adolescents

### **ANXIETY CONDITION CENTERS**

Generalized Anxiety Disorder  
Obsessive Compulsive Disorder  
Panic Disorder  
Post-Traumatic Stress Disorder  
Social Anxiety Disorder

### **AUTISM CONDITION CENTERS**

Autism

### **BIPOLAR DISORDER CONDITION CENTERS**

Bipolar Disorder in Adults  
Bipolar Disorder in Children and Adolescents

### **DEMENTIA CONDITION CENTERS**

Alzheimer’s Disease

### **DEPRESSION CONDITION CENTERS**

Depression in Adults  
Depression in Children and Adolescents  
Postpartum Depression  
Seasonal Affective Disorder

### **EATING DISORDERS CONDITION CENTERS**

Anorexia Nervosa  
Bulimia Nervosa

### **GRIEF CONDITION CENTERS**

Grief

### **PERSONALITY DISORDERS CONDITION CENTERS**

Borderline Personality Disorder

### **SCHIZOPHRENIA CONDITION CENTERS**

Schizophrenia in Adults  
Schizophrenia in Children and Adolescents

# Timely Access to Care

To help ensure timely access to care and service, UBH has established the standards shown below. Because the specific standards may vary by state and/or health plan, please refer to the UBH Network Manuals and addenda available at [www.ubhonline.com](http://www.ubhonline.com).

## Telephone Calls to UBH Screening and Triage Services

- Calls are answered by a non-recorded voice within 30 seconds
- Less than 5 percent of callers will disconnect prior to reaching a live voice

## Appointments with UBH Clinicians

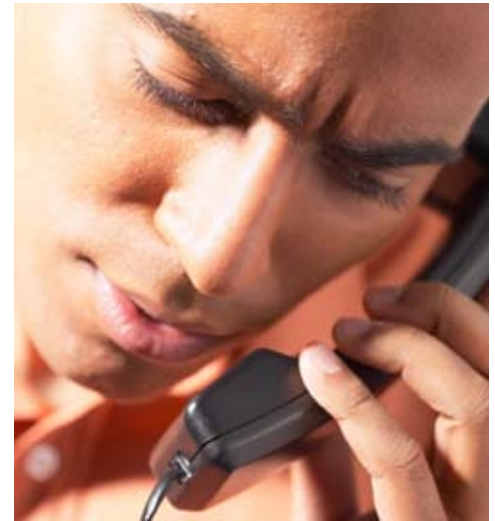
- In a life-threatening emergency, members must be seen immediately.
- In a non-life-threatening emergency, members must be offered an appointment within six (6) hours.

- In an urgent situation, members must be offered an appointment within 48 hours (or 24 hours in some states).
- For routine situations, an appointment must be offered to members within 10 business days (or 5 days in some states).
- After discharge from an acute inpatient level of care, members should attend an appointment with a behavioral health clinician within seven (7) days of the date of discharge.

UBH also encourages all contracted clinicians to see members within 15 minutes of their scheduled appointment time. Please continue your efforts to be on time for appointments.

If you are unable to meet these appointment access standards, 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 clinicians keep their availability status current. You can quickly and easily update this information at [www.ubhonline.com](http://www.ubhonline.com) or by contacting Network Management.



# Preventive Health Program

UBH has an online preventive health program that focuses on Major Depressive Disorder, Alcohol Abuse/Dependence and Attention Deficit/Hyperactivity Disorder (ADHD). The program materials for each condition include educational materials, a member self-assessment, a list of resources and specific information

on how to use the program. UBH periodically reviews the program content and updates it as appropriate. To view and print the current material for each of these three conditions, please visit [ubhonline](http://ubhonline.com) and select “clinical resources,” then “member education,” then “[preventive health program](#).” To request a paper copy of

any of this material, contact Network Management. UBH will continue to look for ways to improve this program. If you have any input or comments about the program, please contact [Network Management](#).

## Honoring the Billing Agreement

The feedback we’ve received from members indicates that some network clinicians and facilities have charged the entire cost of services up front or balance-billed members for fees beyond the contracted amount. The Member Protection provisions of the UBH Participation Agreement allow you to request from members only applicable member expenses (copay, coinsurance and/or deductible).

For more information about this and other UBH billing and claims guidelines, please consult the “[Compensation and Claims Processing](#)” section of your [UBH Network Manual](#). The manual is available under the clinical resources section of [ubhonline](#). If you have questions regarding a specific billing or claims issue, please call the toll-free mental health services number on the back of the member’s insurance card to speak with a UBH customer service representative.

## UBH Promotes Quality Improvement

UBH reviews and revises its Quality Improvement (QI) program each year. The QI program recommends policy, sets standards for customer services and quality of care and makes sure actions are taken to improve performance and quality when needed. If you'd like a copy of the documents, we can provide you with an overview of the program that includes a report of progress we have made toward meeting our goals.

To request a paper copy of a summary of UBH's QI program description, annual evaluation or other QI activities that highlight information about our QI program goals, processes and outcomes, please contact [Network Management](#) for your state.

# Clinical Practice Guidelines

UBH has adopted nationally recognized [Best Practice Guidelines](#) authored by the American Psychiatric Association (APA), the American Academy of Child and Adolescent Psychiatry (AACAP) and the Expert Consensus Guideline Series. The guidelines define objective and evidence-based parameters of care. UBH reviews the guidelines at least every two years and makes updates as necessary.

In addition to the Best Practice Guidelines, UBH has created [Supplemental and Measurable Guidelines](#) for the treatment of Bipolar Disorder, Attention-Deficit/Hyperactivity Disorder (ADHD) with children and Major Depressive Disorder (MDD). UBH monitors compliance with at least two significant clinical aspects of each of these Supplemental and Measurable Guidelines on at least an annual basis. Through this review process, a detailed analysis is conducted,

potential barriers are identified and interventions are implemented to improve performance.

Please visit [ubhonline](#) for additional information. This Web site provides a listing of the Best Practice Guidelines adopted by UBH from the APA, AACAP and The Expert Consensus Guidelines. Direct links are included to these organizations. This site also provides full descriptions of the UBH Supplemental and Measurable Guidelines referenced above and educational materials for members and clinicians. The Supplemental and Measurable Guidelines are under review currently and the revised guidelines will be posted when they are complete. Please refer back to this site for updated information. You may also call UBH to request a paper copy of this information. Please contact [Network Management](#) for your state.

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## Affirmative Incentive Statement

Care Management decision-making is based only on the appropriateness of care as defined by the [UBH Level of Care Guidelines](#), the [UBH Psychological and Neuropsychological Testing Guidelines](#), and the existence of coverage for the requested service. UBH does not reward its staff, practitioners or other individuals for issuing denials of coverage or service. Utilization management decision-makers do not receive financial or other incentives that result in underutilization of services.

The UBH Level of Care Guidelines and the UBH Psychological and Neuropsychological Testing Guidelines are available and can be downloaded from [ubhonline](#). Select "guidelines/policies" from the "clinical resources" menu on the left side of the home page, and click on the company or state-specific link appropriate to your member. To request a paper copy of any of these guidelines, please contact [Network Management](#).

# UBH Staff Availability and Questions about the Care Advocacy Process

Each UBH Care Advocacy Center is open for normal business operations Monday through Friday from 8 a.m. to 5 p.m., except on holidays. However, care advocacy staff are available 24/7, including holidays and weekends, to discuss clinical determinations, appeals or any other questions about the care advocacy process please call the toll-free number on the back of the member's insurance card to reach the appropriate care advocate.

If you have received a certification letter or an adverse determination letter and wish to discuss any aspect of the decision with the care advocate or peer reviewer who made the decision,

please call the toll-free number provided in the letter or the toll-free number on the member's insurance card. For all potential adverse determinations based on the UBH Level of Care Guidelines, UBH makes a peer reviewer available to you before the decision is made so that you may provide additional information about the case. You may discuss an adverse determination with the peer reviewer during the case review process or after the decision was made. If the peer reviewer who made the decision is not available, UBH makes an appropriate peer reviewer available to you to discuss the decision. If you need

additional assistance, you can always call Network Management who will help you identify and contact the care advocate or peer reviewer for your specific case.

To contact Network Management, go to ubhonline (select "contact us", select your state) or call the following number: 1-800-711-6089, select option 5 and then option 4

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## Continuity and Coordination of Care

UBH requires network clinicians to communicate relevant treatment information to the member's primary physician and/or between treating behavioral health clinicians. An easy-to-use [Confidential Exchange of Information Form](#) has been created that you may use to facilitate coordination of care. This form is available for download at [ubhonline](#). There is no need to worry about HIPAA concerns if you use this form as it requires the member's signature to release treatment information.

As a part of coordinating care, you will need demographic information (name, address, phone/fax number) on the

member's other treating providers. By accessing [ubhonline](#), you can conduct a UBH network provider search to gather demographic data (Select "Our Network" then "[Clinician Directory](#)"). We also suggest that you encourage members who are new to your practice bring this information to their first session.

Coordination of care also benefits you as the clinician. The process develops credibility, establishes mutually beneficial collaborative relationships and provides opportunities for referrals.



### Postpartum Depression Screening

Postpartum Depression (PPD) can occur a few days or even months after childbirth. We work with specific health plans to increase the awareness of PPD among women at risk. New mothers receive an educational brochure. The

brochure contains a self-screening tool and encourages professional assessment if symptoms are present.