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RE: Coordination of Care

Dear Behavioral Health Provider and Office Staff:

Midwest Behavioral Health Network, MBHN, regularly performs audits of member records to monitor the continuity and coordination of care between the behavioral health Provider and the member's Primary Care Physician, PCP. MBHN must adhere to the regulations of the National Committee for Quality Assurance, NCQA, to monitor collaboration between our Providers and our members' PCP's. MBHN believes that the sharing of information between the behavioral health Provider and the PCP is important not only in reducing costs and enhancing efficiency but will effectively encourage the member taking an active role in managing their care and result in better patient outcomes.

MBHN examines the Initial Clinical Assessments (ICA) and the Outpatient Treatment Reports (OTR) submitted by the Provider to collect our statistics. These reports contain the coordination of care information as reported by the Provider. The most recent audit showed a continued lack of documentation of member care overall between Providers and the PCPs.

We encourage you, as a Provider in the Midwest Behavioral Health Network, to consistently ask your patients to sign a release of information allowing you to share information with their PCP; and follow through with sharing this information. To support you in incorporating this step into your daily practice we provide a Tool to assist you and your staff in documenting the coordination of care, along with a Coordination of Care Letter to send to the PCP. We have enclosed samples of these with this letter; you may also find them on our website, www.NewAvenuesOnline.com, Provider Forms.

We thank you for being a part of our network and for your continued commitment to our members by providing first-rate care and service; your dedication is appreciated. We encourage you to become a partner with us in exceeding this standard.

Sincerely,

Patricia L. Teverbaugh

Patricia L. Teverbaugh
Director of Quality Improvement