

HEALTH PLAN POLICY

Policy Title: Behavioral Health Care and Physical Health
Care Coordination

Number: MCM03
Revision: H

2. If the caller agrees, the health plan representative will conference the call with the behavioral health contractor and disconnect after confirming the member has direct contact with the behavioral health provider.
3. If the member refuses to be connected with the behavioral health contractor, the plan representative will maintain contact with the member and signal a coworker to dial 911. The plan representative will attempt to maintain contact with the member until emergency medical personnel are available.

D. Exchange of Information:

1. Information is shared among medical management, the behavioral health contractor and participating behavioral health and medical health providers to ensure interactions with the member result in appropriate coordination between medical and behavioral health care.
2. A written medical record/release of information consent form is obtained by the medical or behavioral health provider from the member, parent of a member, or legal guardian of a member. The consent is maintained in the medical or behavioral health record.
3. The PCP and behavioral health care provider will share pertinent history and test results in a timely manner, based on the provider's assessment of the clinical urgency.
4. Medical and behavioral health providers are required to refer the member for services outside of their respective scope of practice. Providers will work collaboratively to coordinate the member's health care needs.
5. The health plan medical management staff will assist in coordinating member needs and encourage members to access the behavioral health benefit at the time behavioral health issues are identified.
6. The health plan medical management team will monitor the behavioral health coordination activity for the health plan members from an oversight perspective.

E. Prevention Programs:

1. Health plan medical management will work with the behavioral health contractor and other participating behavioral health care practitioners, PCPs, medical/surgical specialists, organizational providers and other community and state resources to develop primary and secondary prevention programs for behavioral health.
2. These programs will include:
 - a. educational programs to promote prevention of substance abuse
 - b. parenting skills training
 - c. developmental screening for children
 - d. Attention deficit hyperactivity disorder screening
 - e. postpartum depression screening

Staff Involvement:

In aspects of the Medical Management program, there is a dedicated behavioral healthcare practitioner. (NCQA Standard UM 1 A). The associate is responsible for clinical management of an identified patient population requiring support for mental and chemical health care needs. The individual encompasses the ability to facilitate the planning, organizing, and coordinating the activities of the Medical Management

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Department's behavioral health activities. The expectations includes demonstrating mastery of the clinical and behavioral care to meet all regulatory requirements of managing care within the health plan environment.

REFERENCES:

- NCQA Quality Improvement 4, Element B & Utilization Management 1, Element A Standards

RELATED DOCUMENTS:

None

REVISION HISTORY:

Revision	Date	Description of Change	Committee
New	04/01/2015	Initial Release	Board of Directors
A	03/04/2016	Yearly review - Updated to current template. Added remaining products to Product Lines.	Board of Directors
B	06/01/2017	Annual Review. Changed signatory from Anita Leal, Executive Director to Nancy Horstmann, CEO.	Board of Directors
C	09/20/2018	Annual Review. Product lines updated	Executive Leadership
D	11/25/2019	Annual review. Updated Definitions and Acronyms. Made changes to sections A and D.	Executive Leadership
E	11/17/2020	Annual review. No change to policy content.	Executive Leadership
F	08/17/2021	NCQA update. Added Staff Involvement section.	Executive Leadership
G	08/25/2022	Annual review. Added bullet point 3 under section A, changed "Utilization Management" to "Medical Management"	Executive Leadership
H	05/22/2023	Policy update. Minor changes made to update policy for NCQA standards.	Executive Leadership