

PROVIDER TIPS

Continuity and Coordination of Care Between Medical and Behavioral Health Providers

Continuity and coordination of care between medical and behavioral health (BH) care is an important aspect of service requiring focused and proactive assessments. A Member with a medical or surgical condition may have a behavioral complication or comorbidity. Likewise, a Member with a behavioral disorder may have a medical comorbidity or there may be medical implications.

Coordination of care between Providers is the best practice model that addresses the whole person and their health care needs. We also encourage behavioral health providers to learn about their Members' physical health conditions. This will assist in the creation of a behavioral health treatment plan tailored to the Member's strengths while addressing any physical health needs. We appreciate the therapeutic relationship and strongly encourage continuity, collaboration, and coordination of care.

TIPS FOR BEHAVIORAL HEALTH PROVIDERS WHEN COMMUNICATING WITH A PCP

<p>1. RELEASE OF INFORMATION</p>	<ul style="list-style-type: none"> • Obtain a release of information signed by the Member to contact their PCP. • Document in the Member's chart when you share releases of information with the PCP. • Call the PCP's office. Ask the PCP office manager or receptionist how best to communicate and share information.
<p>2. DEVELOP A WORKING RELATIONSHIP</p>	<ul style="list-style-type: none"> • Ask the PCP's office if they already have a treatment summary form that they can share. • If you have a treatment summary form, share with the PCP to better coordinate care when the Member attends medical appointments. • Discuss and coordinate with the PCP an established protocol for urgent medical needs. • Collaborate with the both the PCP and the Member to support or prepare the Member for the most successful medical visit possible. • Keep the Member aware of the content of communications, as clinically appropriate.
<p>3. CREATE A STANDARD PROCEDURE</p>	<ul style="list-style-type: none"> • Strive to make PCP communication a normal part of doing business. • Routinely communicate with the PCP at specific points in treatment such as <ul style="list-style-type: none"> - at initiation of services - when significant changes in treatment or Member status occur - when preparing for discharge - after discharge • Integrate PCP communication into the Individual Service Plan (ISP). • Use a form for communication with the PCP and for receiving information from the PCP. • Talk to the Member about the benefits of collaborative care including <ul style="list-style-type: none"> - decrease in hospitalization - improved physical health - improved behavioral health - fewer interactions between medications
<p>4. LEARN ABOUT THE MEMBER'S PHYSICAL HEALTH CONCERNS</p>	<ul style="list-style-type: none"> • Ask about the Member's health conditions. • Check the Member's level of understanding of their health conditions.