

NetworkNotes

United Behavioral Health-Houston Care Advocacy Center News for UBH Network Clinicians and Facilities

Fall 2010

OptumHealthSM Public Sector¹ Medicare Advantage and Medicaid Plan Updates

The OptumHealth Public Sector (OptumHealth) team located at the Houston Care Advocacy Center manages the behavioral health benefits for the following Medicare Advantage Plans in Texas (TX) and Oklahoma (OK):

- Care Improvement Plus (XLHealth Plan)
- Evercare[®] (Medicare)
- KelseyCare Health Plan
- Universal American (Generations Healthcare OK; SelectCare of Texas, LLC; TexasFirst Health Plans[®]; TexanPlus[®]; Today's Options[®])
- SecureHorizons[®]

Additionally, OptumHealth/UBH manages the behavioral health benefits for the following Medicaid Plans:

- UnitedHealthcare -Texas (Americhoice)
- Evercare STAR+PLUS

When a member calls requesting behavioral health services and indicates they have coverage under one of the above health plans, the member has their behavioral health benefits managed by OptumHealth/UBH. Please contact us for authorizations by calling the number on the back of the member's insurance card.

¹ OptumHealthSM Public Sector by United Behavioral Health



Member Initiated Complaints: "Attitude of Providers"

Member perception of the interpersonal skills exhibited by you and your office staff can sometimes result in the submission of a service complaint. In 2009, we found that the category "Attitude of Provider" represented the highest number of member complaints. Additionally, our mid-year review of service complaints for 2010 is showing this same trend.

One effective way to impact this trend is to proactively implement actions in an effort to favorably affect your patient's perception of their experience with you and your office staff:

- Listen carefully to patients
- Explain things in a way patients can understand
- Show respect for what patients have to say

- Spend enough time with patients
- Involve patients in their own counseling or treatment plan

Based on our processing of these complaints, we are certain that member perceptions of provider attitude can be influenced by educating members about expectations of care through the use of these and other effective communication techniques.

Member Satisfaction Survey Results 2010

The United Behavioral Health (UBH) Houston Care Advocacy Center (CAC) 2010 Member Satisfaction annual survey results were reviewed and analyzed. The survey included members who received behavioral health services in 2009. Please review the information below and work with UBH to take actions to improve members' experience.

Meeting Members' Language, Cultural, and Ethnic Needs

Members' responses to the satisfaction survey question, "I was able to find care that was respectful of my language, cultural, and ethnic needs," indicates that some members have difficulty engaging in treatment that adequately addresses language, cultural or ethnic needs. UBH encourages clinicians to update My Practice Info by logging on to www.ubhonline.com [secure Transactions](#) or by contacting Network Management to reflect current language and cultural competencies. Although providing this information is voluntary, accurate provider demographic information regarding language, culture and ethnicity may assist members in identifying clinicians that best match their individual needs. Members whose primary language is Spanish may be directed to liveandworkwell's companion Web site, www.mentesana-cuerposano.com. This site is designed to provide educational materials for the Hispanic community about stress, mental health and substance abuse. The resources are available to the general public as well as to UBH members.

Member Education

Of the member's responding to the survey, 78% reported that they were informed about different kinds of counseling or treatment available. This is a slight improvement compared to the 2009 survey results. To ensure that this performance is maintained and further improved, UBH designed a [Clinical Resources](#) section which is available to you via a tab located on the green bar across the top of most pages of ubhonline®. These resources include member educational materials and links to consumer organizations and self-help groups. All network clinicians are encouraged to provide these materials and resources to members during their course of treatment. Also our Web site for members, www.liveandworkwell.com, is available for members and their families to easily locate consumer groups, community resources, and self-help groups. Below is a partial list of consumer organizations/self-help groups that are available.

- National Alliance on Mental Illness (www.nami.org) is a grassroots mental health organization dedicated to improving the lives of persons living with serious mental illness and their families. Their Web site has information about mental illness, and local support groups to help persons in recovery from mental illness.
- Depression and Bipolar Support Alliance (www.dbsalliance.org) provides educational materials and programs about living with mood disorders.

- National Institute of Mental Health (www.nimh.nih.gov) offered by the federal government provides articles describing the signs and causes of mental illness, treatments for mental illness, and tools to help persons recover from mental illness.
- Substance Abuse & Mental Health Services Administration (www.samhsa.gov) offered by the U.S. Department of Health and Human Services offering articles and tools to help manage mental health and alcohol or other drug (AOD) concerns.
- Children and Adults with Attention-Deficit/Hyperactivity Disorder (www.chadd.org) is a non-profit organization providing educational materials and programs about living with and raising children with attention-deficit disorders.