

Network Notes

U.S. Behavioral Health Plan, California (USBHPC) News for Clinicians and Facilities

Summer 2012

We Are OptumHealth Behavioral Solutions of California

You are probably already seeing more and more references to OptumHealth Behavioral Solutions of California. This new branding has no impact on your current contract or

credentialing with the merged entity, USBHPC. Your contract continues to be with USBHPC.

Taking Advantage of Technology

We are committed to supporting the latest technology that can offer time and cost savings to the individual clinician or group practice.

Did you know that individual clinicians and group practices can submit outpatient behavioral health claims, at no cost, through the secure Transactions section on our website, www.ubhonline.com? This timesaving, secure and convenient feature is designed to streamline the claim submission process. In addition to submitting your claims electronically, you can also check claim status, access patient eligibility information, verify authorizations, make demographic changes, and take advantage of a wide variety of resources. See the national edition article, "New Features Available on ubhonline Will Increase Your Efficiency and Reduce Boredom!" for the latest on what you can accomplish online.

OptumHealth offers business solutions as well. Electronic Payments and Statements (EPS) is a free service that allows you to receive your claim payments and remittance advices electronically instead of through the mail. You can receive a fast and secure direct deposit of your claims payment,



which eliminates mailing time and reduces paperwork. You also receive e-mail notifications when deposits are made. You can sign up for EPS through the secure Transactions section on ubhonline.

All of the services through our website are convenient, easy and, best of all, they are free! So please visit www.ubhonline.com to take advantage of the time and cost

saving solutions for your practice. If you are not yet a registered user of ubhonline, you can obtain a user ID and password through the "live chat" feature. Select "First-time User" on the homepage. You may also request a user ID and password by calling 1-866-209-9320

Meet Your Network Management Team

We've met some of you in person and most of you have talked to us on the telephone, at one time or another. Who are we? We're your Network Management team!

Network Management is part of Behavioral Network Services (BNS), the department that handles a wide range of provider relations functions, including recruitment, contracting, credentialing, and performance improvement. Network Management plays a role in each of these activities. Basically, we oversee the maintenance of a large network of behavioral health providers to ensure access and availability of behavioral health services for our members.

For California providers, we have a dedicated Network Management team located right

here in the golden state. The team, under the guidance of Director, Richard Rodriguez, has a strong understanding of the California marketplace. We're also able to focus on issues, regulations and requirements that are unique to the state of California.

Two of our Network Managers, Kim Stevenson and Terri Jackson, are located in the San Francisco area and manage the northern portion of the state, from Monterey, King, Tulare and Inyo counties. Our other Network Managers, Jared Balliet and Jeff Olson, are located in the San Diego area and are responsible for the remaining counties in southern California. Our Network Associates, Jennifer Allen-Prather, Karla Myers and Taria Williams, are based in

the San Diego area but work with all four Network Managers in engaging with the California network and assisting you in any way we can.

If we haven't met you, yet, we hope to soon. And please don't hesitate to contact us if you need us!

OptumHealth Behavioral Solutions of California

P. O. Box 880609
San Diego, CA 92168-0609

Phone Number: 866-243-4044

Fax Number: 619-641-6322

e-Mail: cns_western_region@optumhealth.com

Reminder Regarding University of California and Wells Fargo Employee Claims

We strongly encourage all clinicians to submit claims electronically, either through our secure Web site, www.ubhonline.com or via Electronic Data Interchange (EDI). Electronic submissions can be made at your convenience, 24 hours a day, seven days a week. By submitting electronically, you also eliminate the need to send each member's claim to the appropriate address.

However, if you do not submit your claims electronically, please note that claims for employees of the University of California or Wells Fargo MUST be submitted to their designated claims address:

**PO Box 30760
Salt Lake City, UT 84130-0760**

If you submit your claims electronically, no special handling is required.

Information regarding electronic submission of claims can be found on [ubhonline](http://ubhonline.com).

Blue Shield of California's Contract with USBHPC Terminated

An important reminder:

USBHPC's contract to manage mental health services for Blue Shield of California members with behavioral health benefits terminated effective midnight, December 31, 2011. Additional detail about this change was included in communications to network Clinicians, Groups and Facilities in 2011.

For Clinicians:

Please note that any routine authorization issued for a Blue Shield of California member after January 1, 2011 that would normally remain in effect for 12 months expired December 31, 2011 and is not valid for services rendered January 1, 2012 or after. Visits after January 1, 2012 are being managed by a different behavioral health vendor. If you have questions pertaining to services after January 1, 2012 please call the number on the back of the member's identification card.

If you have questions about this transition *specific to your USBHPC contract*, please contact USBHPC Network Management at **1-866-243-4044**.

California Language Assistance Program

The California Language Assistance Program (CA LAP) was implemented by USBHPC in January of 2009 to meet requirements set forth in the regulations as promulgated by California Senate Bill 853 (SB 853). This Program offers language assistance services to enrollees with Limited English Proficiency (LEP).

CA LAP includes the following services at no charge to the enrollee or the provider:

- Information for enrollees and providers about the available language services
- Information for enrollees about bilingual clinicians through the online provider directory
- Oral interpretation services in the caller's language of choice via the Language Line, where certified interpreters are available to any enrollee who requires language assistance
- Oral interpretation of relevant written USBHPC English-version documents via the Language Line
- Written translation into threshold languages of relevant written USBHPC English-version documents, per the regulations
- Offer any LEP enrollee free interpretation services through USBHPC even when accompanied by a family member or friend who is able to interpret.
- Document the acceptance or declining of interpreter services in the enrollee's chart.

What is required of clinicians and facilities?

- Post a one-page notice in your waiting room/facility of the availability of language assistance. *Notice can be found at ubhonline in the USBHPC Network Manual (Appendices section).*
- Make available to enrollees, upon request, a pre-translated version of the California Department of Managed Health Care (DMHC) grievance process and Independent Medical Review (IMR) application and instructions. *Providers may access the DMHC grievance instructions and an IMR application on the (DMHC) Web site at www.dmhc.ca.gov or at ubhonline in the USBHPC Network Manual (Appendices section).*
- If language assistance is required, contact USBHPC at the number provided on the back of the enrollee's ID card for access to the Language Line to provide telephonic oral interpretation.

We monitor provider compliance with the CA LAP through site visits and treatment record reviews. For additional information and resources visit CA LAP, posted at ubhonline (select "Admin Resources" then California Language Assistance Program).

To access language assistance services for an identified LEP enrollee, call 1-866-374-6060, select the provider prompt for treatment and authorization. Our staff will connect you and the enrollee with the interpretation services vendor to engage certified interpreters available for telephonic interpretation services.

Enrollee Rights and Responsibilities

OptumHealth Behavioral Solutions of California (OptumHealth) requests that you display the Enrollee Rights and Responsibilities in your waiting room, or have some other means of documenting that these standards have been communicated to OptumHealth enrollees. All enrollees benefit from reviewing these standards in the treatment setting.

You can find a copy of the [Enrollee Rights and Responsibilities](#), in English and in Spanish, in the Appendices of the USBHPC Network Manual at ubhonline. Select "Guidelines/Policies" under the Quick Links on the home page, then "Network Manual", then "USBHPC Network Manual".

If you do not have Internet access and would like paper copies of these documents sent to you, please contact Network Management at 1-866-243-4044.

The information herein offers informational resources and tools and is intended for educational purposes only. All treatment and level of care decisions are at the discretion of the clinician. Nothing herein is intended as legal advice or opinions. Please consult your legal advisor related to your particular practice.

California Provider Contact List

	OptumHealth Behavioral Solutions of California (USBHPC)	OptumHealth (UBH)	
Behavioral Networks Services	PO Box 880609 San Diego, CA 92168-0609 Phone: 1-866-243-4044 Fax: 1-619-641-6322 cns_western_region@optumhealth.com		
Wellness Assessment Forms (ALERT®)	Wellness Assessments PO Box 27430 Houston, TX 77277 Phone: 1-877-369-2198 Fax: 1-800-985-6894		
Care Advocacy Teams and Inpatient Authorizations (All inpatient care must be pre-authorized)	1-800-333-8724 <ul style="list-style-type: none"> Phones are answered 24 hours a day, 7 days a week. In the event of an emergency, notify us immediately. Facilities will send admission and discharge summaries to USBHPC/UBH for the purpose of ongoing treatment planning. 		
24-Hour Intake Line	1-800-888-2998		
Scheduling Appointments (Clients referred to you must be seen within the following time frame)	Appointment Type Routine/Non- Emergency Urgent Emergency	Mental Health Within 10 business days Within 48 hours Same day	EAP Within 3 business days Within 24 hours N/A
We highly recommend that claims be submitted electronically at www.ubhonline.com If you are unable to file electronically, please use the appropriate address shown on the right.	University of California & Wells Fargo Members PO Box 30760 Salt Lake City, UT 84130-0760	OptumHealth (UBH) Members PO Box 30755 Salt Lake City, UT 84130-0755	