

Important Information about Coordinating Care



When a member receives services from more than one practitioner, it is important to communicate valuable information and collaborate to help ensure care is comprehensive, safe and effective.

Lack of communication may negatively affect quality patient care. For example, members with medical illnesses may also have mental health or substance use disorders.

How You Can Help

Please talk to your patients about the benefits of sharing essential clinical information with other treating practitioners.

Continuity and coordination of care is important for all members, especially those with severe and persistent mental health and/or substance use disorders. This is particularly true when the member is prescribed medication and has:

- Coexisting medical/psychiatric symptoms
- Been hospitalized for a medical or psychiatric condition

Refer to a Behavioral Health Professional

You can request coordination of care and referrals for members by calling the number on the back of the member's health plan ID card or searching liveandworkwell.com.

Guidelines to Facilitate Effective Communication

When scheduling appointments for new patients, request that they bring names and contact information (address, phone number, etc.) for their other treating practitioners.

Within a week of your patient's initial appointment, and annually thereafter, provide other treating practitioners with the following information:

- A brief summary of the patient's assessment and treatment plan recommendations
- Diagnosis (medical and behavioral)
- Medications prescribed (brand or generic name, strength and dosage)
- Your contact information (name, telephone, fax number, and the best time you may be reached by phone, if needed)