

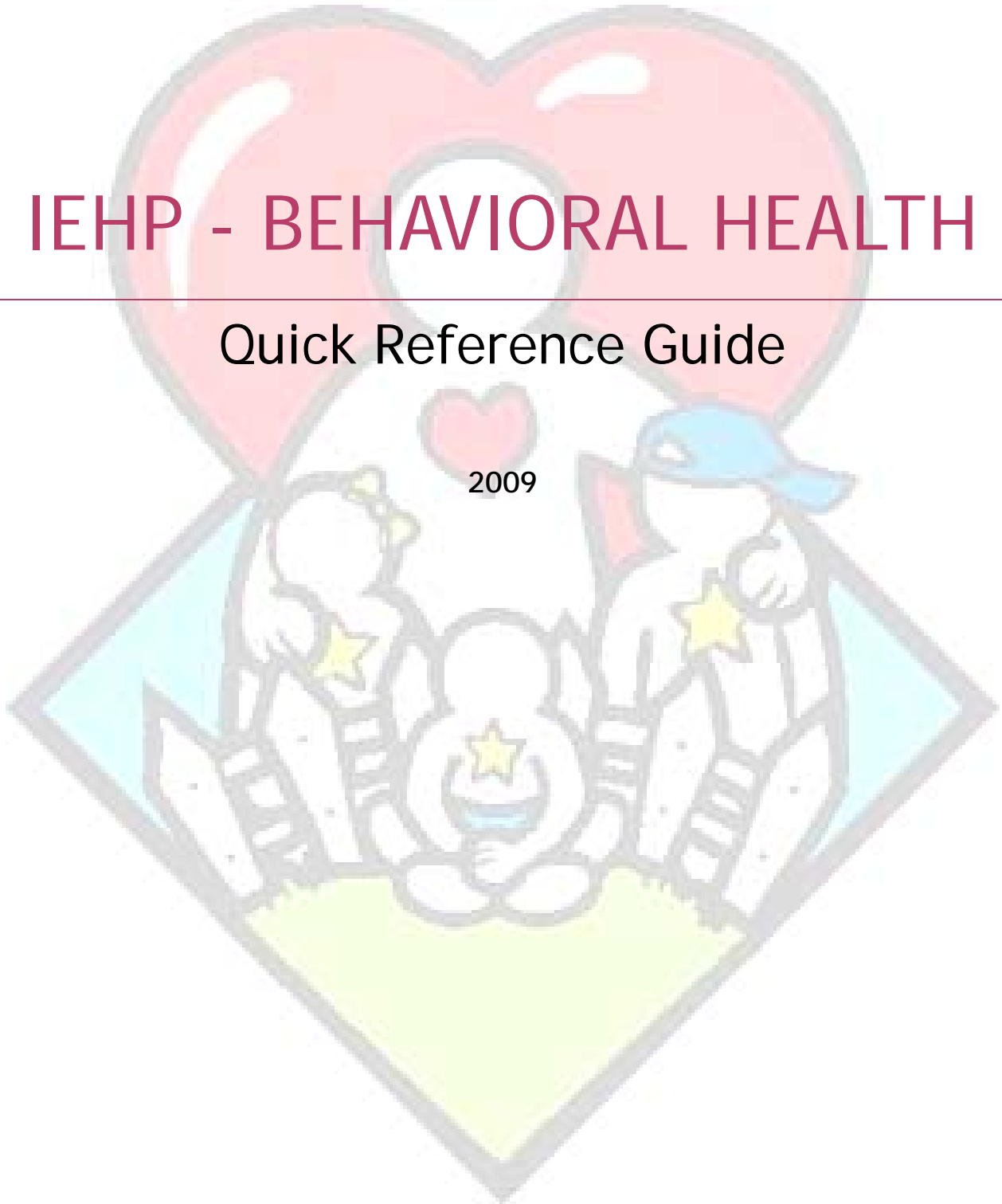


INLAND EMPIRE HEALTH PLAN

IEHP - BEHAVIORAL HEALTH

Quick Reference Guide

2009



BEHAVIORAL HEALTH (BH) SPECIALIST

QUICK GUIDE

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1. INTRODUCTION TO IEHP BEHAVIORAL HEALTH (BH) DIRECT CONTRACTING

INTEGRATING BH SPECIALISTS WITH PHYSICAL MEDICAL SERVICES:

Over the past decade, Psychiatrists, Psychologists, LCSWs and MFTs have become increasingly isolated from the rest of the health care system - particularly here in San Bernardino and Riverside Counties. BH Specialists in private practice have been literally “carved out”. Currently, if you ask most IEHP physicians about their relationship with BH Specialists, they will tell you that it is like sending their patient into a “Black Hole” because they rarely get meaningful feedback like they expect from other specialists. IEHP understands that this disconnect was created by “carving out” behavioral health to a large national network. IEHP is now closing this gap because IEHP believes that BH Specialists can play a valuable role in improving the health status of our Members.

IEHP has taken action to reverse this isolation by eliminating use of the “middle man”. IEHP is developing its own behavioral health program and is looking for select psychiatrists, psychologists, LCSWs and MFTs to work together in improving the health care services we offer to our Members. This concept is not new as other “integrated” health care systems have proven the value of offering behavioral health services alongside physical health services. IEHP wants to stop sending its behavioral health care dollars to a national behavioral health organization and start redirecting these dollars directly to our own local BH Specialists.

IEHP is looking to build a select network of clinicians who want to participate in reversing the isolation of BH Specialists created by the “carve out” model. This means we are looking for clinicians who understand the importance of communicating with primary care physicians (PCPs) and other specialists to improve a Member’s health care. This means we are looking for clinicians who will apply their clinical skills in new and innovative ways to positively impact our Member’s health status. We are looking for clinicians who want to make a difference in the bigger picture of our Member’s quality of life.

“HEALTH CARE IS LOCAL”: FOR IEHP THIS MEANS SAN BERNARDINO AND RIVERSIDE COUNTIES:

IEHP is a not-for-profit (meetings and financial reports are open to the public) health plan that serves over 400,000 Members in various health programs, including Medicare Special Needs (DualChoice), Medi-Cal, Healthy Families and Healthy Kids.

To help our Members receive health care, IEHP contracts with medical professionals like Independent Physician Associations (IPAs), Hospitals, PCPs and Specialists. Now our Family of Specialists includes BH Practitioners.

2. BEHAVIORAL HEALTH (BH) SPECIALIST SELECTION

INCLUDING CLINICIANS WHO ARE CURRENTLY SERVING IEHP MEMBERS:

IEHP's first priority in building a BH network is to reach out to clinicians who are currently treating our Members. We want to minimize the disruption caused by our Members having to change providers when we transition from the current Behavioral Health Organization to Direct Contracting in February 2010.

SEEKING CLINICIANS WHO DEMONSTRATE CLINICAL EXCELLENCE:

IEHP is committed to partner with experienced and skilled clinicians. IEHP is seeking clinicians who have developed specialty services that are designed to more effectively serve specific Member needs. For example, we want to know if you are offering special groups for Members with particular diagnoses such as "ADHD Parent Training", "Anxiety Management Groups", etc. For this reason, IEHP has stretched to offer competitive reimbursement rates that include services such as group therapy.

SUPPORTING EVIDENCE-BASED TREATMENT METHODS:

IEHP achieved its #1 ranking in California and its "Excellence" ranking for quality by embracing accountability. We are looking for BH clinicians who also strive to provide the most effective services they can. This means we want to partner with clinicians who care about their professional reputation as much as we care about ours. We want clinicians who continue to develop their clinical skills and take their areas of specialization seriously. We want clinicians to be up to date with research and actively applying "evidence-based" treatment methods.

WIN-WIN PARTNERSHIP - SELECTIVITY TO PROVIDE SUFFICIENT REFERRALS:

IEHP knows that if we expect your loyalty and responsiveness to our Members needs, you will need our loyalty and responsiveness in return. IEHP is a non-profit health plan created to meet the needs of our Members, not to fund corporate profits on the backs of our providers. This is why you will hear our CEO say, "We will always do the right thing for our Members". This commitment extends to our specialist partners as is evidenced by our #1 ranking among doctors. Our commitment and loyalty to our specialist partners is designed into the limited size of our network. We do not want the biggest network; we want the highest quality network we can build. We will get to know our clinicians well and we want to incentivize excellence with our referrals and our service.

3. DIRECT CONTRACTING WITH IEHP'S BEHAVIORAL HEALTH NETWORK

THE PROVIDER SURVEY:

The first step toward inclusion in the IEHP BH Network is to fill out the one-page survey that is available on our website under "Behavioral Health Provider Forms". Just print out the survey, fill it out, and fax it back.

SELECTION FOR PARTNERSHIP:

Once we receive your completed survey, we will evaluate our Members' needs and if your practice profile meets those needs we will contact you directly.

THE PROVIDER AGREEMENTS:

Once you are selected, we will provide you with an agreement that will include our reimbursement rates and expectations for your review. Our agreements are standardized, yet we welcome your questions.

CREDENTIALING:

Once we receive your signed contract, we will provide you with a credentialing package, which must be completed and returned to us before we can activate your contract and start referring Members to you. The credentialing form should be familiar as it is the standard "California" application. In addition, we will gather specific information about your particular areas of specialization that will guide us in making referrals to you.

4. IEHP LINES OF BUSINESS

MEDICARE DUALCHOICE - SERVED BY IEHP BH NETWORK:

IEHP will have one contract with the same authorization and billing process for all three lines of business we will be referring to you. To keep it simple, practitioners will follow one straightforward method for coordination of care and claims submission for all lines of business. Medicare DualChoice is one such population we will be referring to our BH Specialists.

IEHP Medicare DualChoice is a Medicare Advantage Special Needs Plan (MA/SNP) for people who have both Medi-Cal and Medicare (Medi-Medi). Created in January 2007, IEHP Medicare DualChoice is jointly funded by federal and state governments. The plan brings Medi-Cal, Medicare Part A and Part B, and Part D Prescription benefits into a single plan to better coordinate the health care services for the Medi-Medi Members. Most of the IEHP Medicare DualChoice Members are low-income people with disabilities with an average age of 50. There are about 65,000 - 70,000 individuals who are qualified for this plan but not yet enrolled.

HEALTHY FAMILIES - SERVED BY IEHP BH NETWORK:

Healthy Families Members will also be referred exclusively to our BH Network. Members that meet the criteria for Severe Emotional Disturbance (SED) will be referred to their County Mental Health Department for assessment.

Healthy Families was created in July 1998 as part of the State Children's Health Insurance Program (S-CHIP). Approved for a 10-year period, S-CHIP is jointly funded by federal and state governments and administered by the Managed Risk Medical Insurance Board (MRMIB).

The Healthy Families Program provides low-cost health insurance to children of families whose incomes are too high to qualify for Medi-Cal, but are below 250 percent of the Federal Poverty Level (about \$40,200 for a family of three). Healthy Families covers a range of health care services including physician visits, hospital care, prescription drugs, home health, dental and mental health services through managed care plans. As of September 2005, 744,653 children were enrolled in Healthy Families at a cost of more than \$950 million in fiscal year 2005-06.

HEALTHY KIDS - SERVED BY IEHP BH NETWORK:

Healthy Kids is the third population IEHP will refer to our BH Network in San Bernardino County. Healthy Kids in Riverside County receive services through Riverside County Mental Health. In the event Members from either San Bernardino or

Riverside Counties meet the SED criteria, they will be referred to County Mental Health for assessment.

The Healthy Kids Program provides comprehensive health care coverage to children who do not qualify for Medi-Cal or Healthy Families, and have a family income below 300 percent of the Federal Poverty Level (\$66,150 per year for a family of four). The program is funded with \$10 million a year by the local and state foundations and organizations including First 5, The California Endowment, Blue Shield of California Foundation, Riverside Community Health Foundation, and Riverside County. The funding level is subjected to the renewal process every year. This program covers services including, but not limited to, physician visits, hospital care, prescription drugs, dental and mental health through IEHP.

MEDI-CAL - SERVED BY THE COUNTY MENTAL HEALTH DEPARTMENT DIRECTLY:

This population is referred to Riverside and San Bernardino County Mental Health and will not be referred to our BH Network.



5. MEMBER ACCESS & AUTHORIZATION

NO GATEKEEPER - MEMBERS CAN SELF-REFER:

Access to most specialists is limited by the “Gatekeeper” model which requires the Member to get a referral to the specialist from their PCP. Not so for IEHP Members seeking behavioral health services. IEHP is committed to remove the barriers to access for mental health and chemical dependency services and will allow Members to access services by calling IEHP directly for a referral.

PCP REFERRALS:

IEHP physicians are used to making referrals to our network of specialists. Now they will be able to do the same when they have a patient that needs behavioral health services. Whether the Member calls IEHP directly or their PCP refers them, the authorization to you will be the same.

AUTHORIZATION:

All referrals are Authorized by IEHP

When IEHP makes a referral to you, you will simultaneously receive a written authorization specifying the services that have been authorized.

Initial Authorizations for Outpatient Treatment

IEHP does not want to “micro-manage” your treatment by providing too few visits to complete the typical treatment. At the same time, we need our providers to provide efficient and effective treatment. The typical initial Authorization will be for one 90801 and 9 follow-up visits; however, the specific Member needs may result in alternative numbers of visits or alternative types of follow-up visits such as group therapy. If you determine that a Member meets Severe Emotional Disturbance (SED) criteria, you will need to notify the IEHP Social Worker who will facilitate a referral to County Mental Health for an SED assessment and appropriate services.

Subsequent/Additional Authorization Request - Instant Web Form Submission

IEHP understands the impact paperwork has on your productivity. In the event you need to request additional visits, we have boiled down the information we need into a web form that you can complete online. Our case management team will quickly respond to your request so there is no disruption in treatment waiting for our response. The “Request for Additional Services Web Form” is located on the website under “Behavioral Health Required Forms.” This form is also designed to serve double duty as your subsequent Coordination of Care (COC) Report to the Member’s PCP as

long as you have obtained the appropriate signed release of information from your patient.



6. COORDINATION OF CARE (COC)

INTEGRATING BH SPECIALISTS - BEING A MEMBER OF THE HEALTH CARE TEAM:

Improving the frequency and meaningfulness of the coordination of care between IEHP BH Specialists and PCPs is one of the driving forces behind IEHP's decision to build its own BH network. For this reason, we need to have all of our BH Specialists make every effort to communicate with the Member's PCP. This is so central to our mission that we are making it a requirement when you perform your initial evaluation (90801).

AUTOMATING THE INITIAL COC REPORT TO PCP - A WEB FORM:

To make it easy, we have created a form on the website that allows you to go online and fill out the form and instantly send it to us when you complete your initial evaluation. On our website, under the Behavioral Health Provider Forms you will find the "Coordination of Care (COC) Form for Initial Evaluations". Before submitting this form you must attempt to obtain the signed informed consent of the patient or patient's guardian to allow IEHP to forward your report on to the patient's PCP. Most of our Members expect their specialist to send a report back to their PCP, yet some may not want such information to go back to their PCP. In these instances you will check the box at the top of the form indicating that the patient refuses to authorize the release of this information to their PCP. We will not forward a COC form to the PCP if the Patient has not signed a release of information form in your office. In the event you want to use our release of information form, you can download it from our website where it can be found in the Optional Forms Library.

Whether or not your patient wants this initial report to go to their PCP, you are required to complete it and submit it to us electronically. This initial report is vital for IEHP in our effort to make sure Members are receiving appropriate services. This form not only serves as a COC tool, but also communicates your assessment and treatment plan to the IEHP Care Managers. This form will also serve to initiate referrals for assessment for Members who meet SED criteria or referrals for other behavioral health services you recommend. Our receipt of this report will simultaneously alert our claims payment department that you have completed the initial evaluation and to pay your claims for authorized services as soon as you submit them electronically.

USE OF SUBSEQUENT COC UPDATE FOR COMPLEX CASES

When significant changes occur in your treatment plan that you think the PCP needs to be aware of, you can submit a "COC Update" web form. This allows you to instantly update your patient's PCP without playing "phone tag."

7. CLINICAL RECORDS

STANDARD HEDIS REQUIREMENTS - DOCUMENTATION STANDARDS:

IEHP is required to oversee the implementation of documentation standards for clinical records. A detailed list of these requirements can be found on our website under <http://ww2.iehp.org/IEHP/Providers/Behavioral Health/>

LIBRARY OF OPTIONAL PATIENT RECORD FORMS AVAILABLE ON THE WEBSITE:

If your clinical records already meet this standard, you are in great shape and simply need to continue doing what you are doing. If you decide you need to revise your documentation to meet the standard, you are welcome to use or adapt any of the forms in the "Optional Forms Library" where you will find sample Intake Evaluation and Progress Notes at <http://ww2.iehp.org/IEHP/Providers/Behavioral Health/BH Forms>. The first Optional Patient Record Forms will be published on the website in January 2010.

IEHP does not expect you to create different clinical records for our Members than those you currently use in your practice. This library of forms is offered as a resource that we will update from time to time as we become aware of better documentation tools.

8. BILLING AND CLAIMS

FASTEST CLAIMS PAYMENT IN THE BUSINESS - 100% ELECTRONIC CLAIMS SUBMISSION:

No more paper forms and snail mail! With our web-based claims submission service you can expect payment within two weeks on average.

IEHP'S FREE WEB-BASED CLAIMS SUBMISSION SERVICE:

IEHP has developed an easy to use web-based Claims submission process that will insure your claims for authorized services are paid promptly and correctly. This service is free and we will provide hands-on training for anyone who needs help.

<http://ww2.iehp.org/IEHP/Providers/>

USING YOUR OWN EDI SERVICE TO SUBMIT CLAIMS:

In the event your billing staff prefers to use your established EDI service, we will accept their electronic claims. The only thing we will not do is accept paper claims. Go Green!

